



Pulse 8 Crèche

This booklet is intended to answer any questions you may have regarding the Crèche at Pulse 8. Should you require any further information, please feel free to ask any member of the Crèche team who will be more than happy to help.

If you require any additional information about our policies and procedures there is a detailed folder available for you to view, within the Crèche.

The Crèche facility provides exclusive childcare for those members of Nirvana Spa and Pulse 8, whilst they are using the club. The Crèche also operates within the legal and club boundaries, which are set to ascertain the care we extend to your child is of the highest quality. A qualified member of the Crèche team will always be present within the department and never will the stated ratio of adults to children be breached.

We are happy to care for children from eight weeks (when they have received their first jabs) to seven years and eleven months, for a maximum of two hours a day. Every child is treated as an individual, with equal attention and concern given to all.

The Crèche operates a “group play” setting, where we have an expanding selection of toys and craft sessions to encourage children in all areas of physical and educational development.





Crèche Opening Hours

Monday – Friday	9.15am – 12.45pm
Saturday	9.00am – 12.00pm
	1.00pm – 6.00pm Children's Parties (available for hire).
Sunday	Closed
	2.00pm – 4.00pm Children's Parties (available for hire).
Bank holiday	Closed

General Information

Where Is The Crèche?

The purpose built Crèche is a colourful self-contained area, located between the gym and the sports hall. It is a completely secure environment where access is controlled by members of the Crèche team by a key system. There is a designated area for non-walkers, a large play area for toddlers and children and a colourful washroom, toilet and nappy changing area.

Who Works There?

The Crèche Manager is Jackie Harris and she is supported by the Crèche Supervisor, Maggie Cruttenden. All of these full time members of staff have diplomas in Nursery Nursing (N.N.E.B), NVQ level 3 or the equivalent. Our part time staff also boast many childcare qualifications between them and are very experienced in caring for children. All staff are registered with OFSTED and are police and health checked. They also receive first aid training.





Child Protection

We have a responsibility to record and report any concerns we may have regarding a child's welfare. Therefore we ask you as a parent/guardian, to inform a member of the Crèche team of your child's bumps, bruises, injuries or concerns, if any, prior to entering the Crèche. If we have any serious concerns regarding your child's welfare, it is our obligation as professionals to contact Social Services. For more information, please read the policy, located in the Crèche, reference child protection.

OFSTED (Office for Standards in Education)

We as a care facility are registered with Ofsted and receive a comprehensive inspection every two years. We consider it a necessity that the Crèche complies with the guidelines stated by Ofsted and ensure these strict procedures are adhered to each day. Should you have any queries, concerns or complaints regarding the Crèche at Nirvana Spa & Leisure Ltd. which cannot first be resolved through the company, please contact OFSTED at the address below:

Early Years Directorate
Alexandra House
33 Kingsway
London
WC2B 6SE
Tel. 020 7421 6800
Website: www.ofsted.gov.uk

Equal Opportunities / Special Needs

It is our aim within the Crèche, to ensure each and every child feels valued as an individual. Regardless of race, gender, religious orientation or special needs, we constantly promote a positive attitude and equality amongst all children within our care.





Bookings

Bookings can be made for Crèche, 7 days in advance from 6.45am weekdays and 8.00am at weekends through Pulse 8 Reception. During Crèche opening hours, all bookings will be made within the department. Telephone bookings can be made on 0118 9897599 or 0118 9897580 when the Crèche is closed.

Arrival and Departure

On Arrival

- On your first visit to the Crèche you will be asked to complete an enrolment form before your child is left in our care
- You may arrive early to settle your child into the Crèche but we ask that you do not leave until your booked time
- All children must be signed into the Crèche registration book
- Please ensure that you let the Crèche Staff know if your child has any bumps, bruises or injuries prior to entering the Crèche.
- Please take time to inform a member of the Crèche team, should your child be upset on the day or require anything whilst in our care
- If your child is unwell for whatever reason, can we ask you to cancel your booking in the Crèche. In order to protect children in our care, should your child appear unwell on arrival, we may ask you not to leave them with us. All children's car seats and buggies must be folded up and kept outside the Crèche when not in use, making sure that they do not obstruct the walk way.
- Please do not leave any personal belongings in the Crèche
- Any items left for your child should be labelled (especially drinks & bottles) and kept in a small bag. Please can we ask you to remove any larger items such as coats etc. and place them in your locker, leave basic essentials only.





On Departure

- It is essential that you return promptly or slightly before the time your child is booked into the Crèche until. If you are late, the strict ratios that we are enforced to abide by may be breached, placing the club in a compromising position
- Please ensure all items belonging to you and your child are taken with you upon leaving.

The Crèche staff will not allow your child to be collected by any other person than the individual who arrived with, and signed in your child. If written confirmation (or verbal if the person is known to the Crèche team) has been received by a member of the Crèche Team PRIOR to your child's visit to the Crèche, then we will allow your child to leave with the named individual.

- All children *must* be signed out of the Crèche each time they are collected.

Crèche Ratios

We operate the Crèche within the strict ratio guidelines set by OFSTED. Please be aware of the following information, which will be asked of you when booking your children into the Crèche:

- Babies up to the age of 2 years require a ratio of 1 adult to 3 children.
- Toddlers aged 2 to 3 years require a ratio of 1 adult to 4 children
- Children aged 3 upwards require a ratio of 1 adult to 8 children.

Each child will be marked off in the appropriate age and ratio section on booking, if this space is not available, we will be unable to take the booking in a different section.

You will never find the Crèche compromised on its ratios and should for whatever reason we exceed these ratios, the Duty Manager will be contacted immediately and an additional member of staff will stay within the Crèche until ratios are correct.





Food and Drink

Whilst your child is in the Crèche you may supply them with a drink, please ensure that this is clearly labelled to avoid confusion. We provide all children with a plain biscuit during their stay, however should your child have an allergy or if you would rather your child have a healthier option, please feel free to provide them with a fruit snack. All children will be encouraged to sit down when eating and drinking.

If your child is attending the Crèche over a lunchtime period, you may bring a packed lunch in for them, this will be given between 11.30am–12.45pm

Due to the young age of children in the Crèche and the number of increasing food allergies present today, we do ask that you adhere to the following guidelines when providing lunches for your child:

- No nut products
- No hard crisps
- No sweets or chocolate
- No canned or bottled drinks
- No hot food

Babies Bottles

We are more than happy to feed your baby whilst we care for them in the Crèche. Please can we ask you to bring clearly labelled baby bottles in a cool bag and simply advise a member of the Crèche team on arrival what time you would like your baby to be fed (we will not give your child a bottle unless we are sure that it belongs to your child. If we are at all unsure, you will be called back to the Crèche to confirm it). We will of course endeavour to meet these requirements, should the Crèche become very busy however, we may not be able to feed them exactly at the requested time.





Health and Safety Rocking of Babies

With the company's continual commitment to providing facilities and services which meet with Health & Safety guidelines, we have implemented a full risk assessment on the rocking of babies within the Crèche. In light of recent press on the rocking of babies whilst in the care of others, we have taken advice from our company doctor as well as OFSTED to ascertain whether rocking should be administered to distressed babies. OFSTED have no directive on the rocking of babies and advise that distressed infants should be comforted. Members of the Crèche team will therefore use minimal movement, to rock babies when they are distressed. If you wish for this not to apply to your infant, please can we ask you to notify the Crèche Manager each time you arrive and sign the relevant documentation. In this instance we will of course locate you within the club and ask you to return immediately should your baby remain distressed causing disruption to other children and members of staff.

Nappy Changing/Toilet Training

With reference to nappy changing, children must arrive to the Crèche freshly changed. If they are in need of changing on arrival, we do ask this is done before you leave the children in our care. We will try our utmost to change all dirty nappies; however there may be times due to unforeseen circumstances, that we are unable to do so. Supplied within your child's bag should be a fresh change of clothing, nappies and wipes if needed.

Medicine

Under no circumstances are we able to administer medicines, creams, lotions or plasters to your child during their stay. If your child needs any of the above whilst in the Crèche, you will be asked to return and administer it yourself.

Please be aware that the entire Pulse 8 building has a NO SMOKING policy. Any person caught smoking on these premises may have their membership cancelled.





Illness

To ensure the Crèche runs as smoothly as possible, we kindly ask that the following is acknowledged and adhered to:

- We ask parents not to bring their child to the Crèche if they are at all unwell to avoid the spread of germs to other children and members of staff. If you do attend a Crèche session with a child who is poorly, the team have to kindly ask you to leave
- Children who are on antibiotics for whatever reason, must have been taking these for at least 72 hours before the Crèche team are in a position to care for them again
- In addition to the above, we also ask that children with sickness and diarrhoea be clear of any symptoms for 48 hours before any further bookings are made
- The Crèche team, for the well-being of other children and themselves, have the right to refuse to care for any child they deem to be contagious or too poorly
- To ensure piece of mind, if your child becomes distressed, ill, or fails to settle, we will locate you in the club and ask you to return to the Crèche to take your child home. The remainder of the paid Crèche fee will of course be refunded to you

Behaviour/ Bullying

- Should a child have particular behaviour issues within the Crèche, as with above, we will locate the parents immediately and deal with all situations consistently
- Children who show persistent and inappropriate behaviour to other children and members of the Crèche team, may be asked to review their use of the Crèche facilities
- Under NO Circumstances will we allow bullying or unkind behaviour within the Crèche, should a situation arise you will be asked to return to the Crèche immediately.





Payments and Charges

All charges for use of the Crèche are payable on entry to a member of the Crèche team. The cost of the Crèche is £1.00 per quarter of an hour.

If your child is collected more than 5 minutes late from the Crèche, an additional fee of £5.00 will be charged. We have to exert this fee as a result of our registration with OFSTED in order to maintain compliance of adult to child ratios that are enforced upon the Crèche. It is therefore essential that you arrive to collect your child by the time they are booked in until, or reserve an extra quarter of an hour to enable you to collect your child in a more relaxed atmosphere.

Cancellations

All Crèche bookings require a minimum of 24 hours notice of cancellation; otherwise a fee of £3.00 will be charged to your account if we are unable to re-fill your space.

Non arrivals

A Crèche non-arrivals fee will also be charged to your account at a standard rate of £5.00, regardless of the length of time booked, if you should not show, without notification, to any booking.

Emergency Procedures

In the event of a fire, your child will immediately be escorted to the designated fire point. The Crèche door will remain locked, as all members of the team will be concentrating on leading the children to safety. Please DO NOT attempt to gain entry to the Crèche and collect your child, your requests will be refused.

PLEASE CAN WE ASK YOU TO GO STRAIGHT TO THE FIRE ASSEMBLY POINT ON THE NIRVANA PATIO FROM WHERE YOUR CHILDREN WILL BE WAITING FOR COLLECTION





Crèche Enrolment Form

Please fully complete all parts of this enrolment form

Members Name:.....

Membership Number:.....

Full Name of Child:.....

Child's Date of Birth:.....

Address of Parent/Guardian:

.....

Contact Telephone Number

Daytime:.....

Evening:.....

Mobile:.....

In the event that something happens to yourself whilst you are attending the club, please provide us with an emergency contact number.

Name.....

Number.....

Medical History

Family Doctor:.....

Surgery Telephone Number:.....

Are all your child's immunisations up to date? YES / NO

If No, please provide us with further details:

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Does your child suffer with any allergies?
If Yes, please can you state which ones:

YES / NO

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Is there any further information regarding your child's health that we should be aware of?
(This includes any medication your child may need take whilst in the Crèche)

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In order for the Crèche team to provide individual care for your child, are there any special requirements such as diet, clothing, religious issues etc. we should be aware of?

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Is there any other information you would like to inform us of to ensure your child's stay is as happy as possible?

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Would you allow your child's photograph to be taken for training or display purposes only?
YES / NO

If my/our child is injured whilst in the Crèche, I/we hereby give permission for qualified members of staff to administer first aid or make the decision to call further assistance. We will also make every effort to contact you immediately in the event of such an incident.

I/We also acknowledge the guidelines set out in this policy document and agree to adhere by these when utilising the Crèche facilities

Parent/Guardian (with parental responsibility).....

Printed.....

Date:.....

