



Early Learning and Childcare Centre

PARENTAL INVOLVEMENT POLICY

The Care Inspectorate's Health and Social Care Standards inform the standard of practice expected of Ferryfield's staff, when following this policy they are adhering to:

Standard 1: I experience high quality care and support that is right for me.

Dignity and respect

- 1.1 – I am accepted and valued whatever my needs, ability, gender, age, faith, mental health status, race, background or sexual orientation.
- 1.2 – My human rights are protected and promoted and I experience no discrimination.

Compassion

- 1.7 – I am supported to discuss significant changes in my life, including death or dying, and this is handled sensitively.

Standard 2: I am fully involved in all decisions about my care and support.

Dignity and respect

- 2.3 – I am supported to understand and uphold my rights.
- 2.4 – I am supported to use independent advocacy if I want or need this.

Compassion

- 2.8 – I am supported to communicate in a way that is right for me, at my own pace, by people who are sensitive to me and my needs.

Be included

- 2.9 – I receive and understand information and advice in a format or language that is right for me.
- 2.10 – I can access translation services and communication tools where necessary and I am supported to use these.
- 2.11 – My views will always be sort and my choices respected, including when I have reduced capacity to fully make my own decisions.
- 2.12 – If I am unable to make my own decisions at any time, the views of those who know my wishes, such as my carer, independent advocate, formal or informal representative, are sought and taken into account.
- 2.17 – I am fully involved in developing and reviewing my personal plan, which is always available to me.

Standard 3: I have confidence in the people who support and care for me.

Compassion

- 3.6 – I feel at ease because I am greeted warmly by people and they introduce themselves.
- 3.8 – I can build a trusting relationship with the person supporting and caring for me in a way that we can both feel comfortable with.

Responsive care and support

- 3.16 – People have time to support and care for me and to speak with me.

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Wellbeing

3.22 – I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made.

Standard 4: I have confidence in the organisation providing my care and support

Be Included

4.6 – I can be meaningfully involved in how organisations that support and care for me work and develop.

4.7 – I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership.

4.8 – I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve.

4.9 – I can take part in recruiting and training if possible.

Responsive care and support

4.19 – I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.

4.20 – I know how, and can be helped, to make complaint or raise a concern about my care and support.

4.21 – If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.

We encourage and welcome all forms of parental involvement in the work and life of Ferryfield, we recognise the added value and benefits that participation can bring to the setting and to parents and children. Throughout this guidance the term parents is used to include all main caregivers.

Before children start Ferryfield

- Ferryfield encourages all the parents/carers and their children to visit the premises before registering.
- All parents and their children are offered to have as many visits as they choose before starting with Ferryfield.
- All parents are expected to attend a pre-start meeting, before their child is due to begin at Ferryfield.
- All parents are offered a home visit.

During the Pre-Start meeting

- All available staff will welcome new parents / carers to Ferryfield and during the pre start visit we will help them to familiarise themselves with the routine of the service.
- Staff will ensure that parents are aware they can have a flexible approach to the settling in period for their child.

When the child starts Ferryfield

- After children have started and are settled at Ferryfield, staff will ensure the parents / carers are aware of the policies and procedures and how they can make enquiries, suggestions or complaints.

- We welcome all contributions from parents / carers, whatever form these might take and ensure parents have opportunities to contribute their skills, knowledge and interest.
- Staff will involve parents / carers in the progress of their child both formally and informally and work with them, sharing information on the progress and next steps for their child.
- Staff will ensure that the parents are aware of the Committee Meetings and that they are welcome to attend.
- We encourage all parents / carers to take an active role in the running and management of Ferryfield.
- Parents are a valued and important part of the ethos of Ferryfield, they are the primary educators of their children and Ferryfield works hard to ensure parents feel valued and important.
- The Manager will ensure that parents who have a known additional support need are supported to participate in the running of Ferryfield if they choose to volunteer their time. Support will be given to every parent / carer to participate in the service in the way they feel most comfortable.
- Staff will ensure that parents / carers know they can discuss anything relating to their child, with the Playleader of their choice, in confidence and private.
- Parents are kept informed with events in Ferryfield through regular newsletters, committee minutes

Evaluation of Practise

- Parents are invited to evaluate Ferryfield regularly and any comments, suggestions or complaints are taken in to consideration.

Adopted by the Committee

Date

August 2019