

## Lakeside Day Nursery

Elaine, Nursery Manager, received a call from Mr Roper enquiring about a place for his 9 month old son Jack. He explained that he was Jack's sole carer and was now planning to return to work. Elaine arranged a visit for Mr Roper and Jack when there was plenty of time to look around the nursery, meet the staff and become familiar with the environment. Elaine encouraged Mr Roper to ask questions, and also shared with him some key themes and queries that other parents had wanted to know, along with some helpful comments and experiences surrounding settling their child.

Jack and his dad had the opportunity to play for a while in "Tiny Terrapins Baby Space". Dad talked to Lead Practitioner Chris, about Jack's care needs, routines and the things he enjoyed at home. Chris explained how she and her staff would tailor their provision to suit Jack. She tried to "tune in" to Mr Roper's concerns, and later took time to listen to a little of his 'story', when explaining various aspects of the enrolment form. Chris was respectful of Mr Roper's privacy, but also became aware that he and Jack had suffered a recent bereavement and was beginning to think how she could offer to "sign post" him to appropriate professional support.

A further visit was arranged to enable Jack to play for longer, to familiarize himself with the environment and for him to begin to form a bond with one of the practitioners. Observing the playful interactions between Marie and Jack during this visit, meant that the natural relational connection they had would make Marie an ideal key person. A second person was also allocated to Jack to provide continuity of care when Marie was not working. They were both introduced to Mr Roper and explained to him the importance of the key person role.

Marie and Chris spent some time thinking about a settling in and care plan for Jack, which included how he liked to be comforted and settled to sleep and the kind of toys he would like to play with. They also discussed the importance of letting Dad know how Jack was doing by using text and secure visual social media. There were well practiced policies and practical procedures in place, but their focus was on helping Jack feel secure and well cared for and helping

Mr Roper feel supported as he returned to work and experienced being separated from his son.