



ScotNursing & Medical Services Limited

Bearsden Before and After School Care (BBASC)

Handbook

2019 - 2020

A warm welcome from the Manager and Staff of the After School Care

Hello to all our parents, carers and children old and new. The Club is available, exclusively, to the children of Mosshead Primary School and is open school term time, 38 weeks of the year. We are situated in Bearsden Ski Club, a short distance from the school.

At After School Care your child/ren take part in a varied range of activities, whether it be every day or once in a while. What you can be assured of is a warm welcome to the service from our approachable Professional Staff.

The Staff in After School Care encourage children to develop a can do, will do approach in play, socialisation and life skills. We recognise that we are here to support our parents, offering a quality care service when school is out. But our emphasis is on availability for parents, fun and an exciting environment for the children with a sense of belonging to the Mosshead community for everyone. We have the use of the school playground after school each day where the children can use the school climbing frames and Trim trails, the large grass areas and football pitches. The children are fully supervised at all times.

Our duty of care to our families is to offer a safe and stimulating place, where the children want to be. What we strive for is a partnership between parents and ourselves to do what is enjoyable for the children at the end of a school day.

We continually ask children, parents and carers for feedback, suggestions and ideas to help us further enhance our service. The children continue to learn at After School Care. Through planned activities the children can learn life skills such as preparing snacks and participating in team games. Their communication and socialisation skills are also developed when attending After School Care. They can make new friends with children of all different ages. They can gain self-confidence. With the older children there are opportunities for them to be caring and to mentor our younger children.

We are in the process of drawing up a programme of activities for our primary 6 & 7 children to allow them a few more privileges and freedom. We now have 2 tablets for use within the club for games, homework and research.

I trust that the handbook will answer all your questions, but if you require any further information please do not hesitate to contact the After School Care Manager and Staff on: **07876 455061**.

Web: www.bearsdenafterschoolcare.co.uk

Email: bearsdenafterschoolcare@gmail.com

We Run On Fun

The After School Care Service is managed by Alison Menzies, supervisor Liz Donaldson and play workers Catherine Rea, Gemma Grant and Olivia Gow and is available to all pupils aged 4-12 years of age at Mosshead Primary School. Every day will be fun-filled, with many activities available in a relaxed, caring and friendly atmosphere. Activities will include board games, baking, outdoor games, arts and crafts and football to name just a few.

After School Care Vision

To offer a welcoming and flexible service for parents and a fun-filled environment for their children. At After School Care we strive to build positive relationships between home and the After School Care staff to create a caring atmosphere – a home from home. We provide opportunities for children to participate in activities and energetic play, both indoors and outdoors.

The After School Care service encourages children to make new friends as well as playing with their existing friends too, which helps develop communication skills, builds confidence and socialisation skills. We have a citizenship programme and award certificates every month for star helpers, tidier's and walkers and children are given stickers for kind acts good manners and good behaviour. Our staff are motivated and enthusiastic in presenting children with appropriate activities for different ages, sometimes challenging, always fun.

The children can develop independence and build life skills whilst taking part in After School Care, e.g. helping prepare their own snack, tidying up, looking after their belongings and washing hands before snack time. We also do baking activities together. We listen to our service users and work as partners using their feedback, comments and individual requests, and incorporate appropriate suggestions to improve and enhance our service.

Inspections and Registration

We are regularly inspected by (SCSWIS) - Social Care and Social Work Improvement Scotland (known as the Care inspectorate). Our inspection and the reports are available to you on the SCSWIS Website www.scswis.com. There is a copy on our website www.bearsdenafterschoolcare.co.uk. We follow the Scottish Government 'National Care Standards for Early Education and Childcare up to the age of 16' for inspection purposes. All staff working with children in Scotland must now be registered with the Scottish Social Services Council - **SSSC**. This is in place for all our staff. They all have Enhanced Disclosure Certificates too.

Breakfast Club is from 7.30am to 9.00am daily. Parents are asked to sign their children in, when dropping off. Breakfast is available from 7.30am to 8.30am and consists of cereal and/or toast, fruit and a drink – milk, no sugar added juices or water. A small selection of games and toys are available as well as books. At

8.30am to 8.45am we clear up and get ready to go to school. The Staff then walk the children down to the school, crossing with the lollipop person – Staff then wait until the bell has rung and the teachers come out to collect the children before leaving.

After School Club is from 3pm to 6pm daily. The Staff collect the children from the playground at 3pm and walk them up to the Ski Club where a healthy snack is supplied – the children select and make their own snack daily and can choose from a selection of foods such as bread, crackers, rice cakes with toppings such as cheese, soft cheese, ham and cucumber. As a special treat Chocolate Spread, jam and crisps are supplied once a week. Children are offered a piece of fruit daily and drinks of milk, water and no added sugar fruit juice is available throughout the afternoon.

Parents are asked to sign their child/ren out before leaving the club daily. If someone else is collecting a child other than the usual parent or carer, notice in writing is preferred by letter or by e-mail; failing that, a verbal message must be given to the After School Care staff. A password for collection will be created and both the parent and the After School Care staff must use this password on collection. Failure to do this will mean that the staff will insist that the child remains at After School Care until further enquiries are made and the After School Care Staff are satisfied about the identity of the collector.

After School Care Policy on Uncollected Children

The After School Care staff have an obligation to stay with any uncollected child at the end of each day, until that child is collected. We will not release the child to an unauthorised person, even if the collection is late, unless an authorised person telephones to state that a different person will be collecting and gives staff the family password.

Continual Professional Development

All our Staff are continually involved in professional development, from care needs such as First Aid and Food Hygiene to professional qualifications such as BA in Childhood Practice. Any staff progression will be communicated to parents through our seasonal newsletters and on our website. Staff also have monthly team meetings where good practice can be shared, discussed and then implemented into the service when and where appropriate.

Admission

Admission to After School Care is initially done by completing a booking form where you will be asked to indicate the days - breakfasts and afternoons - you wish your child to attend. Booking forms for these services are available from the play setting at the Ski Club, or by phoning our mobile **07867 455061**. We will try to accommodate all our families but do work on a waiting list system where places will be allocated on a first come first served basis. Places for the next school year will not be allocated until May/June prior to the August start date.

New children attending will be given an induction by a member of the After School Care Team and a buddy will be allocated to them. This can help them to settle and

learn about the areas, toys, routines, toilets, snacks and After School Care rules. When completed booking forms form it can either be returned to us at school or e-mailed to bearsdenafterschoolcare@gmail.com. Any additional booking or changes to bookings should also be sent by e-mail or in writing.

Allergies and Medication Information

All parents should complete the allergy and Medical conditions sections of the registration form giving relevant, up to date information on the child's allergies and medical conditions.

If your child needs medication then you must discuss this with the After School Care staff and a medical consent form must be completed by the parent to allow medicines to be administered. At least one dose of the medication must have been given, by the parent, before the medication can be accepted. Medications will be kept in a sealed container with the child's name clearly marked on it – a copy of the consent form is kept in the box to aide staff when administering the drug. Two staff must be present at the time and each will sign the form accordingly. Staff will carry out a monthly medication audit of all medications held and ask parents to initial the form accordingly.

Most of our staff are trained in paediatric first aid – staff are required to update their certificates every 3 years.

If your child becomes unwell at After School Care either you or your emergency contact will be notified. If an accident occurs, which requires first aid, the child will be treated by an After School Care qualified first aider. An accident form will be filled in and signed by staff and parents/carers. If the child is distressed and will then call the parent to discuss and collect the child if need be. Should a serious accident occur, your child would be taken to Hospital by the Manager or Supervisor while efforts to contact you would continue.

Infectious Diseases

Children with infectious diseases (e.g. diarrhoea, chickenpox, etc.) should not attend After School Care. In cases of sickness or diarrhoea there must be two full days clear of symptoms before a child returns to After School Care. Parents will be notified of an outbreak of an infectious or contagious disease as deemed appropriate by the After School Staff. After School Care follows public health guidelines on infection control for children in schools. An overview of the main illnesses affecting children and relevant guidelines are listed on the parent notice board. If in doubt, please seek advice from your GP.

Minor Accidents or Upsets

Parents will be notified by telephone or at the time of collection of any incidents or minor accidents. Parents will be asked to sign the Accident Form or an Incident Form noting any action taken by the After School Care staff. In the event that your child has a bump to the head, the staff will contact you to inform you of the injury. Depending on the severity of the injury, you may be asked to collect your child, as a precaution.

Parents and carers as partners

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www.bearsdenafterschoolcare.co.uk

07876 455061

We believe that in order for children to receive quality care and learning that suits their individual needs, parents and staff need to work together in a close partnership. The two-way sharing of information is key to this. The after school care team welcomes parents as partners and this relationship needs to be built on trust and understanding. It is important that we, as practitioners, are able to support parents in an open and sensitive manner. The after school care wishes to ensure parents are an integral part of the care and learning within the after school care. The After School Care Manager and staff are available on 07876 455061 or by email: bearsdenafterschoolcare@gmail.com

Suggestions

The After School Care staff are always open to suggestions and ideas about the service from children as well as parents. If you have any suggestions about the service please speak to the After School Care Manager or any After School Care staff as soon as possible: they are always happy to listen. We have a parents comments and suggestions book on site where a parent can write up any suggestions at any time.

We actively encourage parents to take an interest in the running of the service and are in the process of setting up a parents committee – if you can spare 30 minutes of your time once or twice a year we would love to have your input and ideas on improving the experience – speak to the Manager or staff. We continue to enhance and improve the service as a staff team but ideas and suggestions from the parents and children ensure we are meeting your needs.

No Smoking Policy

Bearsden Before and After School Care is a no smoking and establishment and smoking including the use of e-cigarettes on the premises is absolutely forbidden.

Homework Policy

We recognise that, if parents request it, homework can be completed during After School Care time. We have a homework table on site and staff are happy to encourage written homework. Although After-school Care staff are not teaching staff, they can support and answer questions on homework. However, it remains the responsibility of our parents to check and sign the homework diaries.

Positive Behaviour

Positive reinforcement is used to encourage good behaviour from children. Feelings of self-worth, self-respect and respect for others are encouraged at all times. Minor issues will be dealt with by staff as and when they arise and the After School Care Manager will be made aware of these.

Assistance with Positive Behaviour

The children are brought together once a year to create their own "After School Care Rules". The children are all encouraged to contribute ideas and suggestions for their own safe and fun environment. When the final sets of rules are agreed with the staff and the children they are displayed in the Playroom. The rules are inclusive of staff and children.

The After School Care Service offers a citizenship programme and “Star of the Month” certificates are given out each month, in a variety of categories e.g. nice manners, helper, best walker etc. – these are recorded on our website and in the child’s personal file .

Adult: Child Ratios at After-school Care Service

At After-school Care our adult\child ratio for children aged 5 – 12 years of age the ratio will be one to ten. At least two adults will be in attendance at any given time in the play areas used by After School Care. These ratios are in line with the standards set out in the “National Care Standards for Early Education and Childcare up to the age of 16 years” document.

Children’s Own Toys

Children are discouraged from bringing their own toys to the After School Care service. There are plenty of play resources available to the children. If any child does bring along a toy or game, they will be asked to keep it in their school bag whilst travelling to and from school. If the children bring the toy into the playroom the After-school Care staff cannot be held responsible for any loss or damage to the toy.

Lost Property

It is recommended that all your children’s clothes are labelled with your child’s name to minimise the amount of lost property that we accumulate in After School Care. All lost property is collected at the end of the day. If the item is named then the After School Care Staff will take items to the school next morning when taking children from Breakfast Club to school. If the item is not named then it is kept on site on the parents table until reclaimed.

Complaints Procedure

We believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned. Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children. We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below.

Stage 1

If any parent should have cause for complaint or any queries regarding the care or early learning provided by the facility they should in the first instance take it up with the child’s key person or a senior member of staff/supervisor.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the facility manager. The manager will then investigate the complaint and report back to the parent

within three working days. **(Most complaints are usually resolved informally at stage 1 or 2.)**

Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Social Care Social Work Improvement Scotland (SCSWIS) (formerly the Care Commission).

Confidentiality

Our work with children and their families will bring us into contact with confidential information. It is a legal requirement for us to hold information about the children and families using the facility and the staff working at the facility. This information is used for registers, invoices and emergency contacts. However all records will be stored in a locked cabinet in line with GDPR legislation. It is our intention to respect the privacy of children and their families and we will do so by:

Storing confidential records in a locked filing cabinet.

Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the facility.

Gaining parental permission for any information to be used other than for the above reasons

Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs.

Full copies of all our After School Care Policies are available for you to on the parents table in the playroom.