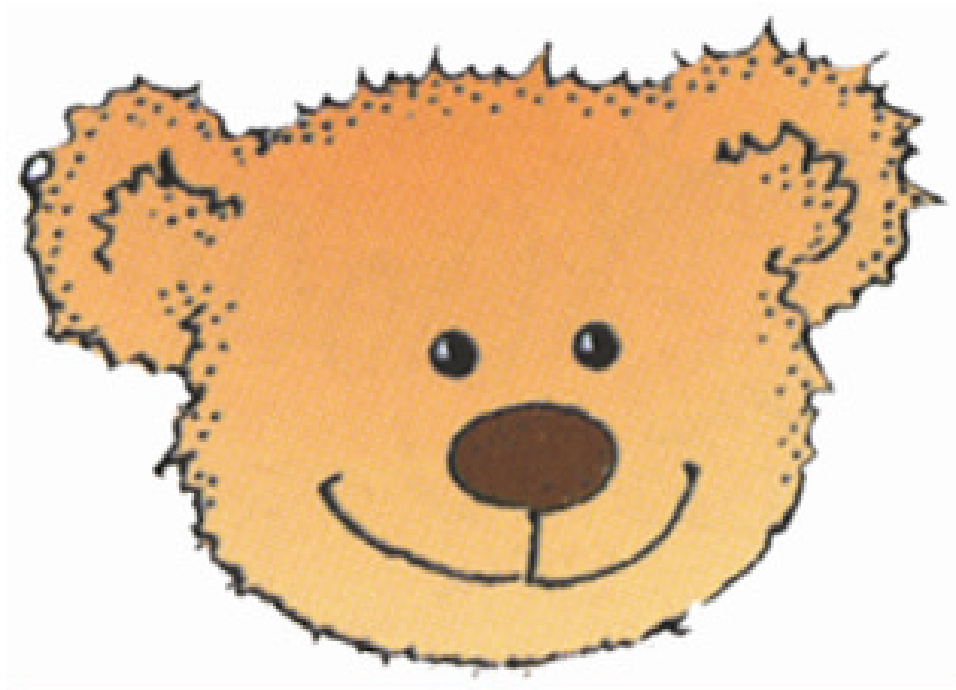


# Parents Information Pack



## Holywell Child Care Ltd

Tel: 01352 713929

Managing Director: **Debra Ratcliffe** Nursery Manager: **Catherine Hurst**

HOLYWELL CHILD CARE LTD  
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A FOUNDATION FOR THE FUTURE

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[www.holywellchildcare.com](http://www.holywellchildcare.com)

Care standards Inspectorate for Wales Registration No. W030000638  
Members of the NDNA - National Day Nurseries Association  
Welsh Food Hygiene Award held

Thank you for enquiring about Holywell Child Care. We aim to provide quality full and part time care for babies and children up to the age of five years. After school care and holiday care is available for older children.

As a working parent, I understand the worry of finding suitable child care and have dedicated myself to providing a quality nursery that offers a caring, safe and happy environment, so as a parent you can continue your career, knowing that your child has the best care available.

We are situated off the main road in a large modern detached house, which has been decorated and converted with children in mind, with up to date safety facilities including latest technology CCTV coverage throughout the nursery.

We have experienced, qualified and dedicated staff, who work as a team to provide your child with the best foundations for their future.

We are registered for 40 children, the nursery is separated into three units for safety and also to ensure stimulus and opportunities for every age and ability. Staff to child ratio's are excellent, we also offer staff a chance to extend their knowledge through a very proactive training policy, offering staff excellent working conditions, which shows in our very low turn over of staff.

We hope you will enjoy your time with us at Holywell Child Care, where we offer quality childcare, with a dedicated team whose aims are to enable each individual to achieve their full potential.



**To support working parents, we understand the importance of choosing the right child care for your baby or child. We believe in offering quality child care whilst still offering value for money.**

### Frequently Asked Questions

Holywell Child Care Ltd – A Foundation for the Future

Is Full and part-time care available? Yes, we offer full and half day care.

What is your staff turn-over? Our turn over of staff is very low, many staff have been with us since we opened or who joined the team in the first year.

Do you have a friendly team? We consider our team to be very friendly and welcoming, whilst being alert and aware of security.

Do you have an safe outside play area? Yes, we have safety rubber flooring and covered area for rainy days, so the children can enjoy fresh air every day.

Does the Nursery consider safety important? Yes, safety is very important. We have a full fire alarm system, emergency lighting, fire doors, radiator covers on all radiators, finger trap guards on all fire doors, thermo mixing valves on all taps to protect from scalding, secure dropping off and picking up system, CCTV throughout the nursery.

Are the correct ratios of staff maintained? Staff ratio's are maintained, staff are not required to work five full days which helps to cover sickness and holidays.

Do you offer a healthy acting plan? Our menu is planned to cover a healthy eating plan. We offer the babies and children in our care during their day with us - 5 Fruit and Vegetables, Proteins and carbohydrates for each meal. We use quality produce, not cheaper alternatives.

Do you offer a full menu? Our menu includes, Breakfast, Lunch, Tea and Snacks. Morning sessions offer Breakfast which includes, cereal, toast, slices of fresh fruit and a choice of pure fruit juice. Lunch is a main meal and sweet. Afternoon snack is milk and biscuits or crackers. Tea is a main meal and sweet. (We only offer a buffet tea on special occasions)

Do you cater for special diets? We cater for special diets, specializing in vegetarian, including gluten free, allergies, etc, please speak to us regarding your child's individual needs.

Is water available all the time? Yes, we have a filter system fitted for separate drinking water, Juice used at nursery is 'high juice' which is the healthiest option, due to sugar free drinks containing harmful sweeteners.

Do you plan activities throughout the nursery? Activities are planned throughout the nursery, using Birth to Three Matters and The Foundation Stage.

**Do you offer free settling in periods?** We offer you the chance to visit the nursery with your child. We look at each individual child, when arranging how many sessions are required, these settling in times are free of charge.

**Is the nursery Welsh speaking?** We are an English speaking nursery, but many of our staff have good Welsh language knowledge, we promote the Welsh language as much as possible, greeting the children, numbers, colours and songs.

**Do you offer a homely environment?** The nursery was originally a large family home. We have fully carpeted play areas. Staff and children wear slippers to feel more like home. Staff are caring and committed to the children in our care. Key worker system is in place to ensure continuity of care.

**Do you have staff trained in First Aid?** We have staff trained in First Aid Pediatrics on duty at all times.

**Can you accept childcare vouchers?** Yes we can accept most vouchers. Please speak to us.

**Is parking available?** Parking is available on site.

**Is the Nursery maintained?** Yes the nursery is constantly being maintained and reviewed, equipment is cleaned daily after use, cleaning rotas are followed to ensure all areas are covered. We have a full central heating system and double glazing throughout, which keeps us cozy in the winter. Air conditioning units are provided in all three units to keep us cool in the summer months.

**Does the Nursery have CCTV?** All areas of the nursery that the children occupy are covered by CCTV, which is of the latest technology and recorded constantly.

**Is the equipment suitable for each age group?** All equipment is checked for suitability and safety, and covers equal opportunities and a greater understanding of the world.

**Do you take and pick up from School?** Yes we offer school pick ups and after school care. We cover most schools in the area.

**Do you support breastfeeding parents?** We support Mum who wishes to breastfeed by freezing breast milk and storing breast milk for feeds, you are also more than welcome to feed your baby in our library when required

If you have any further questions or need more information please speak to us regarding your baby or child's care. We recommend that you arrange a visit, to see for yourself our high standards, and to look around the facilities and to meet our dedicated team.



## Baby and Toddler units

**Our Baby Unit** has been designed to care for very young babies, which includes a safe play area, where they can learn to explore with lots of toys and equipment suitable for this age, including tactile toys and sensory equipment and a quiet rest area, where your baby can rest peacefully, the baby unit is designed to allow freedom for your baby to develop, for the growing baby who is more energetic, there is a large play area. Separate changing facilities, where your baby will have his /her own storage unit, which will hold all your babies personal items, we ask you to provide nappies, wet wipes and nappy cream and also a change of clothing.

For hygiene and safety reasons, no outdoor shoes are allowed in any of the main units. Staff and children wear slippers, we feel they are more homely and cleaner. Parents are more than welcome, but they must remove their shoes in the entrance hall before entering. Alcohol gel is used throughout the nursery to provide extra protection from infection. Hand washing facilities are provided in all three units.

Activities for babies are planned incorporating Birth to Three Matters, which is also used in our toddler unit. Birth to Three Matters is the framework which is nationally recognized, its aim is to support children in their earliest years.

The framework:-  
Values and celebrates babies and children.  
Recognizes their individuality, efforts and achievements.  
Recognizes that all children have a need to develop through interaction with people and exploration of the world around them.

**Toddler Unit** have a large main playroom, which is divided to accommodate varied ages and abilities, which has a wide range of activities for your energetic toddlers growing curiosity, suitable for this age group, a quiet rest area, role play area, a large bright conservatory which holds a ball pool, a separate dining and messy room which is used for all meals, snacks and craft including painting, all areas are equipped and decorated with toddlers in mind, the changing area and toilet facilities are close by, with child size amenities.

As your baby develops eating becomes a social event, we will encourage this by including your growing baby in toddler meal times, where they can learn to interact with older children, in the main dining room, ready for when they are old enough to move up to toddlers. We do not have a definite age when children move up to the next unit, we look at every baby and child as an individual. We look at safety, ability, stage of development, but we also consider their peer groups, so they can move through the different stages of developing with their friends.

## Pre-school unit

Pre-school have a large playroom that hold a variety of opportunities, this is not just a move to bigger and better toys, at this age your child needs more stimulation with a much wider range of experiences, this unit is also divided to allow for varied ages and ability, with a home corner, role play area which is adapted to be anything from a shop to a rocket ship, puppets, dressing up, puzzles, games etc, this unit is designed and decorated with pre-school children in mind. An activities room is used for snacks, painting, craft and meal times. The quiet room is where the library is situated, children can have sleeps if still required or quiet times. Sand and water play is also provided, indoors and outdoors. Toilet facilities are near by with child size amenities. Outside play features safety rubber flooring to reduce the risk of serious injury, a covered outside play area to enjoy fresh air even on rainy days.

Pre-school activities are planned to ensure we offer your child every opportunity possible and to help them prepare for school. Funding for three year olds is available through Early Entitlement Team (Flintshire County Council)

These details are to give parents the basic knowledge of our nursery, we strongly recommend you arrange a viewing and discuss your baby/ child's individual care. Parents are welcome to view our inspection report, parental questionnaires and our full policy and procedures manual

### Safety

We operate a secure drop off and pick up scheme, to ensure that your baby/child is protected. CCTV is in operation throughout the nursery. All wash hand basins used by or near to children are fitted with thermo mixing valves, to prevent scalding. All radiators are fitted with radiator covers to prevent injury.

The nursery is fitted with the latest fire alarm system, fire extinguishers, fire doors and emergency lighting, which conform to the latest building regulations.

Our outside play area has safety rubber flooring to prevent injuries.

First aiders are always on duty. We have finger trap guards on all our fire doors.

Parents must not open the front door, even if the person is known to them, only staff can let parents or other staff in or out of the building, this way we know we can keep the children safe.

### Staffing

We have excellent staff to child ratio's, extra staff cover breaks etc, to ensure correct ratio's are adhered to, Staff are not required to work five full days, which helps when covering sickness or holidays. Our nursery nurses are carefully chosen for their understanding, caring nature and commitment to the babies and children in our care.

We offer staff excellent working conditions, we are very pro-active with training opportunities, encouraging all staff to extend their knowledge. This shows in our very low turn-over of staff. All staff are checked, references taken up, CRB (Criminal records Bureau) applied for and checked.

Staff Ratios - up to 2 years - 1 to 3 ratio

2yrs to 3yrs - 1 to 4 ratio

Over 3 yrs - 1 to 8 ratio

These are minimum ratio's, extra staff are on duty for managerial duties, cooking and to cover breaks etc.

### Information to parents

All babies and children are given a daily diary, this continues through nursery. It gives parents an insight to their child's day. Feedback to parents on how their child is developing is given verbally wherever possible. The diaries help to pass on information that you may forget to ask when picking up.

### Medication

We can administer certain medications to your child, this must be by prior arrangement and all necessary paperwork completed beforehand. Medication is given by qualified staff and witnessed by a second member of staff, all doses are recorded.

### Sickness and illness

To keep all the children as healthy as possible we cannot accept children with the following, sickness and/or diarrhea, high temperature, discharge from the eyes or ears, an unexplained rash, feeling unwell needing one to one care, we can accept normal coughs and

colds. Any other conditions or illnesses please inform us and we will let you know the health authority guidelines.

### Equal opportunities

We are committed to our equal opportunities policy. We treat every member of staff, child and baby as an individual. The staff do all they can to promote positive attitudes. The children are given information in a positive way, so they gain new experiences without prejudice. All resources provided are chosen to give children a balanced view of the world. The children will be given the opportunity to be made aware of different festivals throughout the world.

### Behaviour management

Our behaviour policy is used throughout the nursery. We encourage the children to have the sense of right and wrong, good manners and respect each other. We do not use any form of physical punishment, or the threat of physical punishment. We do not use any form of intimidation or humiliation. We do not have a naughty corner or a naughty chair as we believe that this is degrading to the child and could lead to low self esteem and lack of confidence. Depending on the age, ability and understanding of each individual child, we use the following methods. Redirection and distraction. Explaining to the child why his/her behaviour is not acceptable. We also use time out when it is required, one minute for every year of their life for example, a three year old would have three minutes time out. Time out is sitting down without any activity, after explaining to the child why they are in time out; we then do not give them attention for the three minutes. Any continuing problems would be discussed with parents, and an action plan drawn up which may include a positive behaviour chart.

### Child collection

If for any reason you are unable to collect your child, please telephone the nursery to inform us of your alternative arrangements.

We will not release your child to any unknown person without prior consent. If your child is not collected we will endeavour to contact named persons from your child's records. If we are unable to contact any of these persons and you have not contacted us two members of staff must remain in nursery after closing which will incur a higher charge. If by 7.30pm we have not heard from you we are obligated to contact social services.

## Diet

We offer a full menu which includes, breakfast, lunch, afternoon snack and tea. To support working parents we believe that the time you spend with your child is precious. If we can help by providing a full menu, offering the five fruit and vegetables, the necessary proteins and carbohydrates etc, hopefully this may help take the strain off parents, who may feel they have to start to prepare a full meal for their child after returning from work.

Breakfast is a choice of cereal, toast, pure fruit juice and slices of fresh fruit.

Lunch is a main meal and sweet incorporating our healthy eating plan

Afternoon snack is Milk and biscuits or crackers

Tea is a main meal and sweet, again incorporating our healthy eating plan.

Food is checked for content, sugar, salt etc.

We use fresh vegetables. Children are offered water or weak juice. All drinks are made with filtered water, we use diluted 'high juice' rather than the cheaper alternatives.

**We currently hold a Welsh Food Hygiene awarded from Environmental Health**



## HOLYWELL CHILD CARE LTD

### Sample Menu

WEEK1 DAY	BREAKFAST Served until 8.30am, toast and fruit served until 9am	LUNCH Served at approx 11.30am	SNACK Served at 2pm	TEA Served at approx 3.45pm
Mon	Choice of cereal, with milk, served with fresh fruit, toast and a choice of pure fruit juice.	Mince quorn or turkey and onions, mashed potatoes served with vegetables and gravy.  Ice-cream and mandarin's	Milk and biscuits or crackers.	Spaghetti hoops on toast, with grated cheese  Bananas and custard
Tues	Choice of cereal, with milk, served with fresh fruit, toast and a choice of pure fruit juice.	Sausage quorn or pork, mashed potatoes, served with vegetables and gravy.  Fruit crumble and custard	Milk and biscuits or crackers.	Tuna in spring water, served with mashed potatoes and baked beans.  Fruit Whip
Wed	Choice of cereal, with milk, served with fresh fruit, toast and a choice of pure fruit juice.	Cod fish fillets in parsley sauce, served with mashed potatoes and vegetables.  Fruit salad and Ice-cream	Milk and biscuits or crackers.	Broccoli and cauliflower cheese bake with potatoes and cheese sauce.  Raspberry sponge and custard





# HOLYWELL CHILD CARE LTD

Company no. 4530897

## TERMS AND CONDITIONS

**HOURS OF OPENING – 7.30 AM – 6.00 PM MONDAY TO FRIDAY**

**Out of hours strictly by prior arrangement**

**WE ARE OPEN 51 WEEKS OF THE YEAR, WE WILL BE CLOSED FOR ONE WEEK AT CHRISTMAS AND ALL BANK HOLIDAYS**

*(We do not charge for Bank Holidays or Christmas shut down)*

### **FEES**

*A registration fee will be charged at the time of booking of £30.00 (this is non-refundable).*

*Should a child be sick for a long time, please speak to Management to discuss fees, as an arrangement might be available.*

*Four weeks notice is required to change contracted hours or days, extra sessions or late pick ups, will be charged for and will be added to your next invoice. If notice is not given, one months fees will be charged.*

*All fees are due one month in advance, late payments will incur additional charges.*

*If fees are not paid we may not be able to hold your child's place in Nursery. Your child's first months fees must be paid one week before start date.*

*We do not accept cash for security reasons, payment can only be made by all major Charge Cards, Switch, Delta, Solo etc.*

*Payment may be made by Credit Card, but a surcharge of £2.50 will be added.*

### **BABIES REQUIREMENTS**

*We do not charge a higher fee for under 2's to fund the higher staff ratios, but we do require parents to supply the following:-*

*BABIES – 6 nappies (full day) min*

*3 nappies (half day) min*

*Dummy or soother, sterilized if required. Dummies must be brought to nursery in the dummy box provided for each session, all prepared bottle feeds, including other drinks. Due to hygiene regulations we are unable to use one bottle more than once, please provide enough bottles for your baby to be offered drinks throughout the session. We provide home cooked baby meals whenever possible, if jar foods are preferred, these must be provided. At least one full change of clothes more may be required.*

*Your preferred nappy cream, wet wipes in a seal able container or cotton wool for very young babies. These items to be kept at the nursery in your baby's personal storage unit - for your babies use only. We will let you know when we require more. If we request items such as nappies or wet wipes and they are not provided when requested, you will be charged on your next invoice for items provided by nursery. A small baby blanket, labeled with babies name. This will be sent home to be laundered. As baby begins to walk soft indoor shoes or slippers must be provided.*

### **TODDLERS REQUIREMENTS**

*Nappies if required, 6 (full day) – 3 (half day) preferred nappy cream, wet wipes in sealed container.*

*A full change of clothes, clearly labeled, we may require more when potty training. Non-slip soft soled shoes, pumps or slippers for indoor use only. A small baby blanket for rest times, clearly labeled, which will be sent home to be laundered. Dummy or soothers if required. Nursery policy when starting potty training is to use pull ups if needed. These must be provided by parents if requested.*

### **PRE-SCHOOL REQUIREMENTS**

*Soft soled shoes, non-slip, pumps or slippers for indoor use only.*

*A small baby blanket for rest times, clearly labeled, which will be sent home to be laundered.*

*A dummy or soother if required.*

**ALL PERSONAL BELONGINGS MUST BE LABELLED CLEARLY WITH YOUR CHILD'S NAME**

### **SECURITY**

*The safety and security of your child is of the utmost importance to us.*

*No one under the age of 18 will be allowed to collect your child.*

*We operate a visual and information check, for the collection of your child.*

*On registration, please provide a photograph of your baby or child, photographs will also be required of mum and dad, please bring a clear recent photo of anyone else that has permission to collect your child. These will be recorded on the back of your child's daily diary. Anyone collecting your child will also be asked your chosen security pass word and your child's date of birth. Any member of staff who is unsure about who is asking to pick up your child, will refuse to release your child to their care. They will inform management, who will then try to contact firstly parents and then other named persons who have permission to pick up your child. Please keep us informed should the named persons change.*

*No baby or child should be brought to nursery with, high temperature, discharge from the eyes or ears, an unexplained rash, head lice, feeling unwell, your child must be excluded from nursery for sickness and/or diarrhea, 48 hours from the last symptom.*

*Should the terms and conditions become subject to change you will be informed in writing.*



# HOLYWELL CHILD CARE LTD

Company no. 4530897

## POLICY ON CHILD PROTECTION

We are required to include this policy within our 'Parent Information Pack'

The welfare and safety of the children in the care of Holywell Child Care is of the utmost importance.

If any person has knowledge, concerns or suspicions that a child is suffering, has suffered or is likely to be at risk of harm, it is their responsibility to ensure that the concerns are referred to the Social Services or the Police, who have statutory duties and powers to investigate and intervene when necessary.

If a member of staff is accused of abuse, they will be suspended until a full investigation is completed. This would be done through a supervisor or management, who will then take the necessary steps to make a referral to the Social Services, Child Protection.

In addition to the duty to make referrals, there are other ways in which all those who work with children will contribute to their safety and the child protection process.

\*Treat the Child's Welfare as Paramount.

\*Be alert to potential indicators of abuse and neglect.

\*Be alert to the risks which individual abusers, or potential abusers, may pose to children.

\*Recognise when a parent or carer has problems which may affect their capacity as a parent or carer or which may mean they pose a risk of harm to a child.

\*Be aware of the effects of abuse and neglect on children.

\*Share and help to analyse information so that an informed assessment can be made of the Child's needs and circumstances.

\*Contribute as required to whatever actions are needed to safeguard the child and promote his or her welfare.

\*Contribute as necessary at all stages of the Child Protection process.

\*Work co-operatively with the parents, unless this is inconsistent with the need to ensure the Child's safety.

\*Be committed to full co-operation with other agencies in the interests of safeguarding children.

IF ANYONE NOTICES ANYTHING THAT MAKES THEM SUSPECT A CHILD BEING ABUSED, IT IS THEIR RESPONSIBILITY TO REPORT IT.

SUPERVISORS AND MANAGEMENT MUST FOLLOW THE GUIDELINES OF THE CHILD PROTECTION PROCEDURES, WHICH ARE AVAILABLE IN THE MAIN OFFICE OF HOLYWELL CHILD CARE.

REFERRALS MUST BE MADE IMMEDIATELY WHEN SERIOUS CONCERNS ARE RAISED TO SOCIAL SERVICES BY PHONE. THIS MUST BE FOLLOWED UP WITH A WRITTEN STATEMENT WITHIN TWO DAYS. ALL RELEVANT DETAILS MUST BE GIVEN. IF POSSIBLE RECORDING WORD FOR WORD WHAT HAS BEEN SAID.

If we believe any type of inappropriate behaviour, even on a smaller scale has occurred, this would be reported. Any report will be taken seriously.

Contact details:

Child Protection Duty team 01352 701000

Out of hours Child Protection Duty team 01352 753403



# HOLYWELL CHILD CARE LTD

Company no. 4530897

## CONTRACT

NAME OF CHILD \_\_\_\_\_ SEX OF CHILD \_\_\_\_\_

NAME OF MOTHER \_\_\_\_\_

NAME OF FATHER \_\_\_\_\_

CHILD'S DATE OF BIRTH \_\_\_\_\_

FULL ADDRESS \_\_\_\_\_

POSTCODE \_\_\_\_\_ TEL: \_\_\_\_\_

START DATE REQUIRED \_\_\_\_\_

### DAYS REQUIRED

MON AM  PM

TUES AM  PM

WED AM  PM

THURS AM  PM

FRI AM  PM

### TIMES OF CARE REQUIRED

FROM \_\_\_\_\_

TO \_\_\_\_\_

I / We have read and agree to the terms and conditions of Holywell Child Care including:- Reasons for exclusion, Administration of medicines, Dietary information, Emergency contacts, Policy on behavior management and equal opportunities, Fees, including late charges and administration charges and the Complaints procedure.

I / We agree to make arrangements to collect our child if our child becomes ill.

I / We agree to pay all fees due one month in advance. This includes payment for periods of sickness or holidays, as set out in terms and conditions. I / We agree to give 4 weeks notice for termination of contract which I / We agree to be paid in full. I understand that if I do not give notice required, one month's fees will be charged in full. I / We understand any balance outstanding that is not paid on time will incur additional charges and any costs involved in recovering the debt will be claimed.

Signature of Mother \_\_\_\_\_ Date \_\_\_\_\_

Signature of Father \_\_\_\_\_ Date \_\_\_\_\_

Please enter your initials to confirm that you accept the terms and conditions \_\_\_\_\_  
If you wish to book your child online, you can e-mail the contract to [RatclifDeb@aol.com](mailto:RatclifDeb@aol.com) you will be asked to sign the contract when you arrive at nursery. Alternatively please send to Holywell Child Care Ltd, Bagillt Rd, Bagillt, Flintshire, CH6 6JB, please telephone to arrange payment of the booking fee. Tel 01352 713929