



CARE POLICY

SEPTEMBER 2025

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Contents Page	Page
Introduction, Value Statement, Intent, Implementation, Impact	3
Activities	4
Behaviour	4
Care Provision	5
Collecting & Dropping off Children	6
Complaints	8
Confidentiality	9
Equal Opportunities	9
Fire Evacuation Procedure	10
Food & Drink	10
Health & Safety	10
Parent Partnership	13
Safeguarding & Child Protection	13
Sick Children & Medicines	14
Staffing	15
Welfare Facilities	16

Introduction

The main aim for our club is to offer a care provision service to working parents. We offer a before and after school club, and holiday club to children aged between 5-11. The cost of the service is affordable and provides personal care to meet the needs of children. The club is registered with OFSTED (104325) and all staff are qualified hold a Level 3 qualification and are DBS checked.

Value Statement

The club is keen to help working parents or parents trying to gain employment and we understand the value of this. We offer a discounted price for 5 hours or more in one session and an additional discount of 10% if more than 1 child attends from the same family.

We operate a holiday club which operates 50 weeks of the year and this is also available to the general public.

Intent

The club continues to provide children with clear, consistent, personal care to meet each child's individual needs. The school's motto will be promoted throughout the club, and we will also follow the schools code of behaviour, this will encourage positive attitudes and co-operation.

The club offers a 'home from home' environment to help the children feel comfortable and an important part of the group.

From the outset one of the main aims of the club was to offer working parents affordable childcare fees. Our charges still remain very competitive compared to other private facilities.

Implementation

The club will continue to offer quality and affordable childcare to working parents or parents trying to gain employment. We will promote positive and co-operative behaviour and ensure children have good values and develop as responsible members of society.

All staff have the necessary qualifications and training to fulfil their roles

Within the club we have a whole school approach and have links to school activities, promoting curriculum topics, healthy eating and PSHE. Parent liaison and involvement is also very important to us, and we will continue to build strong relationships with the child and their parents/carers.

We have a Quality and Access Officer assigned to us from the Local Authority who makes regular checks and supports us if required.

Impact

The club is a very important part of our school. It helps boost children's self-esteem and self-confidence. It aims to keep the children busy, active, and healthy before and after school. The children feel safe they are engaged and are being supervised. The setting gives peace of mind to the working parent.

Activities

The club will help in the development of the children's emotional, physical, social, and intellectual capabilities and these will be promoted effectively through taking part in a wide range of activities. The activities will be interesting, fun, and stimulating and set in a relaxed and happy atmosphere.

1. All staff will encourage children to be involved in a broad range of activities.
2. Children will be given the chance to make their own decisions about play and activities of their choice.
3. All staff will make sure that children are relating to the club and children.
4. Children will be encouraged to be kept involved and interested in all activities they take part in.
5. All staff will need to make sure they are approachable so that children feel comfortable around them.
6. All staff will need to listen to children and respond to their needs.
7. Children shall be praised and encouraged at every opportunity.
8. All staff will set out a broad range of activities with consideration to individual needs, e.g., children with special needs/disability and cultural needs.
9. All children will be respected, and their individuality recognised, valued and nurtured.
10. The club will value all languages and dialects equally.
11. All activities and use of play equipment will offer children opportunities to develop in an environment free from prejudice and discrimination.
12. The club will provide learning and play resources which promote positive attitudes e.g., bias toys.
13. The club will provide opportunities for adults and children to be consulted and listened to about all aspects of their work at the setting.

Behaviour

By positively promoting good behaviour through valuing co-operation and a caring attitude, we hope to ensure that children develop as responsible members of society.

1. Both parent and child will sign a code of behaviour form.

2. By praising children and acknowledging their positive actions and attitudes, we hope to ensure that children see that we value and respect them.
3. The club believes in promoting positive behaviour.
4. Club rules are concerned with safety, care, and respect for each other. Children who behave inappropriately, by physically abusing another child or adults, by kicking, biting or verbal bullying, may be removed from the group. The child who is upset will be comforted and the staff will confirm that the other child's behaviour is not acceptable. It is important to acknowledge that if a child is feeling angry or upset, it is the behaviour we are rejecting not the child.
5. The child will be taken to one side and staff will find out what happened, discuss the incident with the child and encourage them to apologise. It is important that the child/ren are supported and not punished.
6. Parents will be informed if their child is persistently unkind to others. In all cases inappropriate behaviour will be dealt with in the club at the time. Parents may be asked to meet with the staff to discuss their child's behaviour, so that if there are any difficulties, we can work together to ensure consistency between home and the club.
7. Children do need their own time and space. It is not always appropriate to expect a child to share, and it is important to acknowledge children's feelings and to help them understand how others might be feeling.
8. Children must be encouraged to recognise that bullying, fighting hurting and racist comments are not acceptable forms of behaviour. We want children to recognise that certain actions are right, and others are wrong.
9. All children are encouraged to share toys and to join in activities together and to respect each other's space and privacy.
10. All staff should be aware of the discipline procedure, and when and how to apply.

Care Provision

1. The conditions of the Ofsted/social services inspection department are accepted. The organising committee will seek to renew the registration.
2. Two qualified members of staff must be on duty at any one time.

3. All children regardless of gender or ethnicity between the ages of five and eleven years may be received into the 'Care facility' on request from a parent.

4. Procedures for receiving children will be as follows:

a) Parents are given a welcome pack which gives clear instructions as to what is expected of the parent and child and what they can expect of the facility.

b) If the club is full, then the child will be added onto the clubs waiting list. Parents will be informed when a place becomes available.

c) The details of all children in the club are to be kept in an appropriate file & on SIMS with emergency contact details.

d) Money to be recorded on a care sheet with the hours the child attended the club. This information is passed onto the finance officer who informs parents to make payment via our school payment software Pay 360.

e) Name of child recorded on Care register with the correct in and out time for the child.

f) Parent/guardian or another notified responsible person to sign when they have collected the child. No child will be released to any person not previously notified.

g) All money to be placed in the money tin or alternative safe place and later transferred to the school safe by the School Secretary or the Care Manager.

5. If the children are to go on an outing the appropriate consents will be obtained from the parent.

6. Insurance is renewed annually through Morton Michel Insurance or another acceptable firm.

7. Accidents are reported and kept up to date on Medical Tracker and parents informed.

8. All carers to be familiar with the Health & Safety policy.

9. A staff register is to be kept with staffs correct name and full address.

10. All staff to be 'vetted' by the completion of a DBS.

Collecting & Dropping Off Children

Dropping Off

1. Children must be brought to the club by Parent/Carer.

2. Staff will enter the time the child is dropped off.

3. Parent/Carer must hand over the child to staff.

Collecting

1. All children must be collected from the club.
2. Staff will sign to confirm leaving time.
3. Staff will ensure each child is handed over to registered Parent/Carer.
4. All children must be collected by 5.15pm (Term time) 5pm (School Holidays)
5. All Parent/Carers must sign out child.
6. Parent/Carers collecting children must be aged 16 and over.

Children transferred from Club to School

All children will be taken by staff to the relevant entrances and handed over to the teacher on duty.

Children transferred from School to Club

1. All teachers will be informed via teams of which children are attending club. Each teacher has a weekly care sheet which is updated daily. This is displayed in the classroom stating names and dates, each child is attending.
2. The staff member on duty would take the register and tick each child when they enter the club, or note if any children are in any after school activities/clubs

Procedure of Parent failing to collect a child

If at 5.15pm term time (5pm school holidays) a child has not been collected and we have not been notified, a member of staff on duty will inform the Care Manager. The Care Manager will endeavour to contact the parent or usual person collecting. If this person cannot be contacted the Manager will attempt to contact emergency numbers given on the child's Agreement form, which was completed by the Parent/Carer.

If it has not been possible to make contact with any of the persons names on the children's Agreement Form, then only after a reasonable length of time has passed (approximately one and a half hours) would Social Services or the police be contacted.

As it is our policy to have two members of staff always present, the second member of staff will keep the child occupied with activities to help prevent the child from being distressed.

Complaints

1. All complaints regardless of relevance or outcome must be recorded and monitored.
2. The complaints forms are displayed on the 'Parent Notice Board' which is easily accessible for parents to take at any time. The complaints form contains the club's Ofsted Registration number and the address to send the complaint.
3. The senior member of staff responsible for investigating complaints will not have been involved in the circumstances leading up to the complaint.
4. At all stages, the client and representative or friend will be kept informed of progress and outcomes of the complaint.
5. Each stage of the procedure has a clear timetable.
6. The complaints procedure is a separate procedure from the staff disciplinary process whether the complaint leads to a later disciplinary action.
7. All written complaints must be responded to within 28 days.

Complaints procedure

If a parent/carer has a complaint either involving their individual child, or another child they should raise the issue with a member of staff. In the first instance every effort will be made to resolve the matter within the setting of the facility. Should this prove to be unsatisfactory the matter then shall be brought to the attention of the Care Manager. The Care Manager will then look into the complaint independently in order to find a suitable solution and his/her findings shall be forwarded in writing to all parties concerned.

If the complaint is due to the facility procedure or a member of staff, it should be brought to the attention of the Care Manager at the first instance who will endeavor to resolve the concerning issue. He/she may seek further advice but whatever conclusion they reach will be forwarded onto all parties concerned.

Complaints Procedure for Staff

If staff have a complaint against each other:

- Individual interviews will take place for staff concerned.
- All witnesses will be interviewed
- Then all parties will be gathered to resolve the problem
- Management will make the final decision
- All staff will be notified in writing of findings and solution.

Confidentiality

Staff should be aware that anything disclosed to them by a child should be kept confidential unless deemed to be a matter of concern, e.g., told of any form of abuse.

Staff should be aware that if they feel a child is in danger of any form of abuse or are concerned in any way about a child's safety of wellbeing, they must inform the Care Manager who will follow the Clubs written procedure.

Children should be aware that they can speak to a member of staff in confidence. Depending on the nature of the incident a member of staff would explain to the child that in this instance it has to be reported to the Care Manager.

Any concerns about a should be recorded on CPOMS which is the schools safeguarding software, where all concerns are logged. In the event of a serious concern the Care Manager should contact the school Designated Safeguarding Lead who would be able to advise further.

Equal Opportunities Policy

Wilkinson Care facility is committed to the belief in equal value and equal treatment of all people. Everything possible will be done to remove all unfair discrimination on such grounds as:

- Age
- Colour
- Disability
- Ethnic origin
- Gender
- Marital status
- Family responsibility
- Nationality
- Race
- Religion

We aim to:

- Promote good relationships between all residents in the community.
- Encourage each individual to fulfil their maximum potential and attempt to foster care, respect and understanding for all languages, religion and cultures.
- Operate an equal opportunities policy in the recruitment selection and promotion of staff.
- Offer staff equal access to personal and professional development.

- Provide a safe and secure environment for all.

All staff, parents & pupils connected with Wilkinson Care, whatever their background should feel secure in the knowledge that the establishment will not condone any form of unfair discrimination or prejudiced behaviour.

Fire Evacuation Procedure

The below procedures are to be followed in the event of an emergency evacuation or fire drill. Fire drills will be carried out periodically, and records will be kept. E.g., Date of drill, number of children/staff, time taken to evacuate.

1. In event of a fire break call point located by entrance door.
2. Gather children and leave the building together, staff to take register, first aid box and mobile.
3. Assembly point is in the car park.
4. Staff to take register and confirm all are present.
5. Once safely out of the building staff to contact fire services.
6. Wait for emergency services to give clearance to re-enter building.

In the event of a false activation, Care Manager is responsible for contacting Site Manager if not on site to reset the alarm panel.

Food & Drink

The club do not provide any meals.

- Packed lunches and healthy snacks must be provided by parent/carers. (The care facility promote healthy eating).
- Staff must be aware of the dietary needs of all children.
- Records of children's dietary needs will need to be kept up to date in the child's file.
- Drinking water/sugar free diluted cordial will be always available.
- In the interest of hygiene all children will be asked to wash their hands before consuming any food or drink.

Health & Safety

Good health and safety management will be an integral part of the operation of the Care Facility.

The Care Facility will ensure compliance with legal standards/approved codes of practice, along with, where relevant, health and safety guidance provided by the City

of Wolverhampton Council. This responsibility extends to staff, volunteers and anyone else using the Care Facility.

Activities

Activities should always be planned with an appropriate level of supervision. Activities involving dangerous equipment e.g. cooking, crafts should have constant supervision by staff. If children are playing outside there should always be one member of staff present. All school activity risk assessments are accessible to all staff. Dangerous play behaviour by children should be discouraged at all times.

Fire Drills

There should be a regular fire drill at least once a term. This should be recorded in a fire drill book, with date, times and no. of children. The Care Manager should ensure that all staff know and understand the Fire evacuation procedure. The school has a no smoking policy and staff should not smoke on site or in the presence of children.

Accidents

All accidents must be recorded in the accident report file, and parents must be asked to sign and date this when you have reported an accident to them. The care Facility will have a first aid box which is kept well stocked. Only staff should have access to the box, and it must be kept out of the reach of children.

If a child brings in any medication, it should be handed to the Care Manager. All medication must be prescribed for times a day and should only be dispensed on the written authority of the child's parent/carer. Children with asthma should have access to their medication at all time. (Emergency inhaler is in the school office). The Care staff will have them at hand at all times, due to the children knowing best when they need to use them.

Blood & avoiding contamination.

All staff should be familiar with this procedure before having to handle blood

1. Wash hand first
2. Put on non-permeable disposable gloves
3. Clean any wound as necessary
4. Dress any wound if necessary
5. Dispose of gloves and wipe surfaces if necessary and dispose of material in yellow hazard bag, seal if possible and dispose in main bin
6. Wash hands thoroughly again and record incident in accident book.

Severe Accidents

Apply First aid according to your first aid training. Call ambulance providing details of injury, location, and name of child. Call the child's parent or carer.

If the child's parents have not arrived at the Care Facility by the time the ambulance is ready to leave, then a member of staff must accompany the child to the hospital. The child's accident form must be completed as soon as possible after the accident and carers must sign and date.

Communication

The headteacher is responsible for dissemination information on health and safety issues. Staff will have access to all policies and risk assessments via Teams. Health & Safety is also a regular agenda item on Full Governors and F&GP meetings, and staff meetings. Where appropriate any communication regarding health & safety matters will be communicated to staff during staff meetings and via Teams to keep school staff updated on any changes.

To establish and maintain a safe and healthy environment throughout, the Care Facility must ensure the following:

- Maintain and have safe working procedures amongst staff and children
- Ensure that all medication and first aid boxes are out of reach of children
- A qualified member of staff with parent consultation administer all medication (Medical consent form filled in by parent/guardian)
- First Aid training is given to all staff and a complete first aid kit is accessible to all staff and regular stock checks to contents of box made by staff.
- Permission must be gained from parents and medication form filled in before an administration of medication
- All staff are aware of any allergy's children may suffer from e.g., foods, plasters etc. (see sheet in Care cupboard)
- All children must be supervised at all times and an unqualified member of staff is not left alone with the children
- The club environment will be free of sharp and hazardous objects, which may be a danger to a child and other staff
- The indoor environment will not be used for physical activities e.g., running.
- The club will take reasonable steps to ensure that lighting on the premises both inside and outside are free from hazards to the children and satisfies health & safety
- No smoking on the school premises.
- The children are collected by named person only e.g. parent/carers
- Under no circumstances may a member of staff take a child from the club unless written consent has been obtained from the parent

- All electric sockets are situated above child level. No loose wires should be exposed to cause any danger to staff or children. All members of staff should be aware of the access to fire extinguishers (which should be tested regular)
- All fire exits should be clearly marked and free from obstruction
- All children will be fully supervised whilst using sharp equipment e.g. scissors
- All accidents must be recorded in the accident file and parents must be notified of all accident and asked to sign and date the file.
- Opportunities for all staff to access training to gain a understanding of health & safety requirements
- Risk assessments must be completed for any outdoor play or any trip outside the club
- To follow regulations of the health & safety at work act and any other relevant legislation
- All staff will have access to mobile phones for visits outside school.
- Staff are Fire Warden trained.

Our policy is to provide and maintain safe and healthy working conditions, equipment, and systems of work for all our employees and to provide such information, training and supervision required for this purpose. The policy will be kept up to date particularly as the business changes in nature and size.

Parent Partnership

The club will work with parents as partners in providing quality care for their children.

1. All parents are welcome to visit the club.
2. Parents will have access to their child's records.
3. Parents will have access to all club policies.
4. Parental questionnaire will be given on a regular basis (Questionnaires are displayed on the Parent Notice Board to take at any time)
5. Suggestions and comments sheets are sent out and are also displayed on the Parent Board to be taken at any time.
6. All staff are approachable and sensitive towards all queries and complaints voiced by parents/carers.
7. Access to staff professional qualifications (Courses attended, certificates achieved etc)

Safeguarding & Child Protection

Please refer to the latest Safeguarding and Child Protection Policy 2025 issued by the school which can be found on the schools website, or hard copy requested.

Sick Children & Medication

1. If a child falls ill during a session within the club, parents/carers will be contacted for the child to be collected.
2. Children need to be free from sickness and diarrhoea for 24 hours before returning to the club.
3. Should a child have a contagious illness, it is necessary for them to refrain from attending the Care Facility until the incubation period is complete.

Medication

Adults – Medication is defined as being ANY drug including prescription medicines and over the counter remedies, e.g. Paracetamol, anti-histamine, any herbal remedy or illegal drug.

Adult medication is not allowed in the playroom at any time. Where staff choose to keep medication in their personal bag or coat pockets, these are not to be taken into the playroom. (The facility cannot be held responsible for the loss or damage to personal items).

Where it is essential that adult prescribed medication be available, arrangements can be made with the Care Manager to store items safely and away from the children.

Any medication brought into any part of the facility must be in child safe containers, identified with the medicine's name, date and owner.

Adult asthma inhalers must be kept in the playrooms if essential to the health and wellbeing of the individual worker. Inhalers must be clearly labelled and stored in the children's reach in a designated, lockable store cupboard.

Children – Care staff are unable to take responsibility for administering medication that has not been prescribed by a doctor with the current date on.

Asthma Inhalers must be clearly marked with the child's name and details of required dosage.

Asthma Inhalers will be stored in the playroom in a lockable store cupboard out of children's reach.

All other medicines will be stored in a refrigerator out of reach of children.

Parent/carers will be asked to sign a medicine consent form to allow staff to administer medicine to the child.

Medicine consent forms are in the playroom during the child's session. At all other times they must be kept in the Care Facility's confidential information folder.

Parent/carers will be informed when a member of staff has given medicine to their child, the dose and the time would be noted, and parents/carers would be asked to sign an acknowledgement.

Two adults must always check medication, name and the correct dosage before it is given to the child. A designated member of staff will be responsible for giving medication and must be supervised by a second adult.

Parent/carers must be responsible for taking their child's medication at the end of the session.

Staffing

All children should be treated equally without any favouritism.

During the time spent working with the children, staff should only talk about the programmed activities. Children should never be exposed to friction between members of staff. You must be consistent whilst you are in contact with the children as they tend to copy adult behaviour.

Forward Planning

The staff are expected to plan the term time weekly planning with the children. It is discussed with the children what ideas, activities and equipment they would like on offer.

The holiday planning is planned by the children. The children work together to fill in a weekly holiday planner.

Staff may need to spend some time working with new children until they feel settled.

Discipline

Staff need to be consistent with children, because children are constantly learning from adult behaviour.

Staff may temporarily withdraw a child from an activity but not exclude them altogether.

The policy at the club is to reinforce positive and acceptable behaviour. Rewards for good behaviour e.g., stickers, certificates informing parents.

First Aid

All staff are qualified in Emergency First Aid.

If in the event of a minor accident/injury to a child, be calm and reassuring and treat the injury and complete the accident form.

If the injury is serious do not move the child unless he/she is in any danger. Stay with the child at all times. Stay calm and comfort the child until medical help arrives.

If you have an accident whilst at work, you must report it to the Care Manager and complete the staff accident book.

Smoking

The club operates a NO SMOKING POLICY. There must be no smoking anywhere on the premises.

Attire

Sensible shoes must be worn, no heels as they may be dangerous to the children.

Dress should be sensible and practical. Jeans and trousers are acceptable. Shorts if worn must be of Bermuda length only, and T shirts etc. should not be revealing as to cause embarrassment or offence to others.

Staff should be aware of personal hygiene and cleanliness.

Staff Development

- The Manager will regularly consult regarding to staff training needs
- Regular staff meetings are held for any concerns, ideas etc (minutes kept in planning file)
- First Aid & Safeguarding training provided for all staff
- Equal opportunities will be provided for all staff
- The club will encourage professional staff development

Welfare Facilities

1. The toilets available for use are situated within the Care Facility.
2. The toilets are available to use at all times.
3. Older children can use the disabled/larger toilet if needed.

4. All children with any special needs/disabilities must be escorted to the disabled toilet by a member of staff. (Handrails, lower toilet, lower sink, wider door access and emergency pull cords).