Welcome to Pine Trees! We are family run nursery based in Prestwick where our children are at the heart of everything we do.

We provide a high quality childcare service for 0-5 year olds and are a partnership nursery with South Ayrshire Council.

To place your child in someone else’s care is the one of the biggest decisions a parent will ever make and here at Pine Trees we want to make sure that decision is an easy one for you.

Our ethos is to grow healthy happy children. We do this by providing a home from home environment where our children are loved, supported and educated to enable them to reach their full potential.

We have a dedicated and fully qualified team who together provide your child with a wealth and breadth of experiences to feed their hungry minds and build a strong foundation for lifelong learning.

By providing a stimulating yet safe environment our children are given the freedom to explore and to play which is a fundamental part of any child’s day.

Pine Trees aim to provide your child with a home from home experience. The building itself was a longstanding home to a local family of four boys and that playful atmosphere has never quite left the building! Since then it has been developed to accommodate a registration of up to 81 children ages 0-5.

Just like a family home we care for and take great pride in investing in our surroundings. The building, the resources and its gardens are well maintained and under a continuous improvement plan.

The nursery itself is divided into three separate playrooms to suit ages 0-2, 2-3 and 3-5. In addition to these playrooms we have a considerable outdoor space and are just a short stroll to the beach, which is a perfect setting to encourage outdoor play.

The Pine Trees team are often compared to as one big family, it is this ethos combined with a proactive approach to educational practice that allows us to grow healthy, happy children! The Nursery is owned by Fiona and Scott Caldow; with young children themselves who attend the nursery and is managed by Jackie Kelly who has over 15 years experience in providing excellent childcare services.

**Our Team**

Our team is what makes Pine Trees so special. We have a team that is passionate, and talented but most of all they care about one another and your child. This family ethos can be felt the minute you walk through the door at Pine Trees and I believe this is why so many parents choose to be part of our nursery.

Our rigorous selection process makes sure that we find the right people to deliver outstanding care and education to your child.

Last of all we know how to have fun, it is a building full of laughter and play, which as we know are the best learning tools of all! Communication is key within the nursery and we positively encourage you as parents to build strong relationships with our staff. We welcome any questions or queries you may have.

Our team are carefully selected when joining Pine Trees. We want to make sure we have the right people in place to care your for your child. We have a rigorous selection process that ensures our staff are fully vetted and are either members of the PVG Scheme, Disclosure Scotland or have been disclosed.

Our team are fully trained with a range of qualifications from SVQ Level 3 in Childcare and Education to degree level.

Not only do we grow healthy happy children we also grow our own staff! We support our junior members of staff who are working towards their qualification via a modern apprenticeship.

We value our team and nurture their potential via the Pine Trees Gold Standard training programme. Knowledge is power, as a team we recognise that to provide excellent care and education we have to continually improve our understanding and skills, the training programme allows our staff to grow accordingly.

**The Buttercup Room**

The Buttercup Room is led by Wilma Calderwood, a Senior Nursery Practitioner with over 20 years experience in caring for children age 0-5.

We can accommodate up to 18 Buttercup Babies (ages 3months to 2 years) in this room with a staff ratio of 1:3.

By following the Pre-Birth to Three National guidelines you child will take part in various different types of daily play; physical, sensory, creative, musical and story time are just some examples of a child’s experience in this room.

**The Daisy Room**

The Daisy Room is led by Senior Practitioner Linda McIntyre. Linda has been part of the Pine Trees Family for over 14 years and has over twenty years experience in providing child care services. The Daisy room can accommodate 19 children and has a staff ration of 1:5. Our Daisy children follow a very active timetable, continuing some of the basic routines they followed in the Buttercup Room but introducing some new routines and activities to promote their increasing independence and confidence.

**The Sunflower Room**

The Sunflower Room can accommodate up to 43 children with a staff ration of 1:8. Preparing for Primary School is about providing high quality educational experiences to build your child’s confidence and abilities, this experience is managed by Mrs Abramson, a qualified teacher. As per National guidelines we follow the Curriculum for Excellence, an educational programme that aims to grow successful learners, confidant individuals, responsible citizens and effective contributors.

**Assessment and Recording**

From the child’s first day at Pine Trees his/her happiness, health and general progress are observed and recorded. We keep a close check on how children are developing and keep in constant contact with parents. We are then all aware of any particular strengths or areas for development. The records are, of course, open for you to see at any time and we would particularly value any contributions you would like to make to them. The record is yours to take with you when your child leaves Pine Trees.

**Child Protection and Confidentiality**

We ensure that confidentiality is maintained at all times. The nursery owner and childcare manager are the only personnel having access to any records relating to child protection. The only exception to this would be when it was deemed to be necessary to pass information to The Care Inspectorate or other Child Protection agencies. We review and update where necessary, the staff awareness of child protection issues and procedures. Training is provided both in-house and through interagency training.

**Health & Wellbeing**

To grow healthy and happy children we provide our children with a wealth of knowledge and experiences that allows them to make positive choices for future health and wellbeing.

**Nutrition**

Janet Wylie, our qualified cook, takes great pride in providing the children with a range of well-balanced and delicious meals. Janet actively involves the children in all aspects from menu planning, shopping and even growing their own herbs and vegetables. Where possible our food is locally sourced and local butcher Ian Hamilton provides all our meat and poultry. Menus are provided via the end of week email and we welcome and meal suggestions you may have. Snacks are provided daily in the nursery, we encourage the children to be independent and make their own choice for snack time, and a selection of fresh fruit is always on offer. Water or milk is also available at all times.

**Physical Activity**

Outdoor play should be a regular part of any child’s day. We provide all weather suits and wellingtons to ensure our Scottish weather is not a deterrent for fresh air and good fun! We make use of our large outdoor space within the nursery and our local community. We regularly visit the beach; local parks and the enclosed sports ground, which is just a stone, throw away. Our Pre-school children are offered tennis lessons at our local club and we are hoping to introduce swimming lessons in the near future. We also use external sources to provide our children additional physical experiences such as Street Dance, Athletics and Football.

**Social and Emotional**

At Pine Trees we promote positive behaviour through effective use of praise and encouraging the children to manage their feelings appropriately. Children have helped set their own boundaries through the creation on the Pine Trees Golden Rules. These rules help develop the children’s ability to care for their environment and those around them. An ethos of trust and respect where communication is key allows us to develop strong bonds between staff, children and parents.

We also encourage our children to look and think beyond their immediate surroundings and understand their wider world encouraging them to value their diversity. We have developed a special bond with the Londolozi Nursery in South Africa and even have a dedicated and themed jungle room from where we enjoy regular Skye sessions.

The need to knows…..

**Opening Times**

The nursery hours are 8am until 6pm Monday to Friday. There is an additional service opening at 7.30am which is a pre-booked service at an additional cost.

Morning sessions are from 0800 until 1245

Afternoon sessions are from 1300 until 1800.

Morning funded sessions 0900-1130

Afternoon Funded sessions 1300-1530

**School Holidays**

Notification of class holidays is provided by a “Holiday Dates” list. The nursery is closed between Christmas and New Year.

**Fees**

Fees are payable monthly in advance, our preferred method of payment standing order payable on the 1st of each month. We support the use of childcare vouchers, these must be set up to pay one month in advance also. Fees should be paid no later than the 10th of the month. If fees are more than 28 days late we reserve the right to cancel the reserved place. Please give us 28 days notice of your child leaving Pine Trees; otherwise fees will be due in lieu of notice.

**Attendance**

We would appreciate a telephone call if your child will not be attending nursery due to illness, holidays or happy days at home!

**Health and Safety**

**Security**

The nursery is secured via CCTV and there is controlled keypad entry at the main entrance. The security code is changed on a monthly basis and will be provided to you by the office. Any visitors to the nursery will be asked to provide formal identification and sign a visitors book.

Please always close the door firmly behind you to ensure that it locks. Please do not open the door to other parents.

**Collection of Children**

In the interest of security please make sure that any changes in the usual collection of a child are notified to staff. If we do not know the person collecting we operate a password system. At no point will we release until we are 100% sure.

**Outings and Parent Consent Forms**

Your completed enrolment form will provide us with permission for little local trips and visits. Any larger outings will require additional permission.

**Fire**

In the event of a fire a very loud bell will ring. Please leave the building quickly and quietly by the nearest emergency exit. These are all clearly marked. Muster points are at the rear of the garden and are also clearly marked. In the event of a complete evacuation we have arrangements to take the children to St Nicholas Church hall and notify all parents. Fire drills are practised every month.

**Medical Information**

Please let us know if your child suffers from any physical disability or condition that may affect your child at nursery.

**Medication**

We can only administer medication if we have a signed permission form from a parent. Please fill in the slip clearly with the exact dose required and the time it should be given. We are unable to administer the first dose of any medication. This avoids the risk of the child having an allergic reaction in nursery. We are also unable to store medicine. It must be taken home each evening.

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**If your child is unwell**

Please do not bring your child to nursery if he or she is unwell. It is not fair on your own child or to the other children. We would welcome a telephone call if your child will not be attending due to ill health.

If your child becomes ill at the nursery we will try to contact the parents by telephone. If this is not possible we will try one of the emergency contacts. In the event of an emergency, emergency services will be contacted.

**Minor Accidents**

Regrettably, when children are having fun, little accidents do sometimes happen. These are dealt with by one of the first aiders and a report written on the accident sheet. You will be asked to sign the report when you collect your child.

**Clothing**

Please make sure your child comes to nursery in play clothes, as happy play is sometimes very messy. We always try to make sure that children wear aprons, but accidents do happen. If your child comes to nursery in wellington boots please bring some indoor shoes. Please make sure that **all** coats and jackets are clearly named. Pine Trees backpacks are provided to the children when joining the nursery, these are useful should you wish to provide a spare set of clothes whilst in nursery.

**Communication**

A vital part of daily life at Pine trees**! We work hard at making sure as parents you have a voice and you are kept up to date with the latest Pine Trees News. We have many methods of communication, for example, weekly emails,** newsletters, notice boards, daily diaries and a lot of talking! We welcome any suggestions to improve the point of contact even further**.**

**Working together**

To help provide the best care and education possible we need your help! We use a range of methods to actively consult with our parents on all aspects of nursery life. Parent questionnaires, suggestion box and open evenings are all are ways in which we encourage parent involvement. We take parent feedback seriously and value even the smallest contributions. We also like to have fun with our parents and host a range of social events throughout the year, the Summer Fete being a firm favourite.

Here at Pine Trees we like to promote an open door policy, please feel free to pop into the office or speak to any member of staff should you have any queries or complaints, help and advice is always at hand.

**Inspections and Quality Assurance**

We are inspected regularly by The Care Inspectorate. We are also registered by HMIe to deliver pre-school and ante pre-school education and come under their rolling programme of inspections.

All inspection reports are open to all parents; copies are displayed in the hall, are available from the office or on the website [www.scswis.com](http://www.scswis.com). Please just ask if you would like to have a copy.

**Complaints**

We take complaints very seriously. We have a clear procedure which is displayed both in the policy handbook folder in reception and on the information board in the hallway. If you need any advice with regards to complaints please speak to any member of the management team. If you feel it is inappropriate to speak to the nursery directly the nursery’s registering body or Quality Improvement officer should be contacted.

Care Inspectorate Quality Improvement Officer

1st Floor Aileen Valenti  
Rivergate House South Ayrshire Council  
Rivergate County Buildings  
Irvine Ayr  
KA12 8EH KA7 1DR

01294 323 920 01292 612021

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* If a parent has a concern about his/her child, the matter should be raised in the first instance with the child’s teacher / nursery nurse or if preferred directly with the Care Inspectorate.
* If after discussion with one of the above, the parent is still dissatisfied, the matter should then be raised with the childcare manager. This may be done either formally or informally.
* If there is a problem with the running of the nursery, the parent should speak directly to the childcare manager. If no satisfactory conclusion is reached, then a meeting with the nursery owner should be arranged.

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* We aim to provide an environment in which each child can learn and grow, developing abilities, acquiring new skills and becoming independent learners. We aim to ensure that all ante pre and pre-school children receive their full entitlement to education in the five key areas of the curriculum.
* All children are encouraged to give of their best.
* We aim to provide a caring environment for each child, building positive relationships and encouraging respect for all people. We look to our parents as our partners in caring and teaching.
* We aim to support staff, to promote positive relationships in the staff team and to help staff develop their skills and to acquire new ones.
* We aim to promote co-operative working amongst all of our partners to ensure provision of childcare of the highest quality.

**Meet the Team!**

**Nursery Manager Jackie Kelly**

**Deputy Manager Daena Gass**

**Owners Scott & Fiona Caldow**

**Nursery Teacher Alex Abramson**

**CPD & Internal Training Mentor Anne Morris**

**Senior Nursery Practitioners Wilma Calderwood**

**Linda McIntyre**

**Nursery Practitioners Anne Hanns**

**Emma Hart**

**Paul Forrest**

**Lorna Wilson**

**Marlene Nicol**

**Anne Morris**

**Melissa McNeillie**

**Lana Murphy**

**Mary Emery**

**Michelle Fowler**

**Catrina Barr**

**Rebecca McQue**

**Ainsley Calderwood**

**Katie Freer**

**Rebekah Gilfilan**

**Mariane MacKenzie**

**Emma Greenwood**

**Stduents Kaleigh Bogan**

**Nursery Cook Janey Wylie**

**Domestic Senga Wallace**

We aim to provide an environment that is suitably resourced to meet the ages and developmental stage of the children.

* We aim to provide a healthy environment, in which children are encouraged to enjoy physical activity, good hygiene practice and a balanced diet.
* We aim to ensure that the nursery is run competently and professionally, promoting strong relationships with parents and partners while developing teamwork and core skills.