

HEATHCOTE HOUSE BABY CARE

PROSPECTUS



Southbroom Road (The Old College), Devizes, Wiltshire SN10 5AB

Tel: 01380 725080 (Nursery) 01727 229729 (Admin)



INTRODUCTION

Heathcote House Nursery & Pre School has been established for over 30 years, moving in 2019 to our current location, situated near to Southbroom Infants School, between Devizes Leisure Centre and the Fire Station. We have a superb outdoor play area offering the children both soft and hard surfaces and our own wooded area for outdoor learning opportunities. We can also offer parents a large, safe parking area for drop off and pick up. At Heathcote House Baby Care we can provide for up to 18 children aged from 3 months. Operating as a separate unit within Heathcote House Nursery and Pre-School, most children will move into the Nursery when age 2 years. We open from 7.45am to 6.00pm all year, closing only for Bank Holidays and the week after Christmas.

Our modern school building is purpose designed and we offer a friendly family atmosphere to both the children in our care and their parents. We try to meet all your children's needs by providing a safe, happy, stimulating environment (which is regularly inspected by OFSTED) constantly monitoring their progress and sharing our observations with you daily, at our regular parents evenings and at any other time you or we feel is appropriate.

Our team of staff has only one job (unlike busy parents) which is to ensure the children remain safe, enjoy themselves, and gain valuable experiences from their stay with us to take into later life.

The benefits your child will receive:

1. Our main goal is to provide the best care possible for your child. This includes support, advice and close liaison with you at any time.
2. We have a small, close-knit and very friendly team, all of whom are carefully vetted and police checked.
3. We have a high proportion of qualified and experienced staff. All our Baby Care staff are Paediatric 1st Aid trained and have a Food Hygiene Certificate.
4. We offer the children individual attention, with a minimum ratio of one staff member to three children.
5. Children are in small groups to help individual development needs.
6. Topics and activities are carefully chosen to enable your child to progress and ensure a smooth transition to Nursery.
7. We have a key-worker system for monitoring and reporting your child's progress.
8. We have a dedicated baby play area within our spacious grounds
9. We provide a freshly cooked, balanced, nutritional diet and cater for all allergies and compelling cultural needs. (Formula milk is **not** provided).



MISSION STATEMENT

It is our aim at Heathcote House Nursery and Pre-School, Baby Care, to offer the highest standard of care for all children in the setting.

We try to ensure that the children are happy, confident and well-mannered, whilst being progressively encouraged to develop their learning skills through structured play, in a caring family atmosphere. Caring for the children “in loco parentis” and offering them our loving attention is a vitally important aspect of our overall philosophy and great attention is devoted to this.

To attain this aim our principal objectives are to provide the highest quality in staff, environment, equipment and standards to ensure that Heathcote House Nursery and Pre-School provides the best “Educare” available for your child, and thus maximises your child's wellbeing.

TO ACHIEVE OUR AIMS

We are committed to working, together with parents, to provide a stimulating and enabling, fun-filled environment where each child has the opportunity to become a happy, confident, independent learner within the safety of our nursery setting. We seek to promote within each child a well-balanced positive attitude towards life and learning, the desire to communicate and respect for individual differences.

POLICIES AND CURRICULUM STATEMENTS

Our Behaviour Policy is included as part of our prospectus information. Copies of all other policies are always available for inspection at the Nursery on request.

Complaints

We will listen to and try to address any complaint you may have. Should you not be satisfied having escalated the matter to a written complaint and response from the Nursery management, please contact the Ofsted Helpline 0300 123 1231. Website: www.ofsted.gov.uk/parents



THE SEVEN AREAS OF LEARNING

Early Years Foundation Stage

The Early Years Foundation Stage is the government guidance that our Nursery follows. This guidance seeks to ensure that all children have the best possible start to their learning. There are seven areas of learning and development that must shape educational programmes in early years settings. These are split into two categories, Prime and Specific. The Prime areas, listed below, focus primarily on children aged 0-3 and are particularly crucial for igniting children's curiosity and enthusiasm for learning and for building their capacity to learn, form relationships and thrive.

Prime Areas

Communication and Language – involves giving children opportunities to experience a rich language environment, to develop their confidence and skills in expressing themselves and to speak and listen in a range of situations.

Physical Development – involves providing opportunities for young children to be active and interactive and to develop their co-ordination, control and movement. Children must also be helped to understand the importance of physical activity, and to make healthy choices in relation to food.

Personal, Social and Emotional Development – involves helping children to develop a positive sense of themselves, and others, to form positive relationships and develop respect for others, to develop social skills and learn how to manage their feelings, to understand appropriate behaviour in groups and to have confidence in their own abilities.

Specific Areas

Children aged 3 and over are supported in four Specific areas, through which the three Prime areas are strengthened and applied. The Specific areas are:

- Literacy
- Mathematics
- Understanding the world; and
- Expressive arts and design

Literacy – involves encouraging children to link sounds and letters and to begin to read and write. Children must be given access to a wide range of reading materials (books, poems and other written materials) to ignite their interest.

Mathematics – involves providing children with opportunities to develop and improve their skills in counting, understanding and using numbers, calculating simple addition and subtraction problems and to describe shapes, spaces and measures.

Understanding the World – involves guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment.

Expressive arts and design – involves enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role-play and design and technology.



BEHAVIOUR POLICY

At Heathcote House Nursery and Pre-School Baby Care we believe that both children and adults develop best in a well ordered environment in which everyone knows what is expected of them.

It is desirable for children to play and learn freely without fear of being threatened by anyone else.

Our aim is to encourage children to become self-disciplined and confident in a caring environment.

In order to achieve this:

- All adults will ensure that rules concerning behaviour are applied consistently so that children know what is expected and feel secure.
- All adults will try to provide a positive model for the children with regard to friendliness, care and courtesy
- Adults in the Nursery will praise and endorse desirable behaviour such as kindness and willingness to share.

When children behave in unacceptable ways:

- Physical punishment such as smacking will be not be used or threatened
- Children who misbehave will be given one-to-one adult support in seeing what was wrong and working towards a better pattern
- In cases of serious misbehaviour such as racial or other abuse, the unacceptability of the behaviour and attitudes will be explained immediately to the child concerned.
- In any case of misbehaviour, it will always be made clear to the child or children concerned that it is the behaviour that is undesirable in the Nursery and not the child.
- Adults will avoid shouting or raising their voices in a threatening way.
- Any behaviour problems will be handled appropriately according to the child's level of maturity and understanding.
- Recurring problems will be dealt with in partnership with the child's parents.
- Adults will be aware that some kinds of behaviour may arise from a child's special needs.



BABY CARE

OPERATING TIMES

Full Day	7.45am	–	6.00pm
Lunch (approx)	12.00am	–	12.30pm
Morning	7.45am	–	1.00pm
Afternoon	1.00pm	–	6.00pm

Open Every Weekday except the period between Christmas and New Year; and Bank Holidays listed below:

New Year's Day

Good Friday

Easter Monday

Early May Bank Holiday

Late May Bank Holiday

August Bank Holiday

Christmas Day

Boxing Day



BABY CARE

DAILY ROUTINE

07.45	Nursery opens – Breakfast available until 8.30am/9am.
08.30 – 9.00	Free play
09.00 – 10.15	Planned activities / messy play
10.15 – 10.30	Story time/ Singing followed by snack time
10.30 – 11.30	Outside play / Walk
11.30 - 11.45	Story time / Singing
11.45 – 12.30	Lunch
12.30 – 2.00	Sleep Period / Quiet time
2.00 – 3.00	Musical instruments / Messy Play / Child Led Activities
3.00 - 3.15	Story Time / Singing followed by snack time
3.15 – 4.30	Outside Play / Music and Movement / Messy play
4.30 – 5.00	Tea
5.00 – 6.00	Free play until nursery closes

Note:

This routine is always subject to variation in accordance with the needs of the children in our care.



BABY CARE STAFFING

PROPRIETORS: **MR K M HUDSON, FCA & MRS J E HUDSON**

PRINCIPAL: **Miss Stephanie Hall**
Safeguarding Lead **Foundation Degree**
NVQ3 Early Years Childcare & Education
19 years childcare experience

Deputy **Mrs Kelly Rogalski**
Social Care/ **NVQ3 Early Years Childcare & Education**
Grants Coordinator 24 years childcare experience

Under 3 Age
Group Leader: **Miss Hayley Chan, CACHE Dip 3**
10 years childcare experience

Team Captain
Babies - **Miss Rebecca Lewis CYPW Dip 3**
9 years childcare experience

Babies Team: **Mrs Fiona Stevens, NVQ3**
10 years childcare experience

Ms Amanda Batten
Nursery Nurse
22 years childcare experience

Miss Emma Bridewell
Nursery Assistant
4 years childcare experience

Miss Sophie Holmes
Apprentice Nursery Nurse

ADDITIONAL STAFF: **Mrs Joyce Lewis, Food Hygiene Cert**
Cook



Summary of Our Childcare Offers from 4th April 2022

1. **Full Day Care** = All Year = 51 Weeks
Sessions = Full Day, Morning or Afternoon :- Times and Prices – See Scale of Charges.
2. **Term Time Only** (Only by special request in Baby Care) = 38 Weeks per Wiltshire School Terms.
Sessions = T.T.O. Day, Morning or Afternoon:- Times and Prices – See Scale of Charges.
3. **Fully Funded** = For 2-Year-Old/Universal Funded 3-Year-Old
38 Weeks (@15 Hours per Week) per Government F.F.E. Scheme
– Prices – See Scale of Charges.
(Fully Funded 30 Hours only places will not normally be offered.)

All sessions are allocated in full (even if not attended for the complete time shown) and will be charged in full.

All hours required at the beginning or end of the published session times, if available, will be treated as additional to the session and charged at the additional hours rate. (Sessions cannot be adjusted by “swapping” hours).

Full Time sessions and prices per the Scale of Charges cannot be substituted for Term Time Only requirements and vice versa.

This means that a child previously attending on an All-Year contract of up to 30 hours occupancy per week, upon reaching eligibility for 30 funded hours, cannot automatically expect to be offered a place to continue with the same hours using only 30 hours funding, even on a full year basis.

Change in provision from Full Day Care to Term Time Only or Fully Funded and vice versa requires re-application (See Terms and Conditions) as they are fundamentally different offers.



HEATHCOTE HOUSE BABY CARE

FEES

Age 3 months – 2 years

Scale of Charges from 4th April 2022

(To be read in conjunction with our published Terms and Conditions)

Morning 7.45am - 1.00pm	£ 32.50	(if available)
Afternoon 1.00pm - 6.00pm	£ 32.50	(if available)
Full Day 7.45am - 6.00pm	£ 54.00	
Full Week 7.45am - 6.00pm	£ 240.00	
Full Time Calendar Monthly Equivalent Rate	£1,020.00	
Additional Hours - added to full morning or afternoon sessions	£8.00/hour <u>or part hour</u>	(if available)

The above **includes the provision of all food and nappies**, but excludes Formula Milk.

For **further details** relating to fees and registration please see Additional Terms overleaf and refer to our Terms & Conditions.

Heathcote House is open for 51 weeks (closing between Christmas & New Year).



HEATHCOTE HOUSE BABY CARE FEES

Age 3 months – 2 years

Scale of Charges from 4th April 2022

(To be read in conjunction with our published Terms and Conditions)

ADDITIONAL TERMS

Registration:

Fee Payable:

Upon completion of the application form for a new place (non refundable) £ 40.00

Deposit:

Payable on Registration. Fully refundable when child leaves Heathcote House – provided our terms and conditions have been adhered to.

For attendance levels as follows:

1	Day per week	£150.00
2/3	Days per week	£200.00
4	Days or Full Time	£250.00

Absence and Holidays

All absences are chargeable – any replacement session must be booked as an “Extra” if available.
Swaps are NOT permitted.

Bank / Public Holidays: These are not charged for because:
Full week Full Day Care fees are calculated to exclude charges for these days.

Part Time Full Day Care – children may change their usual session by request if it falls on a Bank Holiday for a day within 10 days of the Bank Holiday - (subject to availability). However no reduction to the weekly charge may be made.

Notice:

1. 4 Calendar months (a full term equivalent) notice must be received **in writing** for any reduction in times or sessions (ie no changes within the term).
2. A full calendar month notice (or payment in lieu) must be received **in writing** before a child leaves Heathcote House.

Sibling Discount - 10% reduction is applied to the fees of the oldest child attending Heathcote House; provided the younger child attends an equal or greater number of sessions per week.

Prompt Payment Rebate

1.75% rebate will be applied to the termly fee charged and paid in full, at the end of the term.
All payments for the term must be made in full by the due dates as shown on the termly bill.

Late Collection - We reserve the right to charge in the case of late collection £10.00 per hour **or part hour.**

Late Payments - We reserve the right to charge in the case of late payment £25.00 for the 1st week or part week. Interest will be charged thereafter.

These charges will apply from 4th April 2022 and our aim is to maintain them for at least a year, ie to the beginning of Summer Term 2023.



HEATHCOTE HOUSE BABY CARE FEES

Age 3 months – 2 years

Scale of Charges from 4th April 2022

(To be read in conjunction with our published Terms and Conditions)

ADDITIONAL TERMS

Calculation and Payment of Fees

Due date for payment is the 20th of each calendar month payable in advance (ie 20th January pays February fees).

Preferred method of payment is Standing Order (forms are provided).

Amount payable on the due date is the calculated Payment Value.

Payment Value = Session Cost x No of Sessions = Weekly Fee
Weekly Fee x number of weeks in Term ÷ number of calendar months in Term = Payment Value

This is not the exact fee due each calendar month, but is the figure calculated to be **equal** for each payment during the term.

Actual Fees due are in accordance with our Scale of Charges for the actual attendance booked. These are reconciled to payments made from time to time and any adjustment required is notified accordingly.

Fees take into account Bank Holidays – which are not chargeable as:

Full Week Fees are pre-adjusted.

Part Week Fees are charged in accordance with sessions booked. Any session which falls on a Bank Holiday may be exchanged by request for another day within 10 days of the Bank Holiday – subject to availability. However no reduction to the weekly charge may be made.

Term Time Only

This attendance pattern is only available by special request in the Baby Unit.

Bank Holidays are neither attended nor chargeable and are adjusted as applicable.

Payment Value = Session Cost x number of sessions x number of Term weeks ÷ 3 = Payment Value

Payment Dates for Term Time Only:

Summer Term = 20th April, 20th May, 20th June.

Autumn Term = 20th August, 20th September, 20th October.

Spring Term = 20th December, 20th January, 20th February.

Payment Values for Term Time Only are actual and the Payment Dates are fixed.



HEATHCOTE HOUSE BABY CARE

CHILDCARE VOUCHER / TAX FREE CREDIT PAYMENT INFORMATION

Heathcote House accepts Childcare Voucher payments covering all or part of the cost of childcare. There are various companies who provide the service via your employer's personnel / payroll department in accordance with HMRC rules.

The voucher payments are issued in place of part of your salary which is "sacrificed".

This is now being phased out and replaced over time by Tax Free Childcare Credit (see www.gov.uk).

Under the new scheme HMRC will add the appropriate credit to your funds held in a special bank account for the payment of day care provision.

There are currently nearly 20 child care voucher payment providers – of whom the best known are:

Allsave, Care 4, Computershare, Edenred, Kiddivouchers, Fideliti, Sodexo

We do accept voucher payments from other providers, but please check that we hold an account with them first.

Please note: It remains the parent's responsibility to ensure that we receive the voucher payment / Tax Free Childcare payment by the due date in accordance with our Terms & Conditions.



HEATHCOTE HOUSE BABY CARE

Age 3 months – 2 years

TERMS & CONDITIONS

1. Upon Registration and our acceptance of the deposit the place is secured. Any delay of more than 1 month to the start date requested by the parents may mean we are unable to hold the place open. Non take up of the place forfeits the deposit. Registration fee is payable for each new place applied for (Change in type of provision between ie. Full Day Care and Term Time Only or vice versa will require a new application).
2. Fees are payable in accordance with the current published Scale of Charges. Failure to comply with these financial requirements constitutes a breach of contract and may result in your child being refused entry to Heathcote House. We will issue a notification of monthly charges upon joining, then a bill/ contract at the beginning of each term, and finally, upon your child leaving we will produce a full reconciliation which takes into account any anomalies ie part weeks, and under/over payments. Other "Invoices"/Reconciliations may be provided on request, but these will **incur a charge of £25.00 each**.
3. **Employment of Heathcote House Staff:**
If during the period of your child's attendance or within a period of 9 months thereafter you directly or indirectly employ or engage the services of or permit or allow any member of our staff to provide childcare for your child (or by your endeavours for a child known to you) such that their services are withdrawn from us, then you shall pay us a figure representing not less than 33% of the relevant gross annual salary as compensation for the cost to us of disruption and recruiting and training a suitable replacement.
4. Childcare Voucher Payments/Government Tax Free Credit payments are accepted for payment of all or part of the Nursery fees (See Childcare Voucher Payment/ Tax Free Credit Information). **However the parent remains responsible for ensuring that total fees due in accordance with our Scale of Charges are paid by the due date** (wherever they may be paid from).
5. Sibling Discount. Reduction will be applied to the oldest child's fee, while the younger child attends for a greater or equal number of sessions per week.
6. Absence and Holidays – no reduction in fees is made.
7. Bank/Public Holidays and the week between Christmas and New Year. The Nursery is closed and no charge is made for these periods. Fees are pre-adjusted or alternative days may be offered as appropriate, however no reduction may be made to the weekly charge.
8. Extra sessions (subject to availability) may be booked and will be separately billed and must be paid separately from fees for routine attendance.
9. Session swaps are NOT permitted.
10. Late Collection of Child. We reserve the right to make a charge (see Scale of Charges). Please note that if you fail to contact us until after the session is finished we are required to notify Social Services.
11. Late Payment of Fees. We reserve the right to levy a charge of £25 immediately in the case of late payment. This charge will cover a delay in payment up to one week. If full payment of fees due and late payment charges have not been received within one week further charges of 8% of the balance outstanding will be added weekly. We urge parents who may experience temporary difficulties to contact our administration office before they miss a payment or as soon as possible afterwards so that we may help formulate a solution. Late payment could result in your child being refused entry to the Nursery.
12. Notice
 - (a) A full calendar month notice in writing is required before leaving. Payment in lieu will otherwise be required and any deposit held may be used towards this.
 - (b) 4 Calendar months (a full term equivalent) notice must be received in writing for any reduction in times or sessions.
13. Inclusive Provision
 - (a) Our Full Day Care fees include provision of all hot food, snacks and refreshments (including government funded milk) during the day. We work with parents to ensure children with allergies and compelling (eg religious) preferences can be accommodated. Parents are requested not to allow their children to bring snacks or sweets into Heathcote House, to avoid adversely affecting anyone else.
 - (b) Our fees include provision of nappies, wipes and associated creams. Should parents require a brand of nappy different to our usual supply they may supply their own. There is no reduction of fees if items are supplied by parents.
 - (c) The same provision is made for Term Time Only children – as appropriate for the time of day attended.
14. Formula Milk: We believe that in the best interest of your baby the formula feeds should be supplied by the parent to ensure there is no variation from those given at home. Our staff will strive to ensure that you are given all possible assistance during this particularly demanding time.
15. Your child will only be released into the care of two persons named on the Applicant Record, the only exception being the Local Emergency Contact if necessary (and suitable password/security procedure will be followed).
16. Before acceptance of your child into Heathcote House a member of staff must see a copy of the child's Birth Certificate and the Red Book of Immunisations. Full & up to date Vaccination is required unless there is a medical reason to the contrary, confirmed by your family doctor.
17. In the interest of the welfare of all the children, entry may be refused to your child for any period during which he/she is diagnosed as infectious. (See Health & Safety Policy).
18. Medication will only be administered in accordance with full written instructions from the Doctor/Parent/Guardian (See Medication Procedure Policy).
19. Your child must bring a complete change of indoor clothes, clearly marked, to be retained at Heathcote House, in a bag provided, for emergency use and wear adequate outdoor clothes for outdoor play in the prevailing weather conditions.
20. We ask that the children do not bring their own toys (except for special "Show and Tell" times) as broken or lost toys cause disappointment.
21. Heathcote House will organise activities outside the Nursery premises from time to time. These will be conducted with at least the child to staff ratio recommended by the Children's Act 2014. Parental consent is required before the child can participate.
22. Heathcote House Nursery is unable to accept any liability for any loss or damage to personal property brought onto its premises.

Note: Reference to: Parents, you, your, all relate to the Parent/Legal Guardian

Reference to: Heathcote, we our, the Nursery: all relate to Heathcote House Nursery and Pre-School and Heathcote House Babycare



BABY CARE

SAMPLE WEEKLY MENU

Day	Monday	Tuesday	Wednesday	Thursday	Friday
Morning Snack	Pear & Malted Milk Biscuit	Banana & Digestive Biscuit	Cheese & Cucumber Wedges	Orange Pieces & Breadstick	Pear & Digestive Biscuit
Lunch	Quiche, New Potatoes, Sweetcorn Apple Cobbler & Custard	Lasagne, Green Beans Fresh Fruit Salad & Cream	Fisherman's Pie Mixed Vegetables Shortbread Finger	Savoury Sausage Pie, Broccoli, Carrots Fruit Trifle	Chicken & Mushroom Casserole with rice Choc Ice & Fresh Fruit
Afternoon Snack	Marmite Crackers & Celery	Apple & Ritz crackers	Hummus & Pitta Bread	Chicken Pate on Toast	Celery and Cheese Spread
Tea	Crudités: Courgette, Tuna & Sweetcorn Pasta Fresh Fruit	Crudités: Broccoli Savoury Muffins Fromage Frais	Crudités Red Pepper Sausage Roll & Spaghetti Fresh Fruit	Crudités: Mushroom Eggy Bread Yoghurt	Crudités: Tomato Wedges Mixed Filling Pitta Bread Fruit Cocktail

Note: An alternative will be prepared separately for children with medical conditions.