

NAYE & ME

Preparing for Care

Parent & Carer Guide

We believe in a seamless transition for every child. This guide explains what to bring, how to prepare and what we need from you before your child's evening or weekend session.

Warm, flexible childcare for evenings and weekends

Before Your Child's First Session

To help us welcome your child safely and confidently, please make sure all enrolment and registration information is complete before booking or attending.

- Complete your child's enrolment form.
- Complete all required ParentLink registration forms.
- Make sure emergency contacts and authorised collectors are up to date.
- Tell us about allergies, medical conditions, dietary requirements, additional needs or support strategies.
- Wait for confirmation that your child's registration is complete before booking a session.

Important: Bookings made before enrolment is complete may be cancelled, and we may be unable to admit your child until all required information has been received.

What to Bring

- Comfortable, weather-appropriate clothing.
 - A labelled change of clothes, especially for younger children.
 - Personal hygiene items, nappies or wipes where needed.
 - A labelled water bottle.
 - Any agreed snacks, if required for your child's session.
 - Any special item your child uses for comfort, such as a small blanket or soft toy.
 - Any medical equipment your child needs during the session.
 - Medication only where this has been agreed in advance and the required information/permission has been completed.
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How to Prepare at Home

- Keep your child's routine as familiar as possible before their first few visits.
- Make sure they are well-rested before attending an evening or long weekend session.
- Explain where they are going in a positive, simple way and tell them who will collect them.
- Pack their belongings together where appropriate so they know what is in their bag.
- Label important belongings clearly with your child's name.
- Review the booked session time and collection arrangements before you leave home.

Health, Medication & Wellbeing

Please keep us informed of anything that may affect your child's health, comfort or ability to take part safely.

- Tell us about any new illness, injury, allergy, medication or health change before the session begins.
- Do not send medication loose in a bag. Medication should be clearly labelled and handed directly to a member of staff.
- Provide any required medical equipment and clear instructions for its use.
- Make sure your emergency contact details can be reached during the whole session.
- If your child becomes unwell while with us, we will contact you or an authorised emergency contact.

If your child is unwell before attending, please contact us before bringing them in. Depending on their symptoms, we may ask you to keep them at home in line with our health and illness procedures.

Food, Drinks & Dietary Needs

- Tell us about all allergies, intolerances, religious dietary requirements and food preferences during registration.
 - Please make sure any food brought from home follows our allergy and food-safety guidance.
 - Send a labelled water bottle where requested.
 - Let us know if your child's eating needs change before a booked session.
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Comfort, Routines & Additional Support

- Tell us about your child's usual sleep, toileting, feeding and comfort routines.
- Let us know about any fears, sensory needs, triggers or changes at home that may affect them.
- Share the words, routines or strategies that usually help your child settle.
- Tell us about any SEND or additional support needs so we can discuss how best to support them.

Arrival & Handover

A good handover helps us understand how your child is feeling at the start of the session.

- Arrive within your booked session time.
 - Hand your child directly to a member of staff rather than leaving them at the entrance.
 - Share any important updates from the day, including sleep, food, medication, mood or changes to collection.
 - Make sure staff know who will be collecting your child.
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Collection

- Children will only be released to an authorised collector recorded on their registration information.
 - Tell us in advance if somebody different will be collecting.
 - Collectors may be asked to confirm identifying information where necessary.
 - Please collect your child by the end of the booked session. Late collection may be managed in line with our late collection policy.
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Communication During Care

- Keep your phone available while your child is in our care.
 - Check ParentLink for relevant updates, messages or information.
 - Tell us promptly about changes to contact details, authorised collectors, medical needs or routines.
 - If you have a question about your child's care, speak to us so we can address it before the next session where possible.
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Helping Your Child Settle

- Keep goodbyes warm, calm and reasonably brief.
- Avoid promising that you will return at an exact minute unless you are certain.
- Remind your child who will collect them and what will happen after the session.
- For younger children, a familiar comfort item can sometimes make the transition easier.
- It is normal for some children to need time to settle into a new setting and routine.

Parent & Carer Checklist

Before leaving home for a Naye & Me session, use this quick checklist.

- ☐ Enrolment and ParentLink registration completed
- ☐ Session booking confirmed
- ☐ Emergency contacts are correct
- ☐ Authorised collector details are correct
- ☐ Health/medical information is up to date
- ☐ Medication and equipment prepared, if required
- ☐ Dietary requirements are up to date
- ☐ Child has suitable clothing and belongings
- ☐ Water bottle / agreed snack packed if needed
- ☐ Collection plan confirmed

A Final Note

Every child is different, and the information you share with us helps us provide a safer, calmer and more personalised experience. If there is anything you think would help your child feel secure, comfortable or understood, please tell us before the session.

Please remember: enrol first, complete registration, wait for confirmation, then book your child's session.

Naye & Me

Evening & Weekend Childcare