



**'The Childerwood Nursery team are committed to safeguarding and promoting the welfare of children and young people.
We expect all staff, students and volunteers to share this commitment'**

Parent and Carer Survey

Questions and Answers

June 2020

We Are Here for You and Your Children



Dear Parent(s)

We really appreciate all our families taking the time to complete the parent survey this has helped us to review Childerwood Nursery provision and make further improvements to our service at this difficult time.

Parent feedback is essential as your views will impact on our future decision making and will also support children and families who have stayed with us throughout the closure period and those who will be returning to nursery.

We have also added extra questions and answers which we think may arise in the next few weeks.

Q: How do I decide whether I should be returning my child into the nursery setting?

A: This is ultimately your decision and we understand that all your circumstances are different. We will communicate via telephone, email and our usual online channels and ask you to do the same to share information about your child and support a staggered return.

Staff will maintain safe distancing when sharing information about your child's day. We may contact you via phone or video conferencing to discuss any other matters rather than face-to-face.

We will continue to keep in touch with any families and children not yet returning to nursery and keep sending through home learning ideas.

Nursery events/parent evenings will not take place in the nursery during this time and we will keep you updated as government guidelines change. Where possible, they may take place electronically for example, via video conferencing.

Q: Will there be a retainer fee to defer my child's place until, September? If so, how much?

A: If you wish to either delay your child's start date or reduce the number of sessions being attended, charges will be incurred. Therefore:

- If you wish to delay your child place for more than two months, we will require a retainer fee of £100.00 in advance. The retainer invoice is payable within 7 days of issue to hold the place.
- If you reduce the number of sessions, you will be charged for those sessions for four weeks.
- In both above situations, we would use 50% of your Retainer Fee towards the charge. If this was insufficient to cover the whole charge, an invoice for the remaining amount will be raised. We make these charges to compensate us for lost and irretrievable revenue.

Q: Can I use my child's funding throughout August instead of coming back in June? That way I can assess whether it is safe to return a bit later?

A: Summer term funding has been allocated and children can return to nursery from the 1st June until 31st August whether they are term time or all year. Contracted hours will stay the same due to other children joining the nursery or already attending.

Q: If I decide to come and go in my child's funded hours will I still get charged for their meals if they aren't in that day?

A: Yes. The nursery requires Thirty (30) days' notice of any intention to alter the number of contracted hours children attend the nursery, this also applies in cases where you intend to withdraw a child from the nursery, resulting in termination of your parent contract.



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Q: How will my child be settled back into the nursery?

A: We will work with families who have been coming into nursery during lock down. All families will be asked to social distance themselves by two metres in the outdoor entrance area. There will be two metre lines drawn on the entrance walkways; left of the line for entry and right of the lines for leaving. A member of staff will meet families outside the nursery (wearing PPE), families will be asked to wait until each child enters. A virtual entry video will be shared with parents.

We will work with all families that have not attended the setting during the lockdown period to arrange suitable settling times. These may include video calls to begin with, to minimise the time spent in the setting. Setting visits may be planned based on individual needs, taking in to account the age/stage of development and how the child feels about returning.

Where settling visits are required, different options will be considered such as:

- Having a settling in period over a couple of weeks just for visits to take place
- Settling visits outdoors
- Shorter sessions to begin with building up to the full session

The settling in policy for new children will be adapted during the pandemic based on the individual needs of the children and staff at nursery. We may have to suspend these or, where possible, we will encourage virtual show rounds and online video calls prior to children starting. Most of the information will be gathered over the telephone to limit the time spent in the setting.

Any new families will be asked to sign a health declaration to confirm the child or no one in the family has any symptoms of coronavirus. Once children are settled parents will be asked to follow the same drop off/collection procedures as the other children, maintaining safe distancing between them and others. For further information see Childerwood Nursery arrival and departure policy.

Q: What happens if a child shows symptoms or is confirmed as Covid-19?

A: If anyone becomes unwell whilst at nursery with a new, continuous cough or a high temperature, we will contact their parent/carer immediately. The child will be sent home and advised to follow the COVID-19: Guidance for households with possible coronavirus infection.

Whilst the child is awaiting collection they will be moved, if possible, to a room where they can be isolated behind a closed door, depending on the age of the child, and with appropriate adult supervision (ensuring safeguarding and PPE procedures are met.)

Ideally, a window will be opened for ventilation. Where it is not possible to isolate them, they will be moved to an area which is at least two metres away from other people. They will be comforted and reassured whilst waiting for collection, as per our usual policy.

If they need to go to the bathroom while waiting to be collected, they will use a separate bathroom if possible. The bathroom will be cleaned and disinfected, using standard cleaning products, before being used by anyone else.

PPE will be worn by staff caring for the child while they await collection if two metre distance cannot be maintained (such as for a young child or a child with complex needs.)

In an emergency staff will call a manager and 999 if they are seriously ill, injured or their life is at risk.



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If a member of staff has helped someone who was unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves (and in which case, a test is available) or the child subsequently tests positive (see 'What happens if there is a confirmed case of coronavirus in a setting?' below.) They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell.

Cleaning the affected area with normal household disinfectant after someone with symptoms has left, will reduce the risk of passing the infection on to other people.

When a child, young person or staff member develops symptoms compatible with coronavirus, they will be sent home and advised to self-isolate for 7 days. Their fellow household members should self-isolate for 14 days. All staff and students who are attending an education or childcare setting will have access to a test if they display symptoms of coronavirus and are encouraged to get tested in this scenario.

Where the child or staff member tests negative, they can return to their setting and the fellow household members can end their self-isolation.

Where the child, young person, or staff member tests positive, the rest of their nursery group should be sent home and advised to self-isolate for 14 days. The other household members of that group do not need to self-isolate unless the child, young person, or staff member they live with in that group subsequently develops symptoms.

In these cases, all information will be recorded on an incident form or Covid-19 record form. For further information see Childerwood Nursery sickness and Illness policy.

Q: Will soft toys remain within the nursery setting?

A: There will be a limited number of items within the nursery which will be washed weekly or if used more frequently replaced daily using a bank of soft toys. This will be the same for dressing up clothing, including baby dressing up clothes and blankets.

Q: Can my child bring their comforter to nursery? E.g., dummy, small muslin or tag blanket.

A: It is important for unsettled children to have their comforters to support them with their attachments, settling back into the nursery routine and sleep routines.

If children are not reliant on their comforters (36-60 months), we ask that they are not brought into nursery as we are trying to limit this amount to protect staff and children.

Q: How will you support children with hand washing?

A: We will continue to encourage and support children with their hand washing using hand washing songs and guidance. E.g., You need to wash the fronts, the backs, in-between your fingers and around your thumbs. Children will be encouraged to wash their hands frequently and not touch their faces. Hand dryers and paper towels will be used for drying hands.

Q: How will the nursery be kept clean?

A: Staff will support the continued cleaning of the nursery throughout the day e.g., toilets, wiping light switches, kitchen areas. A nursery shut down cleaning schedule is in place that is used and signed daily, and we have a professional cleaner on site for two hours each day.



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Staff are always reminded to ensure personal hygiene is maintained, including washing hands as they enter the building and periodically throughout the day.

Q: Will staff be wearing PPE?

A: We will be following Government guidelines and will continue to ensure we are up to date with the requirements. In accordance with this, staff will continue to wear the appropriate PPE for nappy changing. Where staff are unable to socially distance themselves from parents/carers, PPE (including masks) will be worn.

Q: Will eating times remain the same?

A: We are committed to offering children healthy, nutritious, and balanced meals and snacks which meet individual needs and requirements, and we will continue to follow this policy. However, due to high demand for delivery slots and some issues with supply, there may be some changes to the set menus on offer. We will communicate any changes to you.

Mealtimes may be staggered to allow for smaller groups of children to eat at any one time, this may mean that your child will eat slightly earlier/later than usual. Again, any changes will be communicated to you in the usual way. Children will always be supervised when eating/drinking, to ensure that they do not share cup/utensils or food. Personalised bottles will be used to prevent cross contamination.

Q: Will the nursery daily routine change?

A: Children will be grouped in accordance with the ratios set out by the EYFS. One staff member will be responsible for the same group of children, where possible, to reduce contact occurring with more individuals than necessary. Play will take place in either side of the nursery using Room 1, mini play park and organic area then swapping to room 3, mini camp site and mini village.

Q: What will happen to school aged children?

A: We will work together with all schools that children are going to and attempt to do all we can to help ease this transition, including making up school packs with photos of the teachers and building; reading stories, engaging in role play, setting up video calls, meetings, and where possible visits. We will also work with parents to try to alleviate any worries and anxieties.

Any children moving from another setting that they have attended during the lockdown (key worker children): In these cases, with parental permission, we will attempt to speak to the childcare provider that the child has attended to discuss interests, development, and next steps.

Children attending another early year's provider: A virtual meeting will take place where children attend another setting or childminder to discuss possible options during this time; where possible this will be discouraged, and ways will be explored for them to stay with just one provider to minimise risks

Kind Regards

Elizabeth Martin and Paul Murdoch

Business Owners

Childerwood Nursery – The Childcare Professionals Ltd



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