

Inspection of Hawthorn Children and Families 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 January 2015.

2 Background

- 2.1 Hawthorn Children and Families Centre is based in Mayfield and at the time of the inspection 58 families and 62 children were using the centre. 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 a disability or affected by disability. The centre aims to ensure the safety of children through early intervention, and within this ensure they achieve the optimum health, development and educational attainment.
- 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, local authority social work departments and child protection teams 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	Grade 6 – Very Good
Quality of Management and Leadership	Grade 5 – Very Good

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

A copy of the current and previous gradings are attached as Appendix 1 and shows a high level of sustained service.

- 2.4 The Inspection Team noted the following strengths:

- The centre provides a safe, secure and welcoming environment for parents, carers and children. Older children help to make decisions about the activities and play materials provided by the staff team.

- The team are committed to addressing the needs of families using the centre.
- The staff team support children's transitions within the playrooms or to other educational establishments very well.
- Parents and carers have excellent opportunities to become more confident and skilled in supporting their child's early learning through play.

The report noted that the service has recently secured the use of a local authority flat which will be used by staff to help facilitate contact with parents and promote good parenting skills in a more realistic setting. Parents and carers have been involved in the refurbishment of the flat. Parents and carers have also helped to improve the children's outdoor play area.

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

- Ensuring the medication policy and procedures reflect current good practice guidance.
- Improve the nappy changing facilities in the Tigger bathroom.
- Further develop the risk assessment procedures.

2.6 The Care Inspectorate concluded that Hawthorn Children and Families Centre continues to provide a highly valued facility for families in need of the service.

The inspection team recognised that the manager in collaboration with the staff intends to build on the centre's strengths and address the recommendations and areas of improvement identified during the inspection.

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 and Children's Services 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 12 questionnaires to the service to give to parents and carers who used the Centre. Two 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

An action plan has been prepared to address the areas for improvement recommended in the report. The action plan will be screened for equalities implications.

3.8 Supporting Sustainable Development

The Centre Improvement Plan allows for sustainable development and improvement.

3.9 IT Issues

There are no IT issues arising from this report.

5 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 Children and Families Centre on the excellent work being carried out at the Centre; and
- (iv) note that the Council will continue to challenge, support and monitor the service in relation to achieving excellence through further improving performance.

10 March 2015

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Background Papers:

Care Services Inspection Report dated 23 January 2015

Declaration Box

Instructions: *This box must be completed by the author of the report. The box will be copied and saved by the Council Secretariat who will delete it from the report prior to photocopying the agenda.*

Title of Report: *Inspection of Hawthorn Children and Families Centre*

Meeting Presented to: *Cabinet 16 April 2013*

Author of Report: *Mary Smith*

I confirm that I have undertaken the following actions before submitting this report to the Council Secretariat (Check boxes to confirm):-

- ☒ *All resource implications have been addressed. Any financial and HR implications have been approved by the Head of Finance and Human Resources.*
- ☒ *All risk implications have been addressed.*
- ☒ *All other report implications have been addressed.*
- ☒ *My Director has endorsed the report for submission to the Council Secretariat.*

For Cabinet reports, please advise the Council Secretariat if the report has an education interest. This will allow the report to be located on the Cabinet agenda among the items in which the Religious Representatives are entitled to participate.

Likewise, please advise the Council Secretariat if any report for Midlothian Council has an education interest. The Religious Representatives are currently entitled to attend meetings of the Council in a non-voting observer capacity, but with the right to speak (but not vote) on any education matter under consideration, subject always to observing the authority of the Chair.