



WELCOME TO THE DAY CARE SERVICE

Dear parent or carer

Welcome to the Day Care service which is organised by the Family Support Team based in Springwell House.

The purpose of Day Care is to give support to children and families when most needed by offering respite, and advice on parenting, child development, routines and wellbeing.



Day Carers welcome your child into their own home and work hard to give them a fun filled and active day through play, visiting local toddler groups and other child friendly activities which the Day Carer will discuss with you beforehand. We often hear from parents about their good experiences of Day Care and we look forward to working in partnership with you. This information sheet contains helpful information about the service...

Who are Day Carers?

All our Day Carers are registered with the Care Commission as childminders. Before being approved as a City of Edinburgh Council Day Carer, they must attend Children and Families Department training. An assessment is carried out and their caring is reviewed regularly.

All Day Carers are inspected each year by the Care Commission and their homes have been checked for safety. All adults over the age of sixteen years in the Day Carer's home have had Disclosure Scotland checks carried out.

How does Day Care work?

All Day Carers have their own Family Support Team worker who organises the Day Care and visits regularly to ensure that your child is being well cared for. Before your child begins Day Care the Family Support Worker will arrange introduction meetings and will discuss with you the days and times that your child will go to the Day Carer and draw up an agreement with you and the Day Carer.

To ensure that we're all getting it right, review meetings are held regularly so that any changes and updates can be included in plans for the future. These meetings are usually held in the local Children and Families Centre or in the Day Carer's home and it's essential for you to attend these meetings as your views and opinions are important to us.

Collecting your child from Day Care

Your child must be collected by an adult aged over 16 who is known to the child and the Day Carer. Your child will not be handed over to a stranger or anyone considered unfit to care for your child. If the Day Carer is unsure they will contact you and their own Family Support Team worker.



Health

Please keep your children at home if they are unwell and contact the Day Carer. If the Day Carer is unavailable she will let you and their Family Support Team worker know. If your child is on any medication, please make sure the Day Carer knows. We would not normally ask Day Carers to give your child medicines - any exceptions to this would need the agreement of all parties and written instructions.

We expect you to provide nappies, wipes, sunscreen etc. The Day Carer will provide healthy food and snacks and if there are any dietary considerations, every effort will be made to accommodate these.

Safe caring



The Day Care service is based on safe caring and mutual respect. The Day Carer will respect your circumstances and will not discuss them with anyone outside of the Children and Families Department.

If your child has an accident whilst with the Day Carer, such as falling and scraping their knee, she will take appropriate action and will inform you when you collect your child. Similarly if your child has any kind of injury please let the Day Carer know how it happened. It is a requirement of the Children and Families Department that if the Day Carer has concerns about your child's wellbeing, she will let the Family Support Team know. Each Day Carer is required to keep a record of the placement and this comes under the Council's open access policy so can be seen on request.

Working together

The Day Carer welcomes hearing your views about the service and if you would like to discuss anything further you can contact the Family Support Team worker who set up the placement.

The Children and Families Department also has its own independent officer who deals with suggestions and complaints and they can be contacted on 0131 469 6110.

The Care Commission have responsibility for the registration of individual Childminders and also inspect Council services. They can be contacted on 0131 653 4100.

For more information, please contact The Family Support Team, Family Based Care, Department of Children and Families, The City of Edinburgh Council, Springwell House, 1 Gorgie Road, Edinburgh, EH11 2LA.

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