

Frequently Asked Questions

Is it safe for my child to return?

We have done all we can to reduce the risks of infection to everyone in the centre. We have a comprehensive risk assessment to look at keeping the centre as safe as possible. We have implemented cleaning stations at every entrance for everyone to clean their hands using anti-bacterial gel, when entering and leaving the building. Toys are either rotated each day or cleaned/sterilised. We are following government guidance but we cannot completely eliminate the risk of infection.

Will my child be cared for by the same staff?

The staff and children have been divided into their rooms which will be treated as their 'bubble'. The same staff will work with the same children and wherever possible will not enter other bubbles. This is to reduce cross contamination between the bubbles. The only time that this may change is if we need to cover staff sickness.

How many children will my child be in contact with?

We will ensure that your child only has contact with the children in their room. For the time being we will not be using the dining room and all meals will be within their room.

Will my child be expected to follow social distancing and remain two metres apart from their friends/staff?

No. We are not expecting children to remain two metres apart. We will use the outside space as much as possible and ensure the rooms are well ventilated but it is not possible to maintain social distancing.

Will you cuddle my child if they hurt themselves or became upset?

Of course, we will. We understand that children need physical contact and reassurance. We are taking all other measures to make the setting as safe as possible for everyone. We will continue to care for your child and ensure that they feel safe and happy whilst they are here. Your child's emotional well-being is always a priority to us!

Will you provide meals for my child?

From September we are pleased to offer hot meals again which will be made on site by our lovely Cooks.

Will my child come for their normal days/sessions?

Yes. The only session we are currently not able to offer is the 5.15-5.30 as we would normally join rooms at the end of each day but it is currently not safe to mix bubbles.

Are session times the same?

Yes. Our morning sessions are 8.00-1.00 and the afternoon session is 1.15-5.15. Everyone should have received confirmation of their sessions for September. If you need to make any changes please ring the centre asap.

What else will seem different for my child?

On arrival, your child will go straight to their bubble/room. For children in Buttercup they will go through Buttercup's entrance. Children in Daisy room and Lily room will come through the main reception area, and children in Playdays will enter through the Playdays side gate. All children will be greeted by a familiar member of staff at the door and be encouraged to use hand sanitiser on arrival. Parents, unfortunately cannot enter the room. At the end of the session, parents should go the room and wait for your child to be brought out to greet you. We will only be able to give a brief handover, phone calls will be made during the day if we need to discuss something in more detail e.g. accident form. We will also be communicating more on the Family App.

We ask that you do not bring toys from home into the centre. This is to avoid cross contamination. Your child can bring their comforter, if it will be needed.

What if my child doesn't settle straight away? Can I come in to the room?

If your child does not settle into nursery straight away or feels sad about saying goodbye at the door to their room, we will invite you through to the outside classroom where you can stay and settle your child.

What should my child bring them with them?

All children should bring their coat/bag with a change of clothes/nappies (if required) and their water bottle. Please apply suncream before dropping your child off. There will be suncream available at the cleaning station, if you forget.

Do I or my child need to wear a mask?

No. If as an adult you prefer to wear a mask whilst on site you are welcome to do so. Staff are not required to wear a mask and we prefer to abide by the two metre distance guidance unless there are further updates from the government.

What happens if my child has a temperature or cough that is normal for them in the winter?

There are many reasons for a child having a temperature or cough. Although this may be normal for your child the government guidance is very clear. Anyone displaying symptoms cannot attend and must get tested.

What happens if my child displays symptoms?

Following government guidance, we will isolate your child by taking them to Tulip room, at this point staff may need to wear PPE. We will ring you to ask that the child is picked up immediately. We will request that you get your child tested and not return until you have a clear test.

Will I be charged for sessions if my child is off with COVID symptoms?

Yes, as with all other child illnesses which mean your child needs to stay isolated the sessions are still chargeable. If you need to book a test the results come back within 24 hours (sometimes less) and with evidence of a clear test your child can return.

How do I pay fees/meals?

Ideally, we would prefer you to pay by Direct Debit or BACS but we will take cash. You will be able to see your invoice on the FAMLY app.

What if I am concerned or have other questions?

You are welcome to call the centre and discuss your concerns with a member of the management team.

Thank you for your cooperation and understanding.