

Somerset Bridge Nursery – FAQ

1. **How do I contact the nursery?** Tel: 01278 452095 or Email: nursery@somersetbridge.school. The nursery office is open daily from 9am – 2pm.
2. **Does the nursery have a website?** Our webpages can be found on the Somerset Bridge Primary School's website - www.somersetbridge.co.uk
3. **Does the nursery have a Facebook page?** No, but we do have an app (PIOTA) which we encourage all parents/carers to download, to keep up to date with latest news/events. To sign up please use one of the following links:
<https://play.google.com/store/apps/details?id=uk.co.piota.schools>
<https://apps.apple.com/gb/app/piota-schools/id1333103848?platform=iphone>
4. **Will my child be assigned a key worker?** All children will be assigned a key worker upon registration to the nursery. Your child's key worker will change when they move from the Rainbow Fish Room to the Gruffalo Room.
5. **Is there are SENCO assigned to the nursery?** Yes. If you would like to contact them, please email nursery@somersetbridge.school and mark the email FAO the nursery SENCO.
6. **Do you provide any additional support for children with English as an Alternative Language (EAL)?** We welcome children who are learning to speak English, in addition to their own language. We have a designated EAL coordinator, who is responsible for supporting your child's learning.
7. **What should my child wear to nursery?** Your child is free to wear what they feel most comfortable in. However, we encourage independence so clothing that is simple for your child to fasten e.g. velcro shoes, elasticated trousers etc is ideal. Please label all of your child's clothing, including hats and coats. If your child wears wellington boots into nursery, please provide a spare, clean pair of shoes for them to change into when they are inside.
8. **Do I need to supply nappies and milk?** If your child is in nappies and drinking formula, please ensure an adequate supply is packed in your child's bag each session.
9. **Do you provide snacks/drinks?** At 10am all children are offered a healthy snack and a drink of milk or water. At 2pm, all children are offered a drink of water or milk. The cost of this is included within your session price.
10. **Can my child opt for a hot lunch?** Any child attending the afternoon or all day session will need to either bring in a healthy lunchbox or order a hot meal through Aspen's online booking system.
11. **How will you support my child with "potty training"?** Please speak to your child's key worker to let them know how you are approaching "potty training" at home. We try to follow your routine as closely as possible.
12. **Is my child able to take naps at the nursery?** We have a designated quiet room, with sleeping mats and blankets, for children who wish to take naps whilst at nursery. Please speak to your child's key worker to arrange this.
13. **What does a typical day at the nursery look like?** Please view our nursery prospectus for details of our "typical day."
14. **What should I do if my child is feeling unwell?** Please contact the nursery, as soon as possible, if your child is going to be absent from nursery due to illness. If your child has been vomiting or has had diarrhoea, they must be totally clear for 48 hours before they return to nursery.
15. **Can I bring my child to nursery if they have had Calpol?** We ask that if a child requires Calpol, they are kept at home for monitoring and do not come into nursery until they are feeling better.
16. **My child has had their pre-school jabs. When can they return to nursery?** We ask that children remain at home for 24hrs following any immunisations, in case of an adverse reaction

17. **What is the procedure if my child becomes ill whilst at nursery?** If your child is showing any signs of illness, we will attempt to call parent/carer (1) on the registration form, followed by parent/carer (2), to arrange collection of your child. We request that this is done within 30 minutes of the phone call. A member of staff will continue to monitor your child until they are collected.
18. **Will you administer Calpol?** No, we will only administer prescribed medication. You will find full details in our [Administering Medication](#) policy.
19. **What happens if my child has an accident whilst at nursery?** We will provide any first aid needed (all staff members are first aid trained). If it is a head injury, we will always call to advise you, even if your child is well enough to stay at nursery. You will then need to complete an accident form when you collect your child.
20. **Will you re-apply sun cream to my child?** We ask parent/carers apply sun cream to their child ahead of their session. If they are attending nursery all day (9am - 3pm), please pack a labelled bottle of sun cream in their bag and we will re-apply it after lunch. On sunny days, children will be encouraged to play in the shade, as much as possible, and will be wearing sun hats and any other protective clothing that is provided.
21. **Am I still charged if my child is absent due to illness or holiday?** Yes, no refunds will be given if your child is absent due to illness or holiday. We do not charge when the nursery is closed for bank holidays/school holidays/inset days (see term calendar for planned closures).
22. **What if my child needs to be collected early to attend an appointment?** You can collect your child whenever you wish. Please let your child's key worker know what time your child is to be collected, so that we can ensure they are ready on time. If they are attending an appointment and it is taking place during their session, they are welcome to return to nursery afterwards, if there is sufficient time.
23. **What if I need someone else (not a named contact) is to collect my child?** This is not a problem. Please let your child's key worker know who will be collecting them. We will ask for the password before we release your child, if we have not met the person before. Please note, they must be over the age of 16 years old.
24. **What if I am delayed picking up my child?** If you are going to be delayed picking up your child, please call us as soon as possible so that we can make the necessary arrangements for staff to stay behind. You will be charged a fee of £15.00 if you are between 10 – 20 mins late and this will increase by a further £10.00 for every additional 10 minutes after the 20 minutes. If we are unaware that you are going to be late, we will endeavour to contact you/your emergency contacts. If we are unable to contact anyone, we will follow our uncollected child procedure.
25. **What do I do if I want to raise a complaint?** If you are unhappy about anything related to the nursery, please either speak to your child's keyworker or send an email to the management team (nursery@somersetbridge.school). All complaints will be dealt with in a timely manner. We ask that parents/carers refrain from discussing any issues regarding the nursery with any other parents or on social media.
26. **How do I pay my nursery bill?** Invoices are raised at the beginning of each term and are payable in full within 28 days, unless a payment plan has been agreed. Payments can be made by cash, cheque, online bank transfer, [Tax Free Childcare Payment](#) or childcare vouchers. Cheques should be made payable to "Somerset Council".
27. **What if I want to change my child's sessions?** You will need to complete a change of hours form. We will try and accommodate any requests you make for any additional sessions, changes to sessions, and/or extended hours of childcare at the nursery, subject to availability.
28. **Can I swap a session?** Unfortunately it is not possible to swap sessions, but we may be able to accommodate a one-off booking, if we have the space.
29. **What if I want to cancel my child's place at the nursery?** We require 4 weeks' written notice (letter or email) to terminate your contract with Somerset Bridge Nursery. Fees will be incurred up until your agreed end date.