

Section 6: Health, Medical & Care Practices

Child Illness and Exclusion Policy

Purpose

At EDG Nursery we are committed to promoting the health, safety and wellbeing of all children in our care. This policy outlines how the nursery manages illness and infection to protect children, staff and families from the spread of contagious diseases.

This policy follows guidance from the **UK Health Security Agency (UKHSA)** and the **NHS**, alongside our internal policies including Infection Control and Medication procedures.

Managing Illness at Nursery

Children occasionally become unwell while attending nursery. Staff monitor children closely throughout the day and will take appropriate action if a child begins to show signs of illness.

A child may need to be collected from nursery if they:

- develop a high temperature or fever
- experience vomiting or diarrhoea
- appear too unwell to participate comfortably in activities
- require a level of care that staff cannot provide without affecting the care of other children
- show symptoms of a contagious illness

Where a child becomes unwell, parents or carers will be contacted and asked to **collect their child as soon as possible**, usually within **two hours of notification**.

High Temperature (Fever)

If a child develops a **temperature of 38°C or above**, staff will monitor the child closely and contact parents or carers to arrange collection.

If a child's temperature reaches **38°C or above**, c
has been provided, the nursery may administer a **single dose of age-appropriate paracetamol** to help reduce the fever while the child is waiting to be collected.

This is done to support the child's comfort and minimise further temperature increases while awaiting collection.

Following administration:

- parents will be contacted immediately and asked to collect their child
- the child's temperature will be monitored approximately **every 15 minutes**
- staff will encourage fluids and support the child to rest comfortably
- excess clothing may be removed to help regulate temperature
- all medication administered will be recorded in accordance with the nursery **Medication Policy**

Children who develop a fever at nursery must be collected as soon as possible and should remain at home until they are **fever free for at least 24 hours without medication**.

Medication Given Before Nursery (e.g. Calpol)

Parents must inform nursery staff if their child has been given **paracetamol (such as Calpol), ibuprofen or any other medication** before attending nursery.

Parents should inform staff at drop-off of:

- the type of medication given
- the time it was administered
- the reason it was given

Medication should **not be used to mask symptoms of illness** so that a child can attend nursery.

If a child attends nursery after being given medication and becomes unwell once the medication wears off, parents will be contacted and asked to **collect their child as soon as possible**.

The nursery reserves the right to refuse admission i
to participate comfortably in nursery activities.

Exclusion from Nursery

Exclusion from nursery may be necessary to:

- prevent the spread of infection
- allow the child time to rest and recover
- ensure staff can safely meet the needs of all children

Children should remain at home if they are not well enough to participate in normal nursery activities.

Vomiting and Diarrhoea

Children experiencing vomiting or diarrhoea must remain at home for **48 hours after the last episode**, in line with UK Health Security Agency guidance.

This helps reduce the spread of infection within the nursery.

Illness Exclusion Guidance

EDG Nursery follows the illness exclusion guidance recommended by the **UK Health Security Agency (UKHSA)**. A full illness exclusion guide is provided within the **Parent Information Pack** and is based on UK Health Security Agency recommendations.

Returning to Nursery

Children may return to nursery when they:

- are well enough to participate in normal activities
- have completed the recommended exclusion period
- no longer present a risk of infection to others

In some circumstances the nursery may request **medical advice or confirmation** that a child is fit to return.

Managing Infectious Illness

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Parents are asked to inform the nursery if their child has a contagious illness so that we can monitor symptoms and take appropriate steps to protect other children.

Where necessary, the nursery will follow advice from **Public Health authorities** regarding outbreaks or notifiable diseases

Nursery Discretion

The final decision regarding whether a child is well enough to attend nursery rests with the **Nursery Manager or a designated member of the leadership team.**

This decision will always be made in the best interests of the child and the wellbeing of the wider nursery community.

Related Policies

- Infection Control Policy
- Medication Policy
- Health and Safety Policy

Medication Policy

Purpose

At EDG Nursery we promote the good health of all children attending the nursery and take the necessary steps to prevent the spread of infection (see **Child Illness and Exclusion Policy** and **Infection Control Policy**).

We recognise that some children may require medication during nursery hours. This policy outlines the procedures we follow to ensure that medication is administered **safely, appropriately and in the best interests of the child.**

Where possible, medication should be administered **at home by parents or carers.**

First Dose and Newly Prescribed Medication

Where a child has been prescribed a **new course of medication**, the **first dose must always be administered at home.**

Children must remain at home for the **first 24 hour**

medication. This allows parents to monitor their child for any potential side effects or allergic reactions before the child returns to nursery.

If medication is required during nursery hours after this initial period, the nursery may administer it in line with this policy.

Prescribed Medication

If medication is required during nursery hours after this initial 24-hour period, the nursery may administer medication in accordance with this policy, provided that:

- the medication is in its **original packaging**
- the **pharmacy label is clearly visible**
- the medication is prescribed for the **named child**
- the label includes **clear dosage instructions**
- the medication is **in date**
- parents have completed a **medication consent form**

Handing Medication to Staff

- Parents or carers must hand medication **directly to a member of the management team or the child's room leader**, together with a completed **medication consent form**.
- Medication **must not be left in children's bags or personal belongings**.
- If this procedure is not followed, the nursery **cannot accept responsibility for the medication and it will not be administered**.

Parental Consent

Written parental consent must be obtained before any medication is administered.

Consent may be given:

- for a **single dose**
- for a **full course of medication**
- for the **ongoing use of prescribed medication** (for example inhalers)

Consent forms must include:

- the name of the medication
- dosage instructions
- time medication was last administered
- signature of the parent or carer

Parents must inform staff **immediately** if:

- a dose has already been given at home
- dosage instructions change
- the medication changes

The nursery will **not administer a dosage that exceeds the recommended instructions** unless written guidance is provided by a medical professional.

Administration of Medication

When medication is administered:

- a senior and first aid trained member will administer the medication
- another member of staff will **witness and check the dosage**
- details will be recorded on the **medication administration record**

The record will include:

- name of the child
- medication administered
- dosage given
- time administered
- name and signature of staff members

Parents will be asked to **sign the medication record at collection** to confirm they have been informed.

If a child refuses medication, this will be recorded

Long-Term or Ongoing Medication

Where a child requires **long-term or ongoing medication** (for example inhalers, allergy medication or other prescribed treatments), one medication consent form may be used on an **ongoing basis**. An Individual Healthcare Plan will be developed in partnership with parents and, where appropriate, healthcare professionals.

Parents or carers must still **sign the medication record at the end of each day** to acknowledge that medication has been administered.

It is the **responsibility of parents or carers** to:

- monitor medication **expiry dates**
- ensure medication remains **in date**
- provide replacement medication when required

Long-term medication may be **stored at the nursery continuously**, provided it is clearly labelled and stored safely in accordance with the nursery's medication storage procedures.

For inhalers and similar medication, staff will monitor usage and will notify parents when the medication appears to be **running low so that a replacement can be provided**.

All **long-term medication forms and Individual Healthcare Plans** will be **reviewed annually**, or sooner if a child's medical needs change.

Non-Prescribed Medication

The nursery does **not routinely administer non-prescribed medication**.

However, in certain circumstances the nursery may administer medication such as:

- **paracetamol (e.g. Calpol)** for fever
- **antihistamine** for allergic reactions or insect stings

This will only occur when:

- prior written parental consent has been provided
- the correct dosage for the child has been confirmed
- staff consider it necessary for the child's comfort or wellbeing

An **emergency nursery supply** of paracetamol and antihistamine may be kept on site and checked regularly to ensure it is stored correctly and within its expiry date.

The nursery will always attempt to **contact parents before administering emergency medication** where possible.

Non-prescription medication will always be used **as a last resort**.

Medication Given Before Nursery

Parents must inform nursery staff if their child has been given **paracetamol (e.g. Calpol), ibuprofen or any other medication** before attending nursery.

Medication should **not be used to mask symptoms of illness** so that a child can attend nursery.

Parents must inform staff at drop-off of:

- the type of medication given
- the time it was administered
- the reason it was given

If a child attends nursery after being given medication and becomes unwell once the medication wears off, parents will be contacted and asked to **collect their child as soon as possible**.

The nursery reserves the right to **refuse admission** if a child appears unwell or unable to participate comfortably in nursery activities.

Failure to disclose medication given prior to arrival may result in the child being **sent home if staff believe the child is not well enough for nursery**.

Creams and Topical Medication

Where children require **topical treatments** such as creams or ointments for skin conditions (for example eczema or nappy barrier creams), the following procedures apply:

- parents must provide the cream

- creams must be supplied in their **original r**
- the container must be **clearly labelled with the child's name**
- creams transferred into alternative containers will **not be accepted or applied**
- **written parental consent** must be provided

Where creams are required on an **ongoing basis**, a long-term medication consent form may be used.

Barrier creams containing **nut oils (including arachis oil)** are not permitted due to allergy risks.

Parents are responsible for ensuring creams remain **in date and replaced when necessary**.

Emergency Medication

Some children may require **emergency medication** due to medical conditions such as:

- asthma
- severe allergies
- epilepsy

Emergency medication may include:

- inhalers
- adrenaline auto-injectors (EpiPens)
- prescribed seizure medication

Where a child requires emergency medication, the nursery will work with parents and healthcare professionals to create an **Individual Healthcare Plan**.

Staff will receive appropriate **training** where required.

Emergency medication will be **stored safely but remain easily accessible to staff**.

Injections, Pessaries and Suppositories

The administration of injections, pessaries or suppositories is considered **specialised medical care**.

Where a child requires this type of medication, the nursery will work in partnership with **parents and relevant healthcare professionals** to ensure the child's needs can be safely supported within the setting.

These procedures will only be carried out where:

- staff have received **appropriate medical training from a qualified healthcare professional**
- a clear **Individual Healthcare Plan** is in place
- staff feel **competent and confident** to administer the medication safely

Training will be **specific to the child's medical needs** and will not be considered generic.

The nursery will make all **reasonable adjustments** to support children with medical needs and will work closely with families and health professionals to ensure safe practice.

Storage of Medication

All medication must:

- be **clearly labelled with the child's name**
- remain in its **original container**
- be **in date**
- be stored **out of reach of children**

Medication will be stored securely within the nursery to ensure both **safety and accessibility where required**.

Prescribed and routine medication will be stored in **designated medication cabinets located in the nursery office**.

Emergency medication, such as **adrenaline auto-injectors (EpiPens)** and inhalers, will remain **accessible within the child's room** so that staff can respond quickly in an

emergency. **Children who require an EpiPen should have the minimum of two available within the nursery at all times.**

When children move between rooms, access outdoor areas or attend outings, emergency medication will be **carried by a designated member of staff in a clearly identified medication bumbag** to ensure it is readily available at all times.

Staff responsible for carrying emergency medication during outings will ensure it remains with them at all times and is returned to its designated storage location upon return to the nursery.

Medication requiring refrigeration will be stored in the **kitchen refrigerator inside a clearly labelled medication bag** to prevent cross-contamination with food.

The medication bag will remain **easily accessible so that it can be quickly transported in the event of an emergency evacuation**.

Expiry dates for all medication will be **checked re** _
when replacement medication is required.

Staff Medication

Staff are responsible for ensuring they are **fit to work and able to safely care for children**.

Staff must inform their line manager if they are taking medication that may:

- affect their ability to work safely
- cause drowsiness or impair judgement
- require emergency treatment

Where necessary, the nursery may complete a **risk assessment** to ensure the safety of both staff and children.

Staff medication must be stored **securely out of reach of children**. Personal medication may be kept in staff bags stored in **staff lockers or in the office** this includes kitchen staff.

Medication must **never be stored in areas accessible to children** or within first aid boxes.

Where staff require emergency medication (for example inhalers or EpiPens), they may keep this **on their person or in an easily accessible secure location**, provided it remains inaccessible to children.

All medical information will be treated **confidentially and in accordance with data protection requirements**.

Fitness to Attend Nursery

If a child is brought to nursery in a condition where staff believe they may require medication during the day, the **Nursery Manager or senior staff member** will decide whether the child is well enough to remain in nursery.

The nursery reserves the right to **refuse admission if a child appears too unwell to participate in normal nursery activities**.

Related Policies

This policy should be read alongside:

- Child Illness and Exclusion Policy

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- Infection Control Policy
- Health and Safety Policy
- Safeguarding Policy

Babysitting Policy

Purpose

This policy outlines the nursery's position regarding private babysitting arrangements between nursery staff and families whose children attend EDG Nursery.

The nursery recognises that parents may occasionally wish to arrange private childcare outside of nursery hours. However, any such arrangements are strictly **private agreements between the staff member and the parent or carer and are not connected to the nursery.**

This policy aims to ensure that appropriate **professional boundaries are maintained**, while protecting the **wellbeing of staff, the operational needs of the nursery and the safety of children.**

Private Arrangements

If a member of staff chooses to provide babysitting or childcare outside of their employment at the nursery:

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- the arrangement is made **privately between th**
- EDG Nursery will **not arrange, recommend or facilitate babysitting services**
- the nursery accepts **no responsibility or liability** for any private arrangements made between staff and parents

The nursery's **insurance does not cover staff** when providing childcare outside of nursery hours.

Parents are responsible for making their own decisions regarding private childcare arrangements.

Settling-In Period

To protect professional boundaries and avoid conflicts of interest, EDG Nursery discourages private babysitting arrangements during the **initial settling-in period of a child attending the nursery**.

Babysitting arrangements should **not normally be established within the first three months of a child attending the nursery**, unless there are exceptional circumstances agreed by management.

This helps ensure that the **professional relationship between staff and families is established appropriately** and reduces the risk of staff or parents being informally approached for private nanny-style arrangements

Professional Boundaries

Staff must always maintain professional boundaries with families.

Babysitting arrangements must:

- take place **outside of nursery working hours**
- not interfere with the staff member's **professional responsibilities**
- not affect the staff member's **attendance, punctuality or performance at nursery**

Staff must not:

- discuss confidential nursery matters during babysitting arrangements
- share information about other children, families or staff

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- use nursery equipment, resources or document arrangements

Staff should not share personal contact details with parents unless they have chosen to do so independently.

Staff Wellbeing and Nursery Operations

Parents are asked to be mindful of the **wellbeing of staff and the operational needs of the nursery** when requesting babysitting arrangements.

Nursery staff have physically demanding roles caring for young children throughout the day. Adequate rest is essential to ensure staff can continue to perform their roles safely and effectively.

Parents should carefully consider the impact of requesting babysitting:

- on evenings following a long nursery working day
- on staff members' mid-week rest days
- in ways that may affect staff availability for nursery duties

Where possible, the nursery encourages babysitting arrangements to take place **during weekends, annual leave periods or other non-working times**, allowing staff sufficient time to rest and recover between working commitments.

Staff should never feel **pressured or obligated** to accept babysitting requests

Protecting Nursery Staffing and Availability

Babysitting arrangements must **not impact the nursery's ability to maintain appropriate staffing levels**.

Some staff members, including **bank staff**, are employed on a casual basis and must remain available to the nursery when required.

Parents must not make arrangements that result in staff:

- consistently leaving nursery early
- adjusting their contracted working hours to provide private childcare
- reducing their availability for nursery work

Children attending the nursery should continue to attend in accordance with their **agreed contracted hours and sessions**.

Private babysitting arrangements should not result in children **regularly leaving nursery with staff members during nursery operating hours**, as this impacts the nursery's staffing arrangements and operational planning.

End of Day Arrangements

Children must be **collected by their parent or authorised collector in line with the nursery's normal collection procedures**.

Staff should not take children directly from the nursery premises in order to begin private babysitting arrangements.

Children should not remain on the nursery premises waiting for private babysitting arrangements to begin. Waiting on site can cause **confusion and upset for children who expect to go home with their parent or carer at the end of the nursery day**.

The nursery is **not insured to supervise children outside of registered operating hours**, and therefore children cannot remain on the premises once the nursery day has finished.

The office or reception area is **not suitable to be used as a waiting area for children**, and staff must not supervise children on the premises outside of nursery hours for the purpose of private babysitting arrangements.

Any private babysitting arrangements must begin **separately from nursery operations and outside of the nursery premises**.

Attendance and Professional Conduct

Babysitting arrangements must not interfere with a staff member's **attendance, punctuality or reliability at work**.

Staff must not call in sick, request leave or otherwise be absent from nursery in order to undertake private babysitting arrangements.

If private childcare arrangements begin to **negatively impact a staff member's performance, reliability or wellbeing**, the nursery reserves the right to review the situation and amend this policy where necessary.

The nursery also reserves the right to **withdraw permission for staff to engage in babysitting arrangements with nursery families** where this is considered to impact the safe and effective operation of the nursery.

Social Media and Privacy

To maintain professional boundaries and protect the privacy of children, families and staff, the following expectations apply.

Parents and staff are also encouraged **not to connect with one another on personal social media platforms**, including following, adding or messaging each other through personal social media accounts.

These boundaries help ensure that professional relationships between staff and families remain **respectful, appropriate and focused on the child's care within the nursery setting**.

Safeguarding

Parents and staff should be aware that private babysitting arrangements are **not covered by the nursery's safeguarding procedures, insurance or operational policies**.

Parents and staff should **refrain from taking private photographs or videos of nursery children or staff on personal mobile phones**.

Parents remain responsible for making their own decisions regarding private childcare arrangements.

Staff are expected to continue to uphold **professional conduct and safeguarding principles** at all times.

Nursery Responsibility

EDG Nursery cannot:

- recommend or endorse staff for babysitting services
- become involved in disputes relating to private childcare arrangements
- accept responsibility for the conduct of staff when working privately outside of nursery hours

Personal Care and Nappy Changing Policy

Purpose

At EDG Nursery we recognise that personal care routines such as nappy changing, toileting and supporting children during toilet training are an important part of early childhood care.

These routines are carried out with **respect, dignity and sensitivity**, ensuring that children feel safe, comfortable and supported at all times.

Personal care routines also provide opportunities for **communication, independence and emotional reassurance**, and are carried out in accordance with the nursery's safeguarding procedures.

Personal Care Environment

Personal care routines take place in designated bathroom and changing areas within the nursery.

To ensure safety and appropriate supervision:

- **No more than three children should be in the bathroom area at any one time**
- Staff must remain attentive and focused on supervising children at all times
- **iPads, mobile phones or electronic devices must not be used in bathroom or changing areas**

This ensures that staff remain fully focused on children's safety, dignity and supervision.

Nappy Changing Routine

Children wearing nappies will be changed at **regular intervals throughout the day**, as well as whenever required.

Standard changing times are:

- **9:30am**
- **11:30am**
- **2:30pm**
- **4:30pm**

Children are also **checked regularly between these times**, particularly if they show signs that they may have soiled their nappy.

Children who have had a bowel movement will be changed **immediately** to ensure comfort and hygiene.

All nappy changing routines are carried out in accordance with the nursery's **infection control and hygiene procedures**.

Nappy and Wipe Supplies

Parents are responsible for providing **sufficient nappies and wipes for their child's daily personal care needs**.

Parents should provide:

- **a full pack of nappies**
- **one or two packs of wipes**

This helps ensure the nursery can consistently meet children's personal care needs throughout the day.

When supplies begin to run low, staff will notify parents **in writing via the nursery app** so that additional supplies can be provided in good time.

Parents are expected to ensure that nappies and wipes are **replenished promptly**.

EDG Nursery **does not routinely provide nappies or wipes**, and only maintains a **very limited emergency supply**.

If parents fail to provide adequate supplies for their child's personal care, the nursery may be **unable to accept the child into the setting**, as staff must be able to meet children's hygiene and care needs appropriately.

Hygiene and Safe Practice

During nappy changing and toileting routines staff will:

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- follow **strict handwashing and hygiene proced**
- use **protective gloves and aprons**
- clean and disinfect changing areas after each use
- dispose of nappies safely in designated nappy disposal bins

Staff will ensure that children are **never left unattended on a changing mat or in the bathroom area.**

Children's dignity and privacy will be respected at all times while still maintaining appropriate supervision.

Toilet Training and Independence

EDG Nursery works in partnership with parents to support children during the **toilet training process.**

When parents feel their child is ready to begin toilet training, staff will work collaboratively with families to ensure a **consistent and supportive approach** between home and nursery.

Parents should provide:

- plenty of spare clothing
- plenty of underwear
- sufficient wipes and other hygiene supplies where necessary

Staff will encourage children to:

- recognise when they need to use the toilet
- develop independence with dressing and toileting
- wash their hands independently where appropriate

Accidents are a normal part of the toilet training process and will be handled **sensitively and calmly**, helping children to feel reassured and confident.

Partnership with Parents

Strong communication between parents and staff is essential to support children's personal care routines.

Parents are encouraged to:

- inform staff of any changes in their child's toileting routine
- provide sufficient personal care supplies
- respond promptly to requests for additional nappies, wipes or clothing

Staff will keep parents informed of their child's personal care routines and any relevant updates through the **nursery communication app**.

Safeguarding

Personal care routines are carried out in line with the nursery's **Safeguarding and Child Protection Policy**.

Staff remain vigilant to ensure that all personal care procedures are carried out in a **safe, respectful and transparent manner**.

Any concerns regarding children's wellbeing will be reported in accordance with safeguarding procedures.

Toilet Training Guidance

EDG Nursery works in partnership with parents to support children through the toilet or potty training process.

We recognise that **home and nursery are very different environments**. While some children may show readiness at home, the nursery environment includes larger groups of children, shared bathroom facilities and structured routines. For this reason, it is important that parents and staff **discuss toilet training together before it begins** to ensure we are working consistently and supporting the child in the best possible way.

If parents believe their child may be ready to begin toilet or potty training, they should **speak to their child's key person or a senior member of staff**. We will signpost parents to a guidance leaflet that provides practical advice to support a smooth transition from nappies.

Signs of Toilet Training Readiness

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Children may begin to show signs that they are becoming toilet ready. Signs that include:

- showing discomfort when their nappy is wet or soiled
- telling an adult when they have done a bowel movement
- attempting to remove their nappy
- showing curiosity about the toilet or potty
- having the language skills to communicate basic needs
- being willing to sit on a potty or toilet

Children should also be developmentally ready to begin recognising the **sensation of needing to go to the toilet** and to communicate this to adults.

Preparing for Toilet Training at Home

Parents can support toilet readiness at home by:

- introducing a **potty or toilet seat** and allowing the child to explore it with curiosity
- talking to children about using the toilet in a relaxed and positive way
- reading **books about potty training**
- watching age-appropriate potty-training videos together
- using correct and simple language for **body parts and toileting routines**
- encouraging children to talk about when they need the toilet

These early steps help children feel confident and familiar with the process before toilet training begins.

Clothing and Practical Preparation

When toilet training begins, the nursery recommends that children wear **knickers or pants rather than pull-ups**.

Pull-ups often feel similar to nappies and can make it more difficult for children to recognise when they are wet. Wearing underwear allows children to feel the sensation of wetness, which helps them develop awareness and learn more quickly.

Parents should also provide:

- several sets of spare clothing
- spare underwear

- wipes and any other personal care items requi

Toilet Training at Nursery

Once toilet training begins, staff will support children in developing their independence with toileting routines.

Due to the nursery environment and the number of children we care for, children who are toilet training will be **encouraged to visit the bathroom regularly**, usually approximately every **30 minutes**, as well as at key routine times such as:

- after meals
- after sleep or rest periods
- before going outside

Staff will work sensitively with each child to decide whether they feel **more comfortable using a potty or the toilet**.

Accidents are a normal part of toilet training and will always be handled **calmly and reassuringly**, helping children to feel confident and supported.

Sleep Times and Bladder Control

Children often take longer to develop bladder control during sleep.

Parents should therefore continue to provide **nappies for nap times** until their child consistently wakes from sleep with a dry nappy over a sustained period.

Staff will support children in gradually transitioning away from nappies during sleep once they are developmentally ready.

Age and Expectations

Children typically begin to show readiness for toilet training **around two years of age**, although every child develops at their own pace.

At EDG Nursery we support children to develop toilet training. **expect children to be fully toilet trained until they are developmentally ready**, usually before they transition to school.

Our approach focuses on **encouragement, confidence and positive experiences**, rather than pressure or unrealistic expectations.

Working in Partnership

Successful toilet training relies on **strong communication between parents and nursery staff**.

Before beginning toilet training, parents should discuss their child's readiness with their **key person or room leader**, so that we can agree on a consistent and supportive approach.

By working together, we can help children feel confident, comfortable and successful as they develop this important life skill.

Designated Safeguarding Lead (DSL) Responsibilities Policy

Purpose

The Designated Safeguarding Lead (DSL) has lead responsibility for safeguarding and child protection within EDG Nursery.

The DSL plays a critical role in creating and maintaining a strong safeguarding culture, ensuring that children are protected from harm and that all safeguarding concerns are managed appropriately, promptly and in accordance with statutory guidance.

This policy outlines the responsibilities of the Designated Safeguarding Lead (DSL) and Deputy Designated Safeguarding Lead (DDSL) and should be read alongside the Safeguarding and Child Protection Policy.

Safeguarding Structure

Designated Safeguarding Lead (DSL)

Shazel McFarlane

Deputy Designated Safeguarding Lead (DDSL)

Guzal Gureeva

The Deputy Designated Safeguarding Lead will support the DSL and undertake safeguarding responsibilities in their absence.

The nursery will ensure that either the DSL or DDSL is available during all operating hours to provide safeguarding advice and support to staff.

Role of the DSL

The DSL is responsible for leading safeguarding practice throughout the nursery and ensuring that safeguarding remains a priority within all aspects of nursery operations.

The DSL will:

- act as the first point of contact for safeguarding
- support staff in identifying and responding to safeguarding concerns
- oversee safeguarding procedures and practice
- make referrals to external agencies where appropriate
- maintain accurate safeguarding records
- liaise with parents and external professionals where appropriate
- ensure safeguarding remains a standing item during staff meetings and supervisions
- monitor safeguarding compliance throughout the nursery

Creating a Strong Safeguarding Culture

The DSL will promote a culture where:

- safeguarding is everybody's responsibility
- staff feel confident raising concerns
- children feel safe, listened to and supported
- professional curiosity is encouraged
- concerns are acted upon promptly
- low-level concerns are reported and recorded
- safeguarding discussions take place regularly

The DSL will ensure that staff understand that safeguarding is not simply a policy but forms part of daily practice.

Managing Safeguarding Concerns

The DSL is responsible for:

- receiving safeguarding concerns from staff
- reviewing safeguarding records
- assessing levels of risk
- determining appropriate next steps
- seeking advice from safeguarding agencies where necessary
- making referrals to Children's Social Care where appropriate
- maintaining oversight of ongoing cases

The welfare of the child will always be the primary consideration.

Recording and Record Keeping

The DSL will ensure that:

- safeguarding records are factual, accurate and timely

- records are signed and dated
- records are stored securely
- confidential information is shared appropriately
- safeguarding files are transferred securely when children move settings
- safeguarding documentation is retained in line with data protection requirements

The DSL will regularly review safeguarding records to identify patterns, trends or recurring concerns.

Child Protection Referrals

The DSL is responsible for:

- making referrals to Children's Social Care where required
- consulting safeguarding professionals for advice
- contacting emergency services where a child is believed to be at immediate risk of harm
- attending strategy meetings, child protection conferences and core group meetings where appropriate
- contributing written reports where required

The DSL will ensure all referrals are made promptly and in accordance with Southwark safeguarding procedures.

Early Help

The DSL will promote early intervention wherever possible.

Where concerns do not meet statutory safeguarding thresholds but indicate a family may require additional support, the DSL may:

- discuss concerns with parents
- coordinate Early Help support
- work with external agencies
- signpost families to appropriate services
- monitor progress and outcomes

The nursery recognises that effective Early Help can prevent concerns from escalating.

Attendance Monitoring

The DSL will oversee attendance monitoring as part of safeguarding practice.

This includes:

- reviewing unexplained absences
- monitoring repeated absences
- identifying unusual attendance patterns
- ensuring follow-up procedures are completed
- assessing whether attendance concerns may indicate safeguarding risks

The DSL will ensure that all children have a minimum of three emergency contacts recorded wherever possible.

Safeguarding Children with SEND

The DSL will ensure that safeguarding procedures take account of the additional vulnerabilities that some children with SEND may experience.

The DSL will:

- work closely with the nursery SENCO
- ensure safeguarding concerns relating to SEND children are appropriately considered
- ensure children with SEND have opportunities to communicate their views and wishes
- support staff in recognising safeguarding concerns that may present differently in children with SEND

Safeguarding Supervision

The DSL will support safeguarding reflection and professional development through:

- staff supervisions
- probation meetings
- safeguarding discussions
- staff meetings
- practice monitoring
- coaching and mentoring

Where safeguarding concerns impact staff wellbeing, appropriate support will be provided.

Safeguarding Training

The DSL is responsible for ensuring that safeguarding training remains current.

This includes monitoring:

- safeguarding training
- Prevent Duty training
- paediatric first aid training
- online safety awareness
- whistleblowing awareness
- low-level concerns training

The DSL will maintain a training record and monitor renewal dates.

Visitors and Site Security

The DSL will oversee safeguarding arrangements relating to visitors and site security.

This includes ensuring:

- visitors are authorised appropriately
- visitors sign in and out
- visitors are supervised where necessary
- safeguarding procedures are followed during visits
- former staff members comply with visitor procedures

Online Safety

The DSL will monitor online safety arrangements within the nursery.

This includes:

- staff use of technology
- electronic devices
- photography procedures
- social media expectations
- online safeguarding concerns
- emerging risks associated with technology and artificial intelligence (AI)

Allegations Against Staff

Where allegations are made against a member of staff, volunteer or visitor, the DSL will:

- report concerns to the Nursery Director immediately
- seek advice from the Local Authority Designated Officer (LADO)
- maintain confidentiality appropriately
- ensure procedures are followed correctly

Where the allegation concerns the DSL, concerns must

Whistleblowing and Low-Level Concerns

The DSL will promote an open culture where staff feel confident raising concerns.

The DSL will:

- respond appropriately to whistleblowing concerns
- maintain records of low-level concerns
- identify patterns of behaviour
- support staff to understand reporting responsibilities

All concerns will be taken seriously and managed in accordance with nursery procedures.

Monitoring and Quality Assurance

The DSL will undertake regular safeguarding monitoring activities including:

- safeguarding audits
- policy reviews
- learning walks
- record audits
- attendance reviews
- accident and incident monitoring
- staff knowledge checks

Findings will be used to strengthen safeguarding practice across the nursery.

Confidentiality

The DSL will ensure that safeguarding information is managed sensitively and shared only on a need-to-know basis.

Safeguarding concerns cannot remain confidential where a child may be at risk of harm.

Information will be shared appropriately in accordance with safeguarding and data protection requirements.

Policy Review

EDG Nursery- Policy Version | Policy Version 1 | Created March 2026 | EY489739

All policies contained within this handbook have been created in line with current legislation and statutory guidance. EDG Nursery reviews all policies annually and updates them sooner where changes to legislation, statutory guidance, and recognised sector best practice.

This policy should be read alongside:

- Safeguarding and Child Protection Policy
- Low-Level Concerns Policy
- Whistleblowing Policy
- Prevent Duty Policy
- Online Safety Policy
- Visitors Procedure
- Attendance Monitoring Policy
- Recruitment and Suitability Policy

Arrivals and Departures Policy

Purpose

EDG Nursery is committed to ensuring that every child arrives at and leaves the nursery safely.

This policy sets out the procedures for:

- children arriving at nursery
- recording attendance and absence
- notifying the nursery of holidays and appointments
- authorised collection arrangements
- verifying unfamiliar collectors
- late arrival and late collection
- responding where a child is absent without explanation

These procedures support children's safeguarding, emotional wellbeing and the smooth operation of the nursery day.

Nursery Opening and Session Times

EDG Nursery- Policy Version | Policy Version 1 | Created March 2026 | EY489739

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EDG Nursery operates Monday to Friday, excluding bank and staff inset days.

The nursery's standard session times are:

- **Morning session: 8:00am - 1:00pm**
- **Afternoon session: 1:00pm - 6:00pm**
- **Full-day session: 8:00am - 6:00pm**

Pre-booked extended hours may be available:

- **Early entry: 7:30am - 8:00am**
- **Late collection: 6:00pm - 6:30pm**

Extended hours must be booked and confirmed in advance. Parents must collect their child by the end of their contracted session.

Current opening hours, closure dates and extended-hours arrangements are also set out in the Parent Agreement and current fee information.

Expected Arrival Times

Children attending a morning or full-day session should arrive by **9:00am at the latest**, unless a later arrival has been agreed with management.

Children attending an afternoon session should arrive promptly for the beginning of their contracted afternoon session.

Arriving before 9:00am allows children to:

- settle comfortably into the room
- participate in the morning routine
- join planned learning experiences
- take part in group activities
- receive consistent meals, care and personal routines

Late arrivals can be disruptive for the child, other children and the staff team once the day's activities have begun.

Arriving After 9:00am

Where a child will arrive after 9:00am due to an appointment unavoidable reason, parents must notify the nursery by 9:00am and provide:

- the child's name
- the reason for the late arrival
- the expected arrival time

Parents should contact the nursery before travelling to confirm that the late arrival can be accommodated safely within room routines, staffing arrangements and planned activities.

Repeated late arrivals without notification may be discussed with the parent or carer so that a more suitable arrangement can be agreed.

Arrival and Handover Procedure

On arrival, children must be handed directly to a member of nursery staff.

Parents and carers must not leave a child:

- at the entrance
- in reception without a staff handover
- in a classroom or garden without informing a member of staff
- with another parent or visitor

The receiving member of staff will:

- acknowledge the child's arrival
- record the child's arrival time
- receive any relevant information from the parent
- ensure the child is safely included within the room register and headcount

Parents should inform staff of any information that may affect the child's care during the day, including:

- illness or medication
- changes in sleep
- changes in eating
- injuries or marks
- emotional or behavioural changes
- changes in family circumstances
- changes to collection arrangements

Where a child arrives with an existing injury, the nursery's Existing Injury Procedure must be followed.

Attendance Records

The nursery maintains a daily record of:

- every child attending
- arrival time
- departure time
- any known absence and the reason provided

Room registers must remain accurate throughout the day.

Staff must update registers immediately when children:

- arrive
- leave
- attend additional sessions
- leave temporarily for an appointment
- return following an appointment

Registers must be accessible during emergencies, evacuations and lockdown procedures. Manual registers will be taken if we have a system error or our usual app is down for any reason. This must be updated manually once back up and running.

Reporting Absence

Parents must notify the nursery by **9:00am at the latest** if their child will not be attending.

Parents must provide:

- the child's name
- the reason for the absence
- the expected duration of the absence
- any relevant illness or safeguarding information

Absence should be reported using the nursery's agreed communication method, such as email or telephone.

A message passed through another parent or member of staff is not sufficient unless it is confirmed directly with management.

Holidays and Extended Absence

Parents must notify the nursery in advance where their child will be absent due to a holiday or planned family travel.

Parents should provide:

- the first date of absence
- the expected return date
- the duration of the absence
- the country or area being visited
- any alternative contact information where the usual telephone numbers will not be available

This information is requested to support accurate attendance records and the nursery's safeguarding responsibilities.

Parents must notify the nursery if:

- travel dates change
- the child will return later than expected
- contact details change while the family is away

Normal fees remain payable during holidays in accordance with the Parent Agreement.

Unexplained Absence

Where a child has not arrived by 9:00am, or within one hour of their usual agreed start time, and the nursery has received no explanation, staff will begin the absence follow-up procedure.

The nursery will:

1. Contact the child's parent or primary carer.
2. Contact the second parent or carer where applicable.
3. Work through the child's emergency contact list until contact is established.
4. Record all calls, messages and actions taken.
5. Inform the Designated Safeguarding Lead where contact cannot be established or there are concerns.
6. Consider the child's attendance history, vulnerability, family circumstances and any existing safeguarding concerns.
7. Seek advice from Children's Social Care or request a police welfare check where necessary.

Staff must not assume that a child is safe simply because of sessions.

Repeated, prolonged or unexplained absence will be reviewed by the Designated Safeguarding Lead in accordance with the Attendance Monitoring and Safeguarding Policies.

Where a child is subject to a Child Protection Plan, Child in Need Plan, Early Help Plan or ongoing social care involvement, unexplained absence may be reported immediately to the relevant professional.

Emergency Contact Requirements

Parents must provide **three emergency contacts** as part of the nursery's admissions process wherever reasonably possible.

Emergency contacts should:

- be adults aged 18 or over
- be known to the child where possible
- be contactable during nursery hours
- be able to assist in an emergency
- understand that the nursery holds their details

Parents are responsible for ensuring that all contact details remain accurate and up to date.

Any inability to provide three emergency contacts must be discussed with management.

Emergency contacts are not automatically authorised to collect a child unless they are also recorded as an authorised collector or specific collection permission has been provided.

Authorised Collection Arrangements

Children will only be released to:

- a parent or carer with parental responsibility
- a person listed as an authorised collector on the child's registration records
- a person authorised through the nursery's one-off collection procedure

The nursery's registration forms request:

- the collector's full name

- relationship to the child
- current photograph
- contact details
- agreed collection password

Parents must ensure authorised collector details remain current.

Children will not be released where the nursery cannot verify the collector's identity or authority to collect.

Collection Passwords

Parents must provide a secure collection password during registration.

The password:

- must only be shared with authorised collectors
- should not be shared openly at the nursery entrance
- may be changed where security has been compromised
- must be confirmed by an unfamiliar collector when requested

Knowing the password alone does not automatically authorise collection. Staff must also confirm that the individual has been authorised by the parent and that their identity matches the information provided.

One-Off or Different Collectors

Where someone who is not already listed on the child's registration records will collect the child, the parent must email:

management@edgnursery.co.uk

The email must be sent before collection and include:

- the child's full name
- the collector's full name
- the collector's relationship to the child
- the date and expected time of collection
- a clear, recent photograph of the collector
- written consent confirming that the person may collect
- confirmation that the collection password has been shared with the collector

A member of management must be informed of the c

Parents should not assume that sending an email alone means the arrangement has been accepted. Where possible, management will acknowledge the collection arrangement before the collector arrives.

Where staff have any doubt, the nursery will contact the parent using the telephone number already held on the child's records.

The child will not be released until the nursery is satisfied that the arrangement is genuine and the collector's identity has been verified.

Unfamiliar Collectors

An unfamiliar collector may be asked to:

- state the child's name
- state their own full name
- confirm their relationship to the child
- provide the agreed collection password
- show photographic identification
- wait while management verifies the arrangement

Staff must not feel pressured to release a child quickly where safeguarding checks have not been completed.

If identification or authorisation cannot be confirmed:

- the child will remain safely supervised
- management will be informed
- the parent will be contacted
- an alternative authorised collector may be requested

Changes Made During the Day

Parents must not rely solely on a verbal message passed through:

- another parent
- a sibling
- a member of staff who is not managing the collection arrangement
- the proposed collector

Changes to collection arrangements must be commu writing.

In an emergency, management may accept telephone authorisation after completing appropriate identity checks using the contact details already held by the nursery. Written confirmation may still be requested.

Collection by a Person Under 18

Children will not normally be released to anyone under the age of 18.

Any exceptional request must:

- be submitted in writing
- be agreed by management in advance
- be considered through an individual risk assessment
- take account of the age and maturity of the proposed collector
- take account of the needs and age of the child being collected

The nursery reserves the right to refuse an arrangement where it does not consider collection to be safe.

Parental Responsibility and Family Disputes

The nursery will act in accordance with the law relating to parental responsibility.

A parent with parental responsibility will not normally be prevented from collecting their child unless the nursery has received:

- a relevant court order
- formal legal restrictions
- safeguarding instructions from an appropriate authority

Parents must provide management with copies of any court orders or formal arrangements that affect:

- parental responsibility
- contact
- collection
- access to the child

The nursery cannot mediate private family disputes.

Where a disagreement occurs at collection, the child's remain the priority. Management may seek advice from the police, Children's Social Care or other relevant professionals.

Concerns About a Collector's Fitness

The nursery will not knowingly release a child to a person who appears unable to care for the child safely.

Concerns may include suspected:

- intoxication
- drug use
- severe emotional distress
- aggressive or threatening behaviour
- medical incapacity
- unsafe transport arrangements

Where concerns arise, management will:

- speak with the collector calmly
- contact another authorised adult
- keep the child safely supervised
- seek safeguarding advice where required
- contact the police if the child or others may be at immediate risk

All concerns and actions will be recorded.

Departure Procedure

When a child is collected, staff will:

- verify the collector where necessary
- complete an appropriate handover
- share relevant information from the day
- record the child's departure time
- record who collected the child
- remove the child from the live register and headcount

Parents and collectors are responsible for supervising the child once the formal handover has taken place.

Children must not be allowed to run ahead through se

Parents and collectors must ensure all gates and doors close securely behind them and must not allow unknown individuals to enter the nursery.

Late Collection

Parents must collect children by the end of their contracted session.

Where a parent expects to be late, they must contact the nursery immediately.

Late collection procedures and charges will be applied in accordance with the Late Collection and Non-Collection Policy and Parent Agreement.

Where a child remains uncollected and parents cannot be reached, the nursery will:

- contact all authorised collectors and emergency contacts
- keep the child safely supervised
- inform management and the DSL
- contact Children's Social Care or the police where necessary

Staff must not take an uncollected child home or transport them in a personal vehicle.

Confidentiality and Data Protection

Photographs and personal details supplied for collection purposes will be:

- used only to verify authorised collectors
- stored securely
- accessed only by staff who require the information
- handled in accordance with the nursery's Data Protection and Confidentiality Policy

Parents must inform the nursery when an individual should be removed from the authorised collector list.

Staff Responsibilities

Staff must:

- maintain accurate attendance records
- complete safe handovers
- follow collection verification procedures
- challenge unfamiliar adults appropriately
- report unexplained absences
- keep collection passwords confidential
- inform management of concerns
- never release a child when uncertain about authorisation

The safety of the child must take priority over convenience or pressure from a collector.

Parent and Carer Responsibilities

Parents and carers must:

- arrive within their contracted times
- notify the nursery of lateness or absence
- provide accurate reasons for absence
- provide three emergency contacts wherever reasonably possible
- maintain up-to-date collector details and photographs
- provide written consent for one-off collectors
- share collection passwords securely
- inform the nursery of legal or safeguarding restrictions
- ensure gates and security doors close behind them
- collect children promptly

Failure to follow collection procedures may result in the nursery being unable to release the child until appropriate verification has been completed.

Related Policies

This policy should be read alongside:

- Attendance Monitoring and Unexplained Absence Policy
- Late Collection and Non-Collection Policy
- Safeguarding and Child Protection Policy
- Security Procedures Policy
- Supervision of Visitors Policy
- Lost or Missing Child Policy
- Data Protection and Confidentiality Policy
- Admissions Policy

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- Parent Agreement and Terms and Conditions

(Please note; this policy below will be found in the staff handbook)

Staff Conduct and Professional Boundaries Policy

Purpose

At EDG Nursery, we recognise that children thrive when cared for by professional, respectful and positive role models.

This policy sets out the standards of conduct expected of all staff, students, volunteers, agency staff and contractors working within the nursery. It aims to ensure that professional boundaries are maintained at all times, safeguarding children, protecting staff and supporting positive relationships with families and colleagues.

All staff are expected to act in a manner that reflects the nursery's values, promotes children's wellbeing and maintains public confidence in the nursery.

Professional Expectations

All staff are expected to:

- act honestly, professionally and with integrity
- place children's welfare and safety at the centre of their practice
- maintain appropriate professional boundaries
- follow nursery policies and procedures
- treat children, families and colleagues with respect
- behave in a manner that promotes positive relationships and teamwork
- act as positive role models for children
- maintain confidentiality at all times
- uphold the reputation of the nursery both within and outside of work

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Staff are expected to demonstrate professionalism at all times, on social media and when representing the nursery externally.

Relationships with Children

Staff must maintain safe, nurturing and professional relationships with children at all times.

Staff must:

- treat all children with dignity and respect
- use positive and appropriate language
- listen to children and value their views
- support children's emotional wellbeing
- maintain appropriate physical boundaries
- follow safeguarding and intimate care procedures

Staff must never:

- use degrading, humiliating or intimidating behaviour
- shout aggressively at children
- use physical punishment
- favour particular children
- develop relationships with children that could be perceived as inappropriate
- communicate with children outside of nursery arrangements

Any concerns regarding professional boundaries must be reported immediately to management.

Relationships with Parents and Families

Positive partnerships with parents are an essential part of nursery life. However, professional boundaries must always be maintained.

Staff should:

- remain friendly, approachable and professional
- communicate respectfully with parents
- refer concerns or complaints to management where appropriate
- avoid becoming involved in family disputes or conflicts

Staff must not:

- share confidential information about other children, families or staff
- engage in inappropriate discussions regarding nursery operations
- make promises or agreements outside of nursery procedures
- use personal relationships to influence professional decisions

Where parents require additional support, staff should seek guidance from management.

Social Media and Communication

Staff must maintain clear professional boundaries when using social media.

Staff are strongly discouraged from:

- adding, following or accepting parents on personal social media platforms
- communicating with parents through personal social media platforms
- discussing nursery matters online
- posting information relating to nursery children, families or staff

Staff must never:

- post photographs or videos of nursery children
- share confidential information
- identify children or families connected to the nursery
- post content that could damage the reputation of the nursery

The Parent Committee WhatsApp group is managed only through designated nursery devices by authorised members of management and forms part of the nursery's communication procedures.

All staff must comply with the Social Media Policy and Mobile Phone Policy.

Mobile Phones and Electronic Devices

Staff must follow the nursery's Mobile Phone and Electronic Devices Policy at all times. Personal mobile phones must not be used within children's areas except in accordance with nursery procedures.

Staff must never:

- use personal phones whilst supervising children
 - take photographs of children on personal devices
 - use electronic devices in bathroom, nappy changing or intimate care areas
 - store nursery information on personal devices
-

Gifts and Hospitality

The nursery recognises that families may occasionally wish to express their appreciation through gifts.

Staff may accept modest gifts given collectively by families at occasions such as:

- Christmas
- staff leaving events
- fundraising events
- end of year celebrations

Personal gifts for birthdays or other individual occasions are discouraged to help maintain professional boundaries.

Staff must not:

- request gifts
- accept gifts that could be perceived as influencing professional judgement
- accept money or expensive personal items

Any gift that may raise concerns should be discussed with management.

Confidentiality

All information relating to children, families, staff and nursery operations must remain confidential.

Staff must not:

- discuss children outside of work
- discuss confidential matters in public places
- share nursery information through personal messaging services
- disclose information without authorisation

Confidentiality continues after employment ends.

Relationships Between Staff Members

The nursery recognises that positive relationships between colleagues contribute to a supportive working environment.

Staff are expected to:

- treat colleagues with respect
- communicate professionally
- resolve disagreements appropriately
- work collaboratively as part of a team

Personal relationships between staff members must not impact:

- professionalism
- decision making
- team dynamics
- children's experiences
- supervision arrangements

Displays of affection, inappropriate discussions or conflicts between staff must never take place in front of children, families or visitors.

Where personal relationships may create a conflict of interest, management should be informed so that appropriate arrangements can be considered.

Conduct Outside of Work

Staff are expected to maintain standards of behaviour outside of work that do not bring the nursery into disrepute.

Behaviour outside of work may be considered relevant where it:

- affects suitability to work with children
- creates safeguarding concerns
- damages the reputation of the nursery
- impacts professional relationships

Staff must inform management of any matter that may affect their suitability to work with children.

Private Childcare Arrangements

Private childcare arrangements between staff and nursery families are governed by the nursery's Babysitting Policy.

Any such arrangements are private agreements between parents and staff and are not connected to EDG Nursery.

Staff and parents must follow the requirements outlined within the Babysitting Policy.

Breaches of Professional Conduct

Failure to follow this policy may result in:

- supervision discussions
- additional training
- formal management action
- disciplinary procedures
- referral to external agencies where appropriate

Serious breaches may be treated as gross misconduct.

Related Policies

This policy should be read alongside:

- Safeguarding and Child Protection Policy
- Low-Level Concerns Policy
- Whistleblowing Policy
- Social Media Policy
- Mobile Phone and Electronic Devices Policy
- Confidentiality Policy
- Babysitting Policy
- Staff Handbook

This policy will be reviewed annually or sooner where changes to legislation, guidance or nursery practice require it.

