

# Hawthorn Family Learning Centre

## Day Care of Children

2f Bogwood Road  
Mayfield  
Dalkeith  
EH22 5DQ

Telephone: 0131 271 3116

**Type of inspection:**

Unannounced

**Completed on:**

23 November 2018

**Service provided by:**

Midlothian Council

**Service provider number:**

SP2003002602

**Service no:**

CS2003015176

## About the service

Hawthorn Children and Families Centre was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. The service is registered to provide a care service to maximum of 48 children per day aged between birth and eight years.

The accommodation consisted of a large playroom which has been sectioned off to provide two play areas, a garden which is accessed directly from the playroom, a baby room, soft play area, a range of meeting rooms, family room, staff room, kitchens and toilets.

The aims and objectives of the nursery have been shared with families using the service and include the following;

"To ensure that children's needs and safety are paramount in the nursery.  
To take account of children's needs and create an appropriate environment to meet these needs. To work in partnership with parents/carers in an open and honest way."

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What people told us

All of the children attending the service were under three years of age and too young to express a view on the service they received. However we saw that they were relaxed and confident in the care of staff.

Before the inspection took place we sent 19 Care Standards Questionnaires to the service for distribution to families using the service. Five of these were returned to us before the inspection took place. All of the families who returned questionnaires told us they strongly agreed or agreed with the statement "Overall I am happy with the quality of care my child receives in this service." In addition we spoke to some parents as they picked up their children and looked at comments in the services' own comments book. The following representative comments were made:

"My child really likes coming and it's helped me to socialize."

"They're very good at giving my child extra time to support a health condition."

"I've had a lot of really useful support from the manager and from my key worker which has made a big difference to me. I feel they do understand my concerns and listen to me."

"I've enjoyed the PEEP sessions the atmosphere is very relaxed and friendly."

"Hawthorn has been an amazing support to me and my children. My life has been a nightmare and truthfully if I didn't have Hawthorn my life would have gone right upside down again. Hawthorn has been my rock, without them I would have failed again."

"Absolutely loved the raising children with confidence course."

"Coffee morning for Dads - I had a great morning and it was good talking to each other."

All of the comments raised during the inspection were discussed with the manager.

## Self assessment

We did not ask the service to complete a self assessment in advance of the inspection. During the inspection we spoke to staff about their understanding of the services improvement plan and quality assurance procedures. We were satisfied with the information we received which was confirmed by our findings.

## From this inspection we graded this service as:

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

## What the service does well

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. They were sensitive to families individual needs and had developed a nurturing environment built on trust and respect. This allowed honest and open conversations to take place and put children's wellbeing at the heart of all they did.

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. This supported positive outcomes for children by ensuring the care and support they received was tailored to their needs.

Staff had built strong positive attachments with children. They understood the value of well managed transitions in helping children to manage change and develop resilience. 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. This contributed to children feeling secure and confident.

Staff were kind and caring in all of their interactions with children. Their enabling attitude and belief in children allowed them to achieve a balance of support and encouragement through considered intervention into children's play and exploration. This helped these very young children to experience a sense of achievement and self worth.

A recent review of the service resulted in the family centre focusing on providing care and support to children under three years old. The manager talked us through the work taking place to ensure that the well equipped environment and plentiful resources continued to meet the needs of younger children.

Staff respected children and supported their independence by reviewing the layout of the playrooms so that children could move around freely making independent choices about what they wanted to play with. They used their observations of individual children's interests and their understanding of child development to create a supportive nurturing environment where children's interests were reflected in all areas. Recent changes to the

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environment included a large walk in sand tray, the addition of small cosy spaces where children could rest and feel secure, and an increased use of natural materials supporting imaginative play.

The main playroom opened directly into the garden allowing most children to move freely between the playroom and garden. Where this was not possible children were frequently asked and reminded that they could play outdoors. A covered patio meant that children could choose to play outdoors in most weathers. The wide range of natural materials and loose parts supported risky play. We saw children creating structures to play in and on challenging their bodies and increasing in their skills and confidence.

## What the service could do better

The manager and staff should continue to make the changes identified to the environment ensuring that it meets the needs of a younger age group. We will follow this up at the next inspection.

## 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	
20 Mar 2017	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 Jan 2015	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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

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