



## **Welcome to Lullabyz Nursery and Kidz@Lullabyz**

Thank you for showing an interest in our nursery and/or wrap around facility. We hope that you find all the information that you are looking for within this brochure, however, if there are any questions that haven't been answered please do not hesitate to contact us.

Lullabyz Nursery Ltd is a private day care nursery and wrap around facility. We provide care for up to 84 boys and girls from 6 weeks to 12 years. We can accommodate up to 68 children in the main nursery building, known as 'Lullabyz Nursery' and up to 16 children in the separate annexe known as 'Kidz@Lullabyz'. We are registered by the Care and Social Services Inspectorate for Wales (CSSIW), for full or part-time care, between 8am and 6pm, Monday to Friday. We are open all year with the exception of Bank Holidays.

The nursery is owned by Nicola Reed who is one of the managers, the deputy manager is Louise Touhig. Nicola and Louise met at university where they trained to be primary school teachers. Between them they have over thirty four years experience of working with children and are dedicated to providing the highest quality of care. They are assisted in their roles by Nikki Cardwell and Melissa Andrews both of whom have a CACHE Level 5 Diploma in Leadership for Children's Care, Learning and Development.

We are fortunate to have a unique property that has been renovated to a high standard. The nursery building covers approximately 324 square metres over two floors and has been specifically designed to provide large amounts of floor space in which children can explore their creative sides! Kidz@Lullabyz is situated in a detached building and has been refurbished to create a fun environment that will appeal and excite school aged children. Both buildings have a high level of security with electric gates at the front of the property, external and internal security doors and CCTV cameras throughout so that you, as parents, can relax in the knowledge that safety is a number one priority.

The buildings are situated very close to the city centre of Newport and within easy reach of the M4 motorway. There is ample parking in bays outside the nursery as well as dedicated drop off points on site for the safety of children and parents alike.

We have an open door policy at all times so we invite you to come along and find out what makes our nursery so special.

We look forward to seeing you and your child in the near future.

Nicola, Louise and the Lullabyz Team

Lullabyz Nursery . Riverside Court . Tregare Street . Newport . NP19 7AP  
Tel: 01633 264246 . Email: [hello@lullabyznursery.co.uk](mailto:hello@lullabyznursery.co.uk) Web: [www.lullabyznursery.co.uk](http://www.lullabyznursery.co.uk)



## Aims and Objectives

We understand that choosing a nursery can be an emotional decision and here at Lullabyz we make every effort to create a 'home from home' environment in which you, the parent, will feel confident leaving your little ones.

Our overall aim is to provide a happy, caring, stimulating and safe environment where each child is encouraged to develop to his or her full potential. We strive to ensure that all children in our care "have a flying start in life and the best possible basis for their future growth and development". Our slogan is 'Childcare at its Best' and we are always looking for ways to improve our service in order to live up to this statement. Lullabyz welcomes all children and aims to respond appropriately to each child's background and individual needs. We will work closely with parents and any outside agencies to meet the needs of children with special or additional needs. The ground floor has been designed to provide wheel chair access.

Every room in the nursery is bright and welcoming and has been designed to challenge and excite the children. With planned topics and activities we encourage the children to learn through play. Stimulating activities are planned by qualified teachers and cover the Seven Areas of Learning from the Foundation Phase: Personal and Social Development, Well-being and Cultural Diversity; Language, Literacy and Communication Skills; Mathematic Development; Knowledge and Understanding the World; Physical Development; Creative Development and Welsh Language Development. Our grounds have been specifically adapted to create a safe 'outdoor' classroom for the children to explore and can be accessed in all weathers.

Although we are an English medium nursery we embrace the fact that we are a nursery in Wales. We celebrate the language, culture and history of our country. Incidental Welsh is incorporated daily and welsh songs and stories are a natural addition to nursery life.

Kidz@Lullabyz has been designed to offer children fun, friendship and free play in a happy environment. The rooms have been carefully furnished to ensure that the children are kept busy and thoroughly entertained whilst being looked after by enthusiastic play workers.

At Lullabyz we are committed to improving the quality of care and learning delivered to our children and encourage parental involvement at every opportunity. We aim to work alongside you to help reach our goals.



## Nursery Organisation

**Our Little Ducklings** are rooms for children aged 0-2 years with a ratio of 1 staff to 3 children. They are located on the first floor and are accessed through an internal security door – providing parents with peace of mind. Our staff are dedicated to working with parents to replicate the routines established at home to provide stability for children. Each child will be cared for by a key worker who will endeavour to build a caring relationship and provide feedback to parents about their child's development. Parents will also be provided with daily information about sleeping, eating and toilet arrangements, as well as activities the children have taken part in that day.

The baby rooms are light and spacious and designed to provide a stimulating environment for the children. The children are encouraged to learn through play with a variety of toys and activities, including water and sand play, 'messy' time, cooking, singing and dancing, story time etc. If that's not enough the children also have access to our sensory room and ball pit room! The children will also be taken into the garden for fresh air and to play every day or for a short walk in the local area.

There is a separate changing area, potty training facilities and a kitchen to help meet children's individual needs and routines. Separate sleep areas, with cots or mattresses, are located in adjacent rooms with intercom monitors and viewing panels.

The room leader is Zara Martin (Level 5 Diploma in Leadership for Children's Care, Learning and Development)

**Our Tweenie Turtles** room is for children aged 2 to 2 1/2 years with a ratio of 1 staff to every 4 children. The room is designed to hold a small group of children to provide more challenging and stimulating activities in preparation for the big move downstairs to the Toddler Department (Busy Bees). The area has been purpose built and offers a large open space for lots of child and practitioner led play. The children have designated times for outdoor play, singing, movement and stories as well as ample opportunities for free play, organised activities and art and craft.

The room leader is Rachel Smith (Level 5 Higher Apprenticeship in Children's Care, Learning and Development)

**Our Busy Bees** are rooms for children aged 2 1/2 to 3 years with a ratio of 1 staff to 4 children. They are located on the ground floor and have been designed to provide opportunities for the children to play using a large range of equipment to stimulate their imaginations. The toddler rooms provide a more structured routine for the children and encourages them to become more independent.

The children have access to a wide variety of 'messy' play in their own designated messy room and they share a dining room with the Pre-school children. They also use the playroom, sensory



and ball pit rooms, all allocated on the first floor. The children are taken out into the garden daily for fresh air and to play. We are lucky enough to have a shelter so that part of the garden can be accessed whatever the weather. There is a separate room located upstairs for relaxation, and sleep if required.

Each child has two a key workers who are available either before or after each session to talk to parents about what their child has achieved during the day. Parents are also provided with daily written information retelling their child's day at nursery.

The room leader is Zoe O'Rourke (Level 5 Diploma in Leadership for Children's Care, Learning and Development)

**Cheeky Monkeys** is a large room on the ground floor. The ratio's for this area is 1 staff to 8 children for the children. The room has been designed as a large open plan space that allows children to move freely through different areas and become independent learners. The children have access to a role play area, book corner and writing area and an 'investigation station' leading to their outdoor space, ICT area, carpet area for 'free choice' play activities as well as a creative/messy area that doubles up as their dining area.

The children have direct access to the enclosed garden which is used as an extra classroom where they are encouraged to explore, discover and learn through play.

Our Pre-school curriculum is structured around the Foundation Phase, which is used in nursery and infant schools for children aged 3-7 years. The planning is carried out by a qualified teacher and incorporates activities that are teacher led as well as child initiated and covers the Seven Areas of Learning:

Personal and Social Development, Well-being and Cultural Diversity	
Creative Development	Mathematical Development
Physical Development	Knowledge and Understanding of the World
Welsh Language Development	Language, Literacy and Communication Skills

Weekly planning is displayed in the waiting room along with the interactive planning board and the children's planning ideas. We aim to take the children on educational visits and invite visitors into the nursery to enhance their learning and work in conjunction with the planning.

The children are taught through the English Language but we encourage a knowledge and understanding of basic Welsh and are always keen to learn new words from other cultures.

The room leader is Cory Hewitt (Level 5 Diploma for Children's Care, Learning and Development)



**Kidz@Lullabyz** is a breakfast, after-school and holiday club located in a detached building for children aged 5-11 years with a ratio of 1 staff to 8 children. The emphasis is on FUN with varied activities that allow the children to play, relax, socialise and enjoy their time out of school.

At Breakfast club the children are provided with a choice of cereals, toast and a drink before being escorted to school by a qualified staff member.

Our after-school children are picked-up from school, given a light tea and then provided with opportunities to: complete homework; enjoy craft activities; take part in cookery; socialise with friends or just relax after a hard day at school.

During Holiday club we plan a variety of fun activities aimed at sparking the children's interests and curiosity. We plan exciting themed activities based around different events during the year. The children are encouraged to offer their own ideas and get involved in their own learning and enjoyment of new experiences.

## Staffing

Nursery Owner and Manager: Nicola Reed (BA (Hons) with QTS) Mobile: 07957111479  
Nursery Manager: Louise Touhig (BA (Hons) with QTS)

We are committed to hiring high-quality staff to maintain the high standards that we set ourselves at Lullabyz. All staff have an NVQ Level 2 or 3 in childcare (or equivalent) or are working towards achieving this. We are dedicated to providing Continuous Professional Development to ensure that our staff provide the highest quality of care.

## What you need to supply

Depending on the age of your child we ask that you supply the following things for your child. It would be appreciated if you could send them in a labelled bag:

- Nappies (5 for a full day, 3 for a half day)
- Sudocreme/nappy Cream
- Formula/breast milk (if required)
- A comforter (if required)
- A change of clothes (several if potty training)
- A pair of wellies and suitable outdoor clothing (Autumn and Winter)
- Sun cream and a sun hat (Spring and Summer)

Please be aware that the children will often be involved in messy activities and their clothes may get dirty or damaged. Please remember this when dressing them. We do provide aprons but these are often not enough!



## **Provision of meals**

Menus are rotated on a three weekly basis and a copy of our menu is available in the Pit-stop. All of our food is prepared fresh on the premises and we aim to provide the children with their 5 portions of fruit and vegetables within a full day. The menu is reviewed annually by our nutritionist and the nursery cook

The children who attend Kidz@Lullabyz during the school holidays are offered a healthy lunch box alternative to a cooked dinner. This includes: sandwiches, a piece of fruit, raisins and a yoghurt.

## **Drop offs and pick ups**

Arrivals and departures between your booked times are at your discretion. The front door is kept secured at all times. Please ring the doorbell and you will be welcomed by a member of our management team. Children 0-2 years are based on the first floor and we would ask parents to proceed directly upstairs. Here there is a security door with a viewing panel. Please ring the bell and a member of the baby unit will let you in. If your child is over 2 they will be based on the ground floor. Here there is a waiting room for your convenience but you are welcome to accompany your child to their base room.

Please inform us if someone different is collecting your child. The nominated person will be asked to give details of your chosen password. Nursery staff will not allow your child to leave with an unauthorised person until your permission has been obtained. All collectors must be over the age of 16 years.

## **The health of your child**

If your child is unwell please do not send them to nursery until they are better. With so many children, illnesses and infections spread very quickly. If your child becomes ill during the day, the nursery staff will contact you to decide the best course of action. We may ask that your child is taken home and kept away from nursery for the duration of the illness.

## **Admissions**

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents. Prior to a child attending nursery, parents must complete and sign the contract and registration forms included within this pack. These forms provide the nursery with personal details relating to the child.



## Settling in

You are encouraged to visit the nursery with your child prior to starting. We offer 'settling in' sessions, during which you can discuss your child's needs with staff, complete an 'All About Me' and leave your child to settle for a short time once you are comfortable. By completing your child's Admission Form you will be providing us with the information we need to enable us to take the best care of your child and help with their transition to nursery. You are welcome to telephone the nursery at any time to check on their progress.

## Fees

Our fees are set at the following rates:

### Lullabyz Nursery

Full day (8am – 6pm):	£40.00 (includes breakfast, dinner, mid-afternoon snack and tea)
Full week:	£185.00
AM Session (8am – 1pm):	£23.00 (includes breakfast and dinner)
PM Session (1pm – 6pm):	£23.00 (includes mid-afternoon snack and tea)

### Kidz@Lullabyz

Breakfast Club:	£5.00 (walking to school)	£7.00 (driven to school)
After-school Club:	£10.00 (walking from school)	£12.00 (driven from school)
Holiday Club (AM):	£12.50 (includes breakfast and dinner/healthy lunch box)	
(PM):	£12.50 (includes mid-afternoon snack and tea)	
(full day):	£25.00 (includes breakfast, dinner/healthy lunch box, mid-afternoon snack and tea)	

### State Nursery Wrap Around

AM Session:	£23.00 (walking to nursery)
	£25.00 (driven to nursery)
PM Session:	£28.00 (walking from nursery)
	£30.00 (driven from nursery)

Extra hour: £5.00. All fees are payable monthly, in advance, on the 1<sup>st</sup> of the month. Fees paid after the 5<sup>th</sup> of the month will incur a £10 penalty charge.

A charge of £5 per child will be made for any late collection after booked finishing time. A £5 charge will be made for every 15 minutes (or part thereof) after 30 minutes of non-collection. The nursery is closed on Bank Holidays but these are payable in full. If the nursery is closed for any other reason there is no charge. Half fees are payable for holidays of up to two weeks, these



will be deducted from your monthly fee. This does not apply to parents who have flexible arrangements.

A 10% discount is given to siblings attending the nursery together. Notice should be given, in writing, one month in advance. Any parent failing to give notice will still have to pay for the time the child does not attend.

## Complaints

If you have any questions or queries about any aspects of the nursery please do not hesitate to ask. If you have a complaint regarding the nursery, please speak to one of the nursery managers. Alternatively, if you feel that your complaint has not been dealt with satisfactorily you may contact the Care and Social Services Inspectorate of Wales directly at this address: CSSIW, Welsh Government Office, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ. Telephone number: 0300 7900 126. (For further information please refer to our policy 'complaints and compliments').

## Emergency

In the event of an emergency, the following procedure is followed:

- Calmly raise the alarm by breaking glass unit
- Immediately evacuate the building under guidance from the manager on duty
- Using the nearest accessible exit lead the children out, assemble outside the Gatehouse property. Rear ground floor exit leads onto East Usk Street, walk to end of street, turn left and assemble at the Gatehouse property
- Close all doors behind you wherever possible
- Non-mobile babies on the first floor to be carried down the stairs with one member of staff carrying two babies. Auxiliary members of staff to be dispatched to the baby department to help evacuate the non-mobile babies
- Dial 999 as soon as possible

## Policies and Procedures

These are situated in the Parent Pit-stop and are freely available for you to view at any time.



## Other

The registered person, Nicola Reed, is not a foster carer. At the present time there are two goldfish in the pre-school room.

This brochure will be updated annually or more regularly if required. Parent's will be made aware of any changes and the Care and Social Services Inspectorate Wales (CSSIW) will be informed of any changes.



## CHILD REGISTRATION DETAILS

### 1. Child Details

Forename(s) \_\_\_\_\_

Is the child known by any other name? \_\_\_\_\_

Surname \_\_\_\_\_

Date of Birth \_\_\_\_\_

Gender \_\_\_\_\_

Address \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Post Code \_\_\_\_\_

Religion \_\_\_\_\_

Nationality \_\_\_\_\_

First Language \_\_\_\_\_

Any other languages spoken at home \_\_\_\_\_

### 2. Parent/Guardian Details

	<b>Contact 1</b>	<b>Contact 2</b>
Full Name	_____	_____
Relationship to child	_____	_____
Address	_____ _____	_____ _____
Post Code	_____	_____
Home Telephone Number	_____	_____
Work Telephone Number	_____	_____
Mobile Telephone Number	_____	_____
Email address	_____	_____



### 3. Additional Emergency Contacts

#### Contact 3

#### Contact 4

Full Name	_____	_____
Relationship to child	_____	_____
Address	_____ _____ _____	_____ _____ _____
Post Code	_____	_____
Home Telephone Number	_____	_____
Work Telephone Number	_____	_____
Mobile Telephone Number	_____	_____

### 4. Medical Information

Name of GP	_____
Practice Name	_____
Practice Address	_____ _____ _____ _____
Post Code	_____
Telephone Number	_____
Details of Immunisations	_____ _____ _____ _____ _____



## 5. Further Information

Any disabilities or special needs

---

---

---

Any allergies/intolerances

---

---

---

Any special dietary requirements

---

---

---

---

Any other useful information

---

---

---

***During Settling-In sessions parents of babies will be asked to share information about their child's daily routine.***

Childs Password

---

Proposed Starting Date

---



## 6. Hours of Attendance- Lullabyz Nursery

Monday	<input type="checkbox"/>	Full Day	<input type="checkbox"/>	Morning Session	<input type="checkbox"/>	Afternoon Session
Tuesday	<input type="checkbox"/>	Full Day	<input type="checkbox"/>	Morning Session	<input type="checkbox"/>	Afternoon Session
Wednesday	<input type="checkbox"/>	Full Day	<input type="checkbox"/>	Morning Session	<input type="checkbox"/>	Afternoon Session
Thursday	<input type="checkbox"/>	Full Day	<input type="checkbox"/>	Morning Session	<input type="checkbox"/>	Afternoon Session
Friday	<input type="checkbox"/>	Full Day	<input type="checkbox"/>	Morning Session	<input type="checkbox"/>	Afternoon Session

## Hours of Attendance- Kidz@Lullabyz

Monday	<input type="checkbox"/>	Breakfast Club	<input type="checkbox"/>	After-school Club	<input type="checkbox"/>	Holiday Club
Tuesday	<input type="checkbox"/>	Breakfast Club	<input type="checkbox"/>	After-school Club	<input type="checkbox"/>	Holiday Club
Wednesday	<input type="checkbox"/>	Breakfast Club	<input type="checkbox"/>	After-school Club	<input type="checkbox"/>	Holiday Club
Thursday	<input type="checkbox"/>	Breakfast Club	<input type="checkbox"/>	After-school Club	<input type="checkbox"/>	Holiday Club
Friday	<input type="checkbox"/>	Breakfast Club	<input type="checkbox"/>	After-school Club	<input type="checkbox"/>	Holiday Club



## 7. Parental Permission

- |  |                          |     |                          |    |
|--|--------------------------|-----|--------------------------|----|
| • Photos of my child to be taken           | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| • Photos to be displayed in nursery        | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| • Photos to be used on nursery website     | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| • Childcare students to observe my child   | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| • Application of suncream                  | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| • Administer Calpol/Piriton*               | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| • Application of nappy cream               | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| • Child to be taken on nursery outings **  | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| • Calling an ambulance in an emergency     | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| • I understand CCTV is used at the nursery | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| • Photos to be used on Facebook + Twitter  | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |
| • Newsletter sent via email address        | <input type="checkbox"/> | Yes | <input type="checkbox"/> | No |

\* This will only be administered in an emergency if we cannot contact parents.

\*\* Please note that separate letters and permission slips will be sent out for all visits other than local walks or library visits

Signed \_\_\_\_\_  
 Relationship to Child \_\_\_\_\_  
 Date \_\_\_\_\_



## Lullabyz Nursery Contract and Terms

This contract is between Lullabyz Nursery, Riverside Court, Tregare Street, Newport NP19 7AP and

Parent/Carers Name -----

Address -----

-----  
-----  
-----  
-----

Childs Name -----

Date of Birth -----

Gender -----

- Fees are payable in advance on the 1<sup>st</sup> of each month. Fees paid after the 5<sup>th</sup> of the month will incur a £10 penalty charge. Uncleared cheques will also incur a penalty charge of £10. Half fees are payable for a two week holiday providing at least two weeks' notice has been given.
- The nursery is closed on Bank Holidays but these are still payable in full.
- Four weeks written notice is required to remove your child from nursery or reduce days, otherwise four weeks fees must be paid.
- A charge of £5 per child will be made for any late collection after booked finishing time. A £5 charge will be made for every 15 minutes (or part thereof) after 30 minutes of non-collection.
- We may increase our charges once per year. We will give you written notice of any such increase one month before the proposed date of increase.
- Parents should provide sealed formula milk for bottle feeding babies.
- Labelled mother's breast milk will be stored in the fridge and an area will be made available for mothers to breast feed their babies or express milk should they need to do so.
- If your child attends for a full day, please provide 5 nappies if required. If your child attends a half session, please provide 3 nappies.
- You must ensure that all your child's details are accurate and keep these details up-to-date, by promptly informing us whenever they change.
- The nursery uses emergency procedures for accidents, evacuations, incidents and allergic reactions, please refer to the individual policies and procedures and ask for a copy where required.

Lullabyz Nursery . Riverside Court . Tregare Street . Newport . NP19 7AP  
Tel: 01633 264246 . Email: [hello@lullabyznursery.co.uk](mailto:hello@lullabyznursery.co.uk) Web: [www.lullabyznursery.co.uk](http://www.lullabyznursery.co.uk)

- If your child becomes ill during the nursery session the nursery manager will contact you or the emergency contact indicated on the registration form. You must inform us immediately of any changes to these contact details.



- If your child is suffering from a communicable illness, he/she should not be brought to the nursery until such time as the infection has cleared. A full copy of our infection control policy is available from the nursery manager.
- If your child has been sent home from the nursery because of ill health, he/she will not be re-admitted for the specified incubation period.
- If your child not in nursery due to illness, fees are still payable
- We shall not be liable for any loss or damage to any toys, equipment or bags, clothing etc., you may bring into our nursery.
- We may take photographs and/or videos of your child for promotional or training purposes only. If you do not wish for your child to be included in such photographs or videos, please inform us by completing the 'permission slip' given to you on enrolment, or by writing to the nursery manager.
- Please address any complaint or concern to the manager in the first instance, and if the matter is not resolved within a reasonable period, please refer to our complaints and compliments policy.
- If any event beyond our reasonable control (e.g. a fire, flood, E-Coli outbreak, strike, civil action, act of terrorism, war etc.) occurs, for which we have business interruption insurance, we may close the nursery without liability to you and we will not charge you're for the fees for the time the nursery is closed. We will keep you informed, in such event.

Signed -----

Relationship to Child -----

Date -----