

# Hawthorn Children and Families Centre Day Care of Children

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Mayfield  
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Type of inspection: Unannounced  
Inspection completed on: 20 March 2017

**Service provided by:**  
Midlothian Council

**Service provider number:**  
SP2003002602

**Care service number:**  
CS2003015176

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

We carried out a quality themed inspection. This targeted approach means that we looked at identified aspects focusing on children's experiences under two quality themes - Care and Support and Staffing.

Hawthorn Children and Families Centre works in partnership with Midlothian Council to provide early learning and childcare placements. The centre is located within the residential area of Mayfield in Dalkeith.

The service is registered to provide a care service to a maximum of 48 children aged from birth to eight years and to provide an outreach service to families in their own home. The operating times are between 8am and 6pm Monday to Friday. There were 28 children using the centre on the day of the inspection visit.

The accommodation consisted of a large open plan playroom, a number of smaller playrooms, a soft play area, a sensory room, parents/carers room, offices, meeting rooms, kitchen and a large enclosed outdoor play area. A secure door entry system was also in operation.

A full aims and objectives statement was available to people using the service and included:

- "To offer a quality preventative service to protect the most vulnerable children across Midlothian."
- "To offer support to children pre-birth to five years of age and their families through the delivery of an integrated family learning approach, working in partnership with families and with a range of other professionals."
- "To ensure that children's basic needs and early learning needs are met."
- "To improve the lives of vulnerable children, children with a disability and those affected by disability."

This report was written following an unannounced inspection which took place on 20 March 2017 between 10.45am and 1.45pm. The inspection was carried out by an inspector from the Care Inspectorate. Feedback was given to the acting depute manager and the head of children's services on the same day as the inspection visit.

As requested by us the service completed an annual return and a self assessment document.

During the inspection we gathered evidence from different sources. We spoke with the acting depute manager, head of children's services, six staff, two NHS professionals (support assistant and nurse), three parents/carers and five children.

We looked at the service's self assessment, health and safety records including infection control, risk assessments, medication, care standards questionnaires, children's files, personal plans and learning journals, child protection case file management, additional support needs plans and paperwork, accident/incident records, registration certificate and insurance certificate.

We observed staff's childcare practice, the environment, equipment and outdoor area.

All of the above information was taken into account and reported on under the relevant quality themes within this report.

## What people told us

We issued 15 care standard questionnaires to the service to distribute to parents/carers. We received seven completed questionnaires before the inspection with two having additional comments. We also spoke with three parents/carers during the inspection visit. Comments were as follows:

"We are tremendously happy with the care the staff provide for our son. They took great care to build a relationship with him to ease his transition into the centre and to understand his needs."

"My child's development has progressed wonderfully under their care and there is constant and clear communication on his day to day activities."

"The centre has fantastic facilities which give our child a great variety of things to do both to nurture and stimulate. We are very grateful to them."

"I receive plenty of support from the staff and am able to speak with them and the manager if I need to."

"I am very happy with the centre and staff/management are very supportive to my family."

One parent/carer had expressed concerns that her child was moved from room to room to accommodate staffing. During our visit we could find no evidence to support this statement. Designated playrooms for children's age and stage of development were in use with all children being able to access the large playroom as required to enhance their play experiences.

We spent time in the nursery playrooms and observed children who were happy, settled and enjoying a variety of play experiences. The interactions between staff and children were friendly and nurturing which created a positive environment.

We spoke with and observed five children and all of them told us that they enjoyed coming to the service. We observed that all children were very settled within the nursery environment.

## Self assessment

The Care Inspectorate received a completed self assessment document from the provider. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service identified what they thought they did well, areas for development and any changes they had planned.

## From this inspection we graded this service as:

<b>Quality of care and support</b>	6 - Excellent
<b>Quality of environment</b>	not assessed
<b>Quality of staffing</b>	5 - Very Good
<b>Quality of management and leadership</b>	not assessed

## What the service does well

We looked at the service's child protection policy and procedures and evidenced that staff received annual child protection training and were familiar with the processes to be followed. Staff were confident in their roles with regards to protecting and safeguarding children. At the time of the inspection visit seven children were on the Child Protection Register and all relevant paperwork was in place. The service offered a quality preventative service to protect the most vulnerable children across Midlothian. The provision of outreach services to families in their own homes as well as undertaking parenting assessments, pre-birth support and supervised contact were a real strength of the centre.

We evidenced that children received excellent support for their health and wellbeing needs from management and staff. Children were observed to be happy and confident in their environment. Children who became upset or needed reassurance were reassured and comforted by staff. Staff knew children very well and were observed to be caring and nurturing. Many children presented with complex needs and we evidenced that the staff were very committed to providing a service which promoted positive outcomes.

Staff demonstrated that they knew the personal care and support needs of individual children very well and responded in a caring and professional manner. Strong relationships with parents, children and other agencies had helped staff to develop strategies to support children's early learning, additional support needs and care routines within the centre.

Children's individual needs were discussed at daily briefings and team meetings where staff worked collaboratively to make plans, set targets and implement strategies to support children. Very good record keeping and sharing of information took place to ensure that everyone was working together to promote positive outcomes for children. Personal plans had been developed and showed the individual needs, stages of development and progress of children. Staff recorded significant events in children's lives.

The service worked closely with a number of partnership agencies including speech and language therapist, educational psychologist, social work services and the oral health co-ordinator. This helped them to identify how best to provide appropriate support for families using the centre and provided a flexible service which made effective use of significant inputs from these agencies.

Clear records of all staff training was recorded and linked to individual Professional Development Records (PDRs). Staff were motivated and keen to continue with their own personal development in order to provide the best care and learning to children using the service. Staff spoke confidently about their roles and responsibilities and described the support they received from management, specialist agencies and the impact of training they had been involved in. Staff and room meetings provided an opportunity for staff to discuss their work and the work of the service as a whole. Daily discussion was also undertaken to evaluate and progress any strategies required for individual children.

We observed that staff worked very well as a team and were supportive to each other. They knew the children well and responded to individual needs. The management team were visible within playrooms and active in their support of the staff.

## What the service could do better

The service should continue to use the children's wellbeing indicators to describe and underpin some of the photographs and events displayed throughout the Centre.

The service should continue to maintain the excellent level of care and learning opportunities offered to all children and families.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings	
23 Jan 2015	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
18 Jan 2013	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
7 Jun 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
23 Jul 2009	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	6 - Excellent
9 Jul 2008	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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