



Clifden 
Crèche  

RACC

Richmond Adult Community College



Welcome

Thank you for choosing the Clifden Crèche to ensure the safety and well being of your child whilst you are at the College.

Our aim is to provide your children with a range of activities in a friendly, fun and safe environment during your visits to RACC.

We welcome children from the age of 6 months to the age of 5 years in the crèche. Rates for childcare are available on request.



Our Team

Our staff members are NVQ qualified in Childcare at either level 2 or 3. All staff members are trained first aiders, have undertaken Child Protection training, and we encourage regular training in order to continue their professional development.

Jill Sigamoney (Crèche Supervisor)

Lesley Darnell

Sara Mullen

Valerie Lezzi

Joanne Reynolds

Louise Sykes

Diana White

Bookings, enrolment and registration

Availability for places in the crèche should be checked and bookings need to be made prior to enrolling on a course, as places are very limited.

Crèche enrolments can be taken at the Clifden site by Jill Sigamoney, Crèche Supervisor on Tel: 07956 865891.



Activities

The crèche offers a range of resources for young children to enjoy, be sociable and engage in, such as: messy play, sand trays, dressing up, books, toys, all of which support and enable emotional, personal and social development – independence, sharing, turn-taking and self-confidence.



Food and drink

Please provide your own food and drink for your child. All snacks and drinks should be clearly labelled with the child's name.

The children break for snacks at 11.30am, (for fruit and drinks), and again at 2pm for any other snacks they have brought with them.

Please note that the crèche staff members are unable to re-heat pre-cooked food for health and safety reasons. However, bottles and jar food provided by the parents or guardian will be warmed if required.

Personal Belongings

When entering the crèche, please fold pushchairs and put in the area near the toilets for storage. Pushchairs must be labelled - please ask a member of staff for labels.

The crèche does not encourage children to bring toys, scooters or bikes into the crèche but will accept comforters such as a dummy, soft toy or blanket which will help a child to settle.



Nappies

Nappies, sacks and wipes must be provided for children and will be changed during crèche sessions if required.

Managing Behaviour

The crèche staff will take every care in encouraging and praising good behaviour. Children are expected to play appropriately and be kind to other children. Should a child misbehave in the crèche, the crèche staff will clearly explain that such behaviour is unwelcome. If any child continues to misbehave the parents may be called to the crèche to resolve the situation.

Physical punishment is never threatened or used in the crèche.

Illness and Medication

If, in the opinion of a staff member, a child appears to be unwell, they will not be admitted into the crèche. If a child is unwell with sickness and diarrhoea, they should not return to the crèche for 48 hours or until normal bowel habits have returned and/or vomiting has stopped.

In cases where the illness appears to be minor, such as a slight cold or cough, a child will be admitted, however any medication will need to be administered by the parent or guardian.

Please note that crèche staff are unable to apply sun cream. Sun cream must be applied to children by parents. There are spare sun hats available, but parents should not rely upon there being a spare hat for their child.

Emergencies

In the event of an emergency, the crèche staff will call the emergency contact provided on the enrolment form to advise the parent or guardian of any incident. The emergency services will also be contacted.



Feedback

Available at our college centres, a feedback card should be used to comment on our services, give a compliment or put forward a suggestion.

Complaints

If you have a concern or complaint, ideally this should be discussed informally with a member of the crèche team, who will then try to resolve the matter.

If you then wish to make a formal complaint about our services, you should:

- Ask Reception for a Complaints Form and for a copy of the College's Complaints Policy and Procedure. This can also be found on our website: www.racc.ac.uk (where you can complete the form online)
- Complete the form and return it to Reception or to: The Quality Team, RACC, Clifden Road, Twickenham Middlesex, TW1 4LT
- Your complaint will be investigated and you will receive a full response within 20 working days of receiving your complaint (unless you are informed otherwise).

Child Protection and Equal Opportunities

If any staff members have concerns for the safety of a child in the crèche, they have a duty to report their concerns and to take action when abuse is suspected or disclosed. The safety of children is of paramount importance to us.

RACC embraces the unique differences of individuals at the College. All children will be treated fairly whilst in our care.

The RACC Child Protection and Equal Opportunities Policies are available on request.



