

## Dochgarroch Early Learning and Childcare Centre

Dochgarroch Primary School

Dochgarroch  
Inverness,  
IV3 8JG  
**01463 861240**

# Dochgarroch Primary Early Learning and Childcare Centre



**Dec 2024-Dec 2025**



## Hello

The warmest welcome to our childcare setting, thank you for choosing to enrol with us. We provide high quality care and learning experiences with professionally qualified, caring and nurturing practitioners, whose primary concern is the well-being of your child. Great care is taken to ensure that we provide stimulating, motivating and appropriate experiences based on children's interests, which support their all-round development, at a pace suited to their individual needs.

Children and their families are at the heart of our service, and we are really looking forward to working in partnership with you. We have produced this 'handy guide' to help you settle your child into our setting and refer to whenever you need to.

If you have any questions or queries, please speak to the manager and or the practitioners at any time, we are here to help!

We look forward to building warm, positive relationships with you and your child.



## Our Team

**Hilary Maclean**

*EYP*



**Jo Ball**

*EYP*



**Louise Robertson**

Cluster Head Teacher



**Rachel Gillanders**

Support Worker

We pride ourselves on having a consistent staff team of dedicated qualified childcare professionals who strive for the highest standards of childcare and early education in a safe and stimulating environment, where children learn and develop through nurture and a wide range of quality play.

Our staff team access continuous professional development helping to ensure their knowledge and skills are sustained and kept current. All our staff are PVG checked and registered with the Scottish Social Services council.

## About our setting

At Dochgarroch ELC we have a passionate and enthusiastic team, dedicated to giving your children the best play and learning experiences, indoors and outdoors and in our community. Children are encouraged to participate in our journey in Rights Respecting Schools. We engage in outdoor play & learning, both here at the ELC and out in the community with regular trips up to the forest and down to the canal. We also like to work together with Farm Ness, visiting the farm shop where we can buy ingredients to make our own snack, while learning so many life skills and having fun at the same time. We also have connections with An Talla and celebrate different times of the year with them as they always like to have a visit from all of us in the ELC.

We share information and communicate effectively with families through face to face chats, floorbooks and profiles. We hope to have our Google site up and running this year to share photographs of the children's learning journey at our nursery. An invitation will be sent to you to join, this is private.



## **Settling your child into our setting**

We recognise that coming to childcare for the first time may be a new experience for both you and your child. We are here to work in partnership with you to make the transition as smooth as possible, supporting your child's developing independence, sense of trust and security outside of the home setting. All children are unique and will settle at their own pace therefore for some this may continue over a few weeks. When you are ready to leave, please tell a member of staff who will be on hand to support your child to wave goodbye and engage them in play. When leaving, we do encourage you to simply say goodbye reassuring your child you will return later. Sometimes a child may be distressed when their parent leaves, please be reassured that this is a normal reaction/stage for some which generally does not last long. Our experienced staff will comfort and support your child to settle, and we encourage you to contact us by phone so that our staff can give you an update. On rare occasions where a child continues to be distressed, rest assured our staff will contact you. We will work together to support your child's individual needs.

## **What to pack**

Your child will be allocated their own personalised coat peg. We recommend that you provide your child with a zipped bag to hang on their peg containing the following as a minimum:

- **A complete change of clothes. Please pack extra if your child is toilet training**
- **Wellingtons/boots**
- **Indoor shoes**
- **Weather appropriate clothes – hats/gloves in the winter/sun hats in the summer**
- **In summer, a labelled bottle of sun cream**
- **Where applicable: nappies and wipes.**
- **A waterproof jacket/warm coat**



NB. In accordance with the Scottish Government's national standards for Early Learning and Childcare, your child will be engaging in outdoor play and learning on a daily basis.



### Drop off/Collection/Keeping your child safe

You and your child will be welcomed by a member of our staff team and invited to share news or any information to help us really get to know about your child. You will 'sign in' your child on arrival.

Working in partnership with you to help ensure your child's safety - child/children must be collected by a known adult over 18 years of age. If someone other than is named on the enrolment form is to collect a child, this must be notified to staff in advance. Where an older sibling or specified young person is required to collect your child, you must provide the setting with written consent in advance confirming the name and that the young person is 16 years of age or over. The exception to this is where a child's plan is in place which states alternative arrangements and agreed in writing with the Head Teacher.

Should you find that you are unexpectedly delayed, then please contact the setting as soon as possible, giving your expected arrival time. It is very important for our staff-child ratios that children are picked up by

the time agreed. Please note that if we do not hear from you and staff are unable to contact you or your emergency contacts within 30 minutes of your pre-arranged collection time, Highland Council Social Work department may be contacted for guidance.

## **Closure**

School is sometimes disrupted by the adverse weather conditions that are prevalent in the winter months. Whilst a decision by the Head Teacher to close the school due to adverse weather is never taken lightly, it is occasionally inevitable.

In line with Highland Council policy, details of all school closures are detailed at Highland Council school closures page here: <https://www.highland.gov.uk/schoolclosures>

In the event of school closure during the day because of weather conditions or other emergency, every attempt will be made to see that children will be sent home in family groups and/or with friends. To enable this to take place smoothly, all children and the school should be made aware of their emergency arrangements.

## **Snacks/Mealtimes**

We will provide a healthy mid-morning and/or mid-afternoon snack, with fruit, milk and water available. Where you have included any known allergies for your child on the enrolment form, your child's key worker will discuss this with you and agree safe protocols to manage your child's allergy in the setting. We will also provide lunches for all children accessing 1140 hours, and these are provided by Highland Council. All children who attend for a minimum of 4 hours on a daily basis are entitled to a free school lunch in the ELC. Food provided takes full account of the national guidance for the provision of food for children in Early Learning and Childcare.



## What happens if my child is ill?

If your child is ill, we would be grateful if you could inform us at the start of the morning. In accordance with NHS Infection Control, we operate a strict 48hr exclusion period for sickness and diarrhoea.

Further information on common childhood communicable diseases and their exclusion times are displayed on our notice board. For further information on exclusions on childhood illnesses [CLICK HERE](#)

If your child becomes unwell or has an accident whilst in our care, you or your emergency contact will be notified. Where an accident/incident has occurred, you will be required to sign a completed accident/incident form and provided with a copy.



## Children's Medication

In accordance with 'management of medication' guidance and legislation from the Care Inspectorate, you are required to complete a medication consent form, giving clear instructions and authorisation for us to administer medication.

N.B.

All medication requires a prescription label and you must have already administered the first dose.

For safety, medication must NEVER be left in your child's nursery bag.



## **Key Worker**

Nurturing relationships and parents as partners are key to a child's development therefore your child will be assigned a 'key worker' soon after enrolment. Your key worker will take the lead for providing responsive care, following your child's care routines and will support you to complete a care plan (within our All about me form) to enable us to meet your child's individual needs.

Your key worker will take a special interest in your child, really getting attuned to their needs and interests, to enable them to nurture their all-round development and well-being. They will plan experiences based on your child's needs, interests and stage of development and will report on your child's progress, efforts and achievements and be on hand with advice and support for you and your child.

Our staff team works closely together, sharing observations and information on all children, supporting continuity of care and ensuring play and learning needs are met. Should your key worker be absent, you will still see a team member at the beginning and end of the day who knows how your child is doing and will respond to questions or concerns you may have.



## **Funded provision**

Funded early learning and childcare (ELC) is available to all three and four-year olds in Scotland. Your child will be eligible for funding from the term following their 3rd birthday.

## **My Learning Profile**

All children have a personal 'Learning Profile' folder which demonstrates their progress across the curriculum which includes photographs, practitioner observations and examples of your child's engagement in learning through play.

Key workers will support your child through learning conversations to recognise their own achievements, and input to provocations for next steps in their learning.

Learning Profiles are stored within children's easy access to support their sense of ownership. Please ask your child and/or staff team member to look at your child's Learning Profile regularly. As parental involvement is key to children's learning, we actively encourage your comments and sharing of information. Children love reflecting on their achievements and hearing comments from parents or other family members; this supports their sense of self as learners.

To complement the 'Learning Profile' folder, you will be invited to join our school ELC google site later in the year 2024-2025, an interactive platform where we will share videos, pictures and updates of your child and their group in a secure digital environment. Permission slips and more details on how we use this site will be provided.

Key workers will also complete a 'Developmental Overview' for all relevant aged children. A Development Overview form will be completed over the course of the year and filed with other trackers in your child's Learning Profile. This information is shared with Highland Council to support the provision of education and transition as the move onto Primary 1, or any shared settings the child has.

## **Children's Participation**

Children's rights (under the United Nations Convention on the Rights of the Child (UNCRC)) are embedded in all that we do, in particular - children's right to play, privacy, to be safe, healthy, be listened to and have their views taken into account.

We want your child to be happy, confident and secure, have choices and know that they have a voice. Our experienced staff team support this in practice through age-appropriate ways e.g. from choosing cards/props of which songs to sing, pictorial timelines to influence the routine of the day, discussions on what they want to learn and how, how to spend funds raised, revamp areas within the setting indoors and out.



## Children's right to play (UNCRC, Article 31)

Play constitutes an important part of every child's development; playing and talking are the way in which babies and young children learn about themselves and their environment. Our purposeful play is well planned with a strong focus on daily active learning through exploration, investigation and discovery involving all the senses: the tools of learning.

Click [here](#) for further information on children's rights.



## Child Protection

From time to time incidents can occur within Nursery which raises concern about the well-being of a child. The Highland Council Child Protection Guidelines stipulate that all staff must report such incidents to the Head Teacher, who is obliged to make the welfare of the child of paramount consideration when determining how the issue will be dealt with. We understand that some situations may be a misunderstanding but staff have a duty to report child protection issues.



If you are concerned about a child or young person, it is important to speak to a professional as soon as possible. This might be a Head Teacher, Health Visitor, Youth Worker etc for advice and support. They will know how to respond to concerns about a child's wellbeing and should advise you of the next steps.

If you are worried that a child is at immediate risk of harm, then phone the Police without delay. Further information at [hcpc.scot](http://hcpc.scot)

## **Positive Behaviour**

We promote and support children's positive behaviour through role modelling, encouraging sharing, playing cooperatively, caring for others, emotion coaching and using our knowledge of each individual child.

Simple 'group rules' developed in consultation with children and are positively worded to support their awareness of being responsible, safe, have consideration for others and the environment and acceptable behaviour.

We practice a programme called The Zones of Regulation, this encourages the children to talk about their feelings, and those around us, we don't just use this once a day, this is used throughout the day as the day unfolds. More information can be found [here](#)

## **Parental Engagement**

We want the engagement of parents and carers of the children who attend Dochgarroch ELC. Because learning happens everywhere and all the time, the connections your child makes about their learning between home and their early learning setting helps them build strong learning foundations. When early learning staff and educators work together with families, everyone can help your child learn how to:

- determine local priorities
- design quality learning programmes
- make links across time and place
- develop different kinds of relationships
- see different points of view.

These experiences enrich your child's life and give them the knowledge, skills and confidence they need to tackle new challenges. All the everyday things you do at home with your child helps their learning and can be linked to the principles and strands of a document we follow closely called Realising the Ambition. Which can be found [here](#).



## Early Closure

Should the ELC need to close earlier than normal you will be contacted by phone if prior warning has not been given out. We will contact your emergency contact number if there is no reply from your own number.

To enquire about school closures in times of adverse weather please follow this link: [School closures | The Highland Council](#)



## Confidentiality

Parents and children have a right to expect that confidentiality be maintained. Parents have access to the files and records of their child.

Information given by parents/carers at the Nursery will not be passed to another adult without their permission.

If parents come in to help or share a day at the Nursery, we expect that they respect the confidentiality of the other children in the Nursery.

## Queries, Suggestions and complaints

We welcome any comments, suggestions, new ideas from parents that could help us improve our service. This can be done through speaking to a member of staff.

We are aware that difficulties can occur from time to time and if parents feel they have reason to complain please follow the procedure outlined below. (See Highland Council Complaints Policy on notice board).

We operate an open-door policy and Nursery staff are available to speak with either at the beginning or end of an Nursery session or an appointment can be made to speak at another time. If the matter needs to be taken further, the Head Teacher will be informed, and a meeting arranged. An appointment with the Head Teacher can be made by telephoning or emailing the school office.

Parents/carers are also able to contact Care Inspectorate directly with a complaint, if they so wish. The Care Inspectorate is the national regulator for care services in Scotland. They inspect services and evaluate the quality of care they deliver against Scotland's 'Health and Social Care Standards'. They support improvement in individual services and across the care sector nationally. See [careinspectorate.com](https://www.careinspectorate.com) for further details. Our latest care inspectorate report is on the notice board. Their local office is:

Scottish Natural Heritage  
Great Glen House  
Leachkin Road  
INVERNESS  
IV3 8NW

Tel: 0345 600 9527

