

Inspection of Hawthorn Family Learning Centre**Report by Joan Tranent, Head of Children's Services****1 Purpose of Report**

This report outlines the outcome of the above unannounced inspection as carried out by the Care Inspectorate in November 2018.

2 Background

2.1 Hawthorn Family Learning Centre is based in Mayfield. The service is registered to provide a care service to a maximum of 48 children aged from birth to eight years and an outreach service to families in their own home. The main purpose of the service is to work with the most vulnerable children, in partnership with their parents/carers. The centre also works with children with severe and complex needs. The centre aims to meet the principles of GRIFEC, Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people.

2.2 The Care Inspectorate is the independent scrutiny and improvement body for care and children's services and they inspect every registered care service, and local authority social work departments on a regular basis to make sure that providers are meeting standards required and are working to improve the quality of care for everyone. Every time they inspect these services they produce an inspection report.

2.3 Based on the findings of this inspection the Care Inspectorate awarded the following grades:

Quality of Care and Support	Grade 6 – Excellent
Quality of Environment	Grade 5 – Very Good
Quality of Staffing	Not assessed
Quality of Management and Leadership	Not assessed

The report and grades represent the Care Inspectorate assessment of the quality of the areas of performance which were examined during the unannounced inspection.

2.4 The Inspection Team noted the following strengths:

- A considerable strength of the experienced and well qualified staff team was their ability to work together sharing the joint goals of supporting children to reach their potential and of empowering families.
- Well established links with support services together with confident staff who were experienced in identifying when children would benefit from additional support, led to timeous referrals.
- Staff had built strong positive attachments with children and care was taken to ensure that when children moved into and on from the service this was done with full regard to their specific needs and was not rushed, contributing to children feeling secure and confident.
- Staff respected children and supported their independence by reviewing the layout of the playrooms so that children could move around freely.
- Staff were kind and caring in all of their interactions with children which helped the very young children to experience a sense of achievement and self-worth.

2.5 The Inspection Team reported that the authority could do better in the following area:

The manager and staff should continue to make the changes identified to the environment ensuring that it meets the needs of the younger age group. This statement was around the 2 year olds moving into a bigger at the time of the Inspection, and there were a few finishing touches still required to be done to the room. These have now been completed.

2.6 The Care Inspectorate concluded that Hawthorn Family Learning Centre continues to maintain the excellent level of care and learning opportunities offered to all children and families.

3 Report Implications

3.1 Resource

There are no resource implications arising from this Inspection Report.

3.2 Risk

The Care Inspectorate regulate all care services in Scotland using the [National Care Standards](#), set out by the Scottish Government, as a benchmark for how each type of service should perform. These standards are the minimum that children and young people should expect when using care services.

If the standards are not being fully met, the Care Inspectorate would note this in the inspection report and require the service manager to address these. The Care Inspectorate could impose an additional condition on the service's registration if the provider persistently, substantially or seriously fails to meet the standards or breaches a regulation. They also have the power to issue an improvement notice detailing the required improvement to be made and the timescale for this.

Monitoring, review and evaluation of progress by officers in Children and Families is the control measure in place to reduce the risk of failure of the care services and to demonstrate their capacity to improve.

3.3 Single Midlothian Plan and Business Transformation

Themes addressed in this report:

- ☐ Community safety
- ☐ Adult health, care and housing
- ☒ Getting it right for every Midlothian child
- ☐ Improving opportunities in Midlothian
- ☐ Sustainable growth
- ☐ Business transformation and Best Value
- ☐ None of the above

3.4 Impact on Performance and Outcomes

Performance and outcomes will continue to be measured through the monitoring, review and evaluation process.

3.5 Adopting a Preventative Approach

The Centre will continue to improve its work in line with its improvement plan and the Education, Communities and Economy Division will continue to challenge and support the Centre in relation to developing and implementing a range of quality improvement strategies.

3.6 Involving Communities and Other Stakeholders

As part of their inspection process the Care Inspectorate sent out 19 questionnaires to the service to give to parents and carers who used the Centre. Five completed questionnaires were returned

The Inspectors also met with parents and carers during the course of the inspection and spoke to a range of staff.

Copies of the report have been made available to Elected Members, parents/carers of children in the Centre, staff and other interested parties.

3.7 Ensuring Equalities

The Centre's Improvement Plan is screened for equality implications. There was no requirement for an action plan following the Inspection as there were no identified requirements or recommendations.

3.8 Supporting Sustainable Development

The Centre's Improvement Plan allows for sustainable development and improvement.

3.9 IT Issues

There are no IT issues arising from this report.

4 Recommendations

Cabinet is asked to:

- (i) note the content of the inspection report;
- (ii) pass this report to the Performance, Review and Scrutiny Committee for its consideration;
- (iii) Congratulate the Management and staff connected with Hawthorn Family Learning Centre on the excellent work being carried out at the Centre.

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Report Contact:

Joan Tranent Tel No 0131 271 3418

joan.tranent@midlothian.gov.uk

Background Papers:

Care Services Inspection Report dated 23rd November 2018