

# Hazeldene Family Centre

## Day Care of Children

9 Rosemount Avenue  
Newton Mearns  
Glasgow  
G77 5TN

Telephone: 0141 570 7530

**Type of inspection:**  
Unannounced

**Completed on:**  
26 February 2019

**Service provided by:**  
East Renfrewshire Council

**Service provider number:**  
SP2003003372

**Service no:**  
CS2003014616

## About the service

Hazeldene Family Centre has been registered with the Care Inspectorate since 2011 to provide a care service to a maximum of 100 children aged 3 years and above. The service operates from a two storey property within the Newton Mearns area of East Renfrewshire. Children were cared for in two main playrooms on the ground floor. An additional playroom upstairs, accessed by stairs or a lift was used for physical play, dance, small group activities and special events. Children accessed the outdoor area from the playrooms. This was an integral part of their learning environment as was the nearby woodland area.

The nursery aims include: "To nurture each child's wellbeing and sense of belonging. To provide carefully balanced learning, with time for child-initiated active play and indepth discovery. To build close working relationships between children, parents, staff and the local community. To enable all involved in the life of the family centre to feel valued, respected and included."

## What people told us

Children attending on the day of inspection were observed as happy, busy and engaged. Positive, nurturing relationships had developed between staff and the children as well as with the children themselves. We found the whole staff team were very kind and caring with respectful approaches observed.

We found staff responded in a sensitive and supportive manner to the children during play, for example, as they operated digital radios to co-ordinate the movements of motorised toy vehicles, worked with number lines to develop their counting skills, selected ingredients and mixed them together to make cup cakes, engaged in creative thinking and problem-solving tasks using a variety of open ended or loose part play materials, worked together to fix a displaced tarpaulin roof cover for an outdoor play space.

We issued 35 questionnaires for parents and carers, 24 were completed and returned before the inspection. During the inspection we spoke with an additional six parents and carers. Feedback from parents and carers was very positive. All 'strongly agreed' or 'agreed' that they were happy with the overall service provided by staff and management. Comments included the following:

"The nursery is very innovative which is great as staff bring fun to teaching elements. The staff are welcoming, chatting and make you feel part of the nursery, which I love!! The head teacher is a dream and just gets kids and has a great working relationship with staff which is always a good sign as happy staff equals happy kids."

"Hazeldene Family Centre is all about the staff, their ethos and partnership with parents and children. It is a very warm, caring environment and the staff nurture all the children in their care. The staff have adapted environment and structure well to meet 3-18 curriculum and the range of fitting care packages (i.e. children's time in nursery). I am overwhelmed at the care that of all staff and passion they have for the nursery."

"Welcoming, approachable and very friendly staff (all staff: clerical, janitor, wraparound and core team). The centre is a safe, happy and inclusive environment with a nurturing culture throughout. Transitions from ante-pre, to pre, to primary 1 are smooth and well-managed."

"The staff at Hazeldene are the best we could wish for. Their care for the children shines through. The effort staff make to ensure learning is fun and engaging is incredible. Sports days, Christmas markets, woodland walks are just a few of the fabulous activities offered to children. In addition, they nurture the kids, teaching them about others, religion, kindness and manners."

"The nursery provides a nurturing environment and has been very open-minded and inclusive of different celebrations of different faiths (e.g. Diwali day, Eid celebration day) in collaboration with the parents. Really inviting, staff were amazing. Pleased my child attends this institution."

"The staff in the Hazeldene Family Centre is brilliant. They were helping my girl settle well in the nursery. Now she is picking up English very quickly. My girl has severe allergy to nuts. The staff makes a medical plan very carefully, always keeps an eye on her and keeps me well updated. I feel grateful for all they have done. Hazeldene is an excellent nursery. Both of my children have a wonderful time there."

"The staff all really caring, friendly, enthusiastic and attentive. My daughter is very happy. The staff work hard to offer a good range of activities. There are a lot of children at the family centre and it can seem crowded at times."

"I feel that there should be a lunch option for the children. Hot lunches would be good if offered but sadly they are not despite all the other council nurseries being offered hot lunches."

"The nursery is a friendly, caring and stimulating place which has encouraged my child to develop his social skills while learning new things. Over the course of my child's time at Hazeldene he has grasped the concept of numbers and his writing is beginning. He enjoys learning as it is such a friendly centre and the teachers are very good. So much effort goes into ensuring a positive, happy environment for the children to develop."

"All the staff are very friendly. The Diwali day was amazing and really well organised. The head teacher is very nice and easy to talk to and very professional."

"My son took a few weeks to settle into nursery and I think all the staff were incredible in supporting me and my child."

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan and quality assurance paperwork. These demonstrated their priorities for development and how they were monitoring the quality of provision within the service.

## From this inspection we graded this service as:

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

## What the service does well

The service's planning approaches for children's care, learning and development ensured they experienced high quality outcomes. Throughout the various play sessions and daily routines we observed it was clear that children experienced sensitive and respectful caregiving. We observed staff being consistently responsive to children's changeable interests and demands. Children were spoken and listened to in ways that encouraged them to feel valued and included.

Staff followed an effective system for recording children's play and learning and made use of and shared this information with parents. This encouraged genuine partnerships that respected parents' knowledge of their children. Staff understood their roles in relation to planning for play and were confident when sharing information about children's wellbeing needs.

Each playroom provided a regular but flexible pattern to the day which took account of children's individual preferences for eating, resting and playing. The staff provided a warm, affectionate atmosphere where children felt valued and eager to try things out for themselves. Overall, this approach helped children to develop close, positive relationships and supported continuity in their care and learning.

Staff had established a track record of sharing innovative and effective aspects of their work at a number of educational conferences, regional partnerships, professional networks and collaborative forums. This included discussing topics such as creative woodwork, outdoor learning and playful pedagogies or interactions and experiences that support the process of how children learn with other professionals. These had often involved teachers drawn from across the education sector who were engaged in the delivery of the early level of Curriculum for Excellence. This had contributed to a wider professional understanding of how high quality free-flow play was a key tool in raising young children's attainment.

Staff demonstrated a comprehensive understanding of the policies and procedures in place to ensure care and welfare of children including children protection. All staff received regular professional learning in safeguarding and told us they were confident in dealing with child protection concerns. The head teacher had undertaken enhanced child protection training to support her role as child protection co-ordinator, ensuring continued safeguarding of children within the nursery.

The staff team had developed highly effective approaches for taking account of views of children and parents/carers to support the continuous evaluation of the service. The use of a variety of consultation approaches that supported everyone involved within the family centre develop a shared understanding of its vision, values, strengths and improvement needs. Staff also participated in a professional review and development meetings with the head teacher. This helped them to set their own learning goals in line with centre's improvement priorities and areas of particular interest or expertise. These quality assurance strategies served to enhance the service's overall capacity for improvement.

## What the service could do better

We discussed with staff observation approaches that could help identify and evaluate play experiences that children found particularly engaging and challenging. We discussed how these could be used to adapt or supplement existing approaches for playroom planning. Staff agreed that this could improve the systems in place for recognising children's learning as well as extend children's sense of ownership and leadership of play.

We found some individual learning journals could be used more effectively to document the flexibility displayed by staff in their responsive support for children's play. We discussed with staff approaches to evaluating and recording next steps based on children's changing interests and achievements in play. Staff agreed this would help them better record how daily planned activities were directed at taking forward children's immediate play interests and preferences. We highlighted the potential for this to enhance the regular discussions that were already taking place between children, parents, and staff about play and development.

We discussed with staff how leadership roles could be extended using indicators from national quality assurance tools, such as 'How good is our early learning and childcare?' This will support staff in promoting service user involvement in the self-evaluation of the service.

## 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).

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

There are no outstanding recommendations.

## Inspection and grading history

Date	Type	Gradings	
16 Mar 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
21 Dec 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	5 - Very good
22 Nov 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed

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