GEMS TINEY HOME NURSERY

HOME FROM HOME CHILDCARE

# Emergency and Alternative Care Policy

## Purpose

This policy explains how we protect children if an emergency disrupts childcare or Gemma becomes unable to continue providing care. The priorities are immediate safety, suitable supervision, urgent help where needed and prompt contact with parents. Alternative care is used only where it can be arranged safely and lawfully.

## Immediate response

Examples include fire, serious illness or injury, a security incident, severe weather or loss of essential utilities. Gemma or the adult leading the response assesses the immediate danger, calls 999 where needed and provides appropriate first aid.

We follow the Emergency Evacuation Plan if leaving is safest. For an external threat, it may be safer to bring everyone inside, secure access and move away from doors and windows. We follow emergency services' advice and keep children together, counted, supervised and reassured. Parents may be asked not to approach or collect until it is safe.

The setting closes or suspends care if safe supervision, hygiene, warmth, water, fire precautions or essential medical arrangements cannot be maintained.

## If Gemma becomes unwell or incapacitated

A suitable assistant already present takes immediate protective action, calls for help and contacts parents to collect where care cannot safely continue. If Gemma is alone, she calls emergency services where necessary and contacts the approved emergency support person and parents as soon as possible. Children must not be left unattended.

A household member or visitor is not automatically authorised to provide childcare. Emergency services must be told if no suitable adult is available to supervise the children safely. Any immediate action to protect life is followed by suitable supervision and prompt collection or approved care.

## Short cover by an approved assistant

Jess or Tilly may provide emergency cover only within their approved role and suitability, training and first aid arrangements. Being employed, a volunteer or a household member does not by itself permit sole care. Gemma maintains the current checks, parental permissions and emergency contact arrangements for any assistant used.

Children may be left in an assistant's sole care for no more than two hours in a single day, including any other sole-care periods that day. Parental permission is required even for a very short period. Ratios, any stricter tiney conditions, competence, full paediatric first aid cover and the children's individual needs must all be met.

Emergency cover does not extend this limit. If the expected absence would exceed it, or the assistant cannot safely care for the group, parents are asked to collect or a separately registered provider is arranged with appropriate agreement.

## Care by another registered provider

Where appropriate and agreed with parents, another childminder registered with either Ofsted or a childminder agency may offer alternative care. Dual registration is not required. We check current registration, suitability for the ages and number of children, available capacity, insurance, first aid and any registration conditions.

Parents are given the provider's name, contact details, location and relevant registration information and give written agreement before an arranged transfer. Essential information about allergies, medicines, care needs, emergency contacts and collection authorisations is shared securely. The transfer and acceptance of responsibility are recorded.

We do not promise that an alternative place will always be available. If no suitable arrangement can be agreed, parents or their authorised emergency contacts must collect. Advance consent does not require a family to accept unsuitable care.

## Medical emergencies and ambulance transfer

We provide appropriate first aid and call 999 without waiting for parents' permission or arrival. Parents are contacted promptly by phone and kept informed of the child's condition, destination and arrangements. Medical needs and relevant records are handed to the ambulance team.

Where a suitable adult can accompany the child while safe care of the remaining children is maintained, we arrange this. If Gemma is alone and accompanying would leave the other children without safe care, she explains this to the ambulance team, agrees the safe handover and asks the parent or emergency contact to meet the child at hospital. Treatment and transport must not be delayed while cover is sought.

Decisions are made with emergency clinicians according to the circumstances, protecting all children. The handover, accompanying adult if any, hospital destination, advice received and parent contact attempts are recorded.

## Communication and practical backup

We hold current parent and emergency contacts and keep an accessible secure backup of essential contact, attendance and care information so an app, phone or power failure does not prevent a response. Assistants know where to find it. We use direct calls for urgent matters and the app for supporting updates when available.

Parents are told where children are, whether collection is required and any restrictions on access. Children are handed only to authorised collectors, with departure times recorded. If nobody can be reached, we maintain safe care and seek children's social care or police advice where necessary.

## Alternative locations and records

A temporary place of safety is used for supervised shelter and collection. Continuing childcare at other premises requires checks on registration or agency approval, insurance, risk assessment and suitability; an emergency does not automatically authorise a new childcare venue.

We record the incident, actions, attendance, care transfers, advice and communications securely. Serious accidents, illness, injury or death are notified to tiney as soon as reasonably practicable and within 14 days, and serious accidents, injury or death are also notified to local child protection agencies. Other significant events and safeguarding concerns follow the relevant reporting procedures.

Gemma reviews arrangements with assistants and families and practises relevant procedures. This policy is reviewed annually and after a significant incident or change. References: EYFS childminder framework effective September 2026, assistant sole

care, first aid and notifications; Department for Education emergency planning and response guidance.

Policy owner: Gemma Bayley
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