

**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 March 2017.

**2 Background**

**2.1** Hawthorn Children and Families 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 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               | Not assessed        |
| Quality of Staffing                  | Grade 5 – Very Good |
| Quality of Management and Leadership | Not assessed        |

The report and grades represent the Care Inspectorate assessment of a quality themed inspection. This targeted approach means that they looked at identified aspects focusing on children's experience under two quality themes – Care and Support and Staffing.

**2.4** The Inspection Team noted the following strengths:

- They looked at the service's child protection policy and procedures and noted that staff receive annual child protection training and were familiar with the processes to be followed. Staff were confident in their roles with regard to protecting and safeguarding children.
- The service offered a quality preventative service to protect the most vulnerable children across Midlothian.
- There was evidence that children received excellent support for their health and wellbeing needs from management and staff. Many children presented with complex needs and we evidenced that the staff were 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.

- Staff worked well as a team and the management team were visible within play rooms and active in their support of the staff.

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

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.

### **3 Conclusion**

The Care Inspectorate concluded that Hawthorn Children and Families Centre continues to maintain the excellent level of care and learning opportunities offered to all children and families. **There were no requirements or recommendations from this inspection.**

### **4 Report Implications**

#### **4.1 Resource**

There are no resource implications arising from this Inspection Report.

#### **4.2 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.

#### **4.3 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

#### **4.4 Impact on Performance and Outcomes**

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

#### **4.5 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.

#### **4.6 Involving Communities and Other Stakeholders**

As part of their inspection process the Care Inspectorate sent out 15 questionnaires to the service to give to parents and carers who used the Centre. Seven 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 including two NHS professional staff. Copies of the report have been made available to Elected Members, parents/carers of children in the Centre, staff and other interested parties.

#### **4.7 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. **As this is a report to advise Elected members of the outcome of a recent inspection of Hawthorn Children's Centre, there is no requirement for an Equalities Assessment. However, Hawthorn Children's Centre ensures that the policies and procedures it uses are to the benefit of vulnerable children and their families.**

#### **4.8 Supporting Sustainable Development**

The Centre Improvement Plan allows for sustainable development and improvement.

#### **4.9 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.

**15 May 2017**

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#### **Background Papers:**

Care Services Inspection Report dated 20 March 2017