

Hazeldene Family Centre Day Care of Children

9 Rosemount Avenue
Newton Mearns
Glasgow
G77 5TN

Telephone: 01415 707 530

Type of inspection:
Unannounced

Completed on:
22 October 2025

Service provided by:
East Renfrewshire Council

Service provider number:
SP2003003372

Service no:
CS2003014616

About the service

Hazeldene Family Centre may provide a care service to a maximum of 80 children aged 3 years to not yet attending primary school, at any one time. At the time of inspection there were up to 30 children in attendance. The service is provided by East Renfrewshire Council. The service operates from a two-storey property within the Newton Mearns area of East Renfrewshire.

Children have access to two main playrooms on the ground floor, with an additional playroom upstairs, accessed by stairs or a lift. Children access the outdoor area from the playrooms. The service is close to shops, schools, transport routes, and other amenities. A nearby woodland area was also accessed by children and was daily accessed as part of the nursery's extended learning environment.

About the inspection

This was an unannounced inspection which took place on 21 and 22 October 2025 between the hours of 08:00 and 16:30. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection, we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- Spoke with children using the service.
- Gathered feedback from twenty-two families through online questionnaires.
- Spoke with staff and management.
- Observed practice and daily life.
- Assessed core assurances, including the physical environment.
- Reviewed documents.

As part of our inspections, we assess core assurances. Core assurances are checks we make to ensure children are safe, the physical environment is well maintained and that a service is operating legally. At the time of this inspection, no improvements were identified relating to the core assurances.

As part of this inspection, we also undertook a focus area. We have gathered specific information to help us understand more about how services support children's safety, wellbeing and engagement in their play and learning.

This included reviewing the following aspects:

- Staff deployment.
- Safety of the physical environment, indoors and outdoors.
- The quality of personal plans and how well children's needs are being met.
- Children's engagement with the experiences provided in their service.

This information will be anonymised and analysed to help inform our future work with services.

Key messages

- Strong leadership and a motivated staff team had supported continuous improvement, which led to high quality play.
- Children were supported by caring and nurturing staff who were very responsive to their individual needs.
- Staff promoted a positive team ethos and were respectful in their interactions with each other, families, and the children in their care.
- Children were happy, confident, and having fun. They experienced warm and nurturing care from staff, who knew them very well and were responsive to their individual needs.
- Children benefitted from an enthusiastic and caring staff team. Strong connections were a strength of the service.
- Planning approaches were responsive and child-led, with staff effectively capturing children's voices through daily observations, conversations, and reflective discussions.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

Leadership	5 - Very Good
Children play and learn	5 - Very Good
Children are supported to achieve	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

Leadership 5 - Very Good

Leadership and management of staff and resources.

We found major strengths in this aspect of the setting's work and identified very few areas for improvement; therefore, we evaluated this quality indicator as very good.

Management and staff demonstrated a strong leadership and a clear commitment to continuous improvement. The staff team actively involved families and children, in developing a meaningful vision, values, and aims that reflect high aspirations for children. The shared vision fostered a sense of belonging and community, with kindness and growth identified as core values. These values were consistently reflected in daily practice, contributing to a nurturing and well-led service.

The refreshed vision was communicated through the nursery handbook, website, and environment, reinforcing the inclusive and child-centred ethos. Parents recognised and appreciated this culture, describing the service as inclusive, nurturing, and focused on children's wellbeing and progression. One parent shared "staff are friendly and welcoming with a view that children's needs and aspirations are a high focus".

Leadership promoted a collaborative approach to self-evaluation, with staff confident in sharing ideas and reflections. A structured self-evaluation cycle was in place, aligned with the new 'Quality improvement framework for the early learning and childcare sectors'. One improvement priority focused on fostering a positive work culture, with initiatives such as "staff shout outs" and team-building activities, supporting mutual respect and recognition. Staff communicated effectively and respectfully, contributing to a supportive and reflective team environment.

Relationships were identified as a key strength of Hazeldene Family Centre, including those with children, families, and colleagues. Staff played a key role in supporting families through daily interactions, particularly during drop-off and pick-up times. Their proactive approach of signposting families to relevant services and actively listening fostered a positive, inclusive environment where parents felt valued, confident, and engaged. Staff demonstrated autonomy in their roles, expressing that their voices are heard and their contributions valued. This culture of empowerment and open communication enhances both staff morale and the quality of support provided to families. One staff member shared, "It's a privilege to work at Hazeldene".

Regular meetings at all levels enabled staff to reflect and contribute to service improvements. Staff expressed feeling valued and included in communication and decision making processes. Feedback from families was routinely gathered and used to inform planning, with parents actively engaged in sessions and consultations. This strengthened the quality culture and ensured the service remained responsive to community needs.

During the inspection, staff demonstrated responsiveness and openness to suggestions, highlighting respectful relationships and a shared commitment to growth. Inservice days were used meaningfully for reflective practice, with staff engaging in evaluative thinking and reviewing best practice documents such as "Time for Childhood: Slow Pedagogy". This reflective and collaborative approach meant children were cared for by a team that are always learning and growing, in their professional knowledge and understanding.

A quality assurance calendar was supporting ongoing monitoring and evaluation, with environmental audits informing targeted improvements. For example, mealtime reviews led to actionable changes that enhanced children's experiences.

Induction processes were valued by staff, with mentoring and buddy systems supporting new team members. These could be further strengthened by incorporating the "Early Learning and Childcare - National Induction Resource" to enhance consistency and clarity across all roles.

Staff completed mandatory training and shared learning during meetings, fostering an ethos of continuous development. All staff were registered with professional bodies and adhered to codes of practice, ensuring safe and high-quality care. Monitoring and regular check-ins helped identify training needs and support staff passions.

Children play and learn 5 - Very Good

QIs inspected: Playing, learning and developing.

We found major strengths in this aspect of the setting's work and identified very few areas for improvement; therefore, we evaluated this quality indicator as very good.

All staff created a rich and enabling environment where children's right to play is fully realised. Children demonstrated high levels of engagement and motivation across a variety of play experiences. The service was thoughtfully designed to spark curiosity, imagination, and creativity, with children confidently exploring and adapting play spaces, showing independence and ownership of their learning.

Loose parts play, particularly in the home corner, encouraged sustained imaginative engagement. Children used items such as corks to create narratives and scenarios, supporting flexible thinking and creativity. Digital technology, included the smartboard, was used effectively to enrich learning and support skill development. Children moved freely between playrooms, choosing resources that interested them, and staff reflected using strategies such as "embrace the mess and encourage transporting", supporting children to follow their learning threads.

Outdoor play was a daily feature, with children enthusiastically engaging in the mud kitchen and exploring the woodland area. Children demonstrated risk-benefit awareness by confidently identifying and managing potential hazards in their environment. Participation in the Care Inspectorate's safety campaign, 'Keeping Children Safe - Look, Think, Act (SIMOA)', enhanced children's understanding of safety and wellbeing. Staff actively involved children in this initiative, supporting an inclusive approach to safeguarding. For example, in the woodland area, both children and staff demonstrated mindfulness by pausing to review the number of staff and children present, discussing the day's "magic number" together. This practice supported a shared responsibility for safety and encouraged children to think critically about their surroundings.

Staff interactions were warm, respectful, and responsive. They demonstrated a deep understanding of child development and play pedagogy, using sustained shared thinking, open ended questions, and carefully timed pauses to extend children's thinking and promote language development. Staff were skilled in recognising when to step in and when to observe, allowing children to lead their learning. Children's voices were respected and valued, influencing how spaces were used and supporting their emotional security and confidence.

Planning was highly responsive and centred on children's interests, experiences, and developmental needs. Staff effectively used local authority tracking and milestones documentation, supported by digital tools, to gather and share information. Observations were frequent and meaningful, capturing children's thoughts, ideas, and progress. Staff used these to plan appropriate next steps, ensuring children progressed at their own pace.

Families were actively involved in the planning and assessment process. Staff shared updates and celebrated successes through a digital application and displays such as kindness awards. This collaborative approach strengthened relationships and supported continuity in learning.

Children are supported to achieve 5 - Very Good

Nurturing care and support.

We found major strengths in this aspect of the setting's work and identified very few areas for improvement; therefore, we evaluated this quality indicator as very good.

Staff shared a strong commitment to nurturing care and support. Children were consistently treated with warmth and compassion, with staff attuned to their emotional needs and responding with sensitivity. This fostered secure attachments and a strong sense of emotional safety and wellbeing. Personal care was delivered respectfully, with staff seeking children's consent and honouring their choices, reinforcing a culture of trust. One parent shared "I am fully involved in my child's care, including developing and reviewing their personal plan".

Mealtimes were relaxed and positive, promoting independence and social interaction. Staff accommodated dietary needs and allergies, ensuring safety and inclusion. Children were encouraged to self-serve and use cutlery, building confidence and practise fine motor skills. While free-flow lunch routines were still embedding, we observed staff becoming more confident and engaged on day two of our inspection. Therefore, children were increasingly able to make choices, interact socially, and develop important life skills in a supportive environment.

Children's wellbeing was supported through robust personal planning.

Staff collaborated closely with families to gather comprehensive information, set personal targets, and review care plans regularly. Families felt involved and informed, with key workers providing clear explanations and updates. This supported staff to support children's holistic development.

Medication procedures were being revised to align with current guidance. The leadership team were introducing new documentation forms and implementing an audit system, to ensure safe and timely medication management. The new forms were designed to improve accuracy and consistency in recording medication administration, while the audits will help identify gaps, reinforce best practices, and ensure compliance with updated standards.

Children had access to cosy spaces for rest and relaxation, including sofas, cushions, and blankets. Safe sleep practices were in place, and staff were aware of monitoring and documenting sleeping children. Plans were underway to develop a dedicated self-regulation space, to enhance opportunities for children to recharge. A designated changing area supported personal care needs with appropriate ventilation, cleanliness, and personal protective equipment (PPE). The space respected children's privacy and was accessible via stairs or lift, depending on individual needs.

Strong connections with families were identified as a key strength of the service. Both staff and parents highlighted the inclusive and communicative atmosphere, which fostered trust and collaboration. One parent shared "Hazeldene's culture is very inclusive, nurturing, and engaging and I always find staff to be an extension of those values". Home visits prior to children starting at Hazeldene played a significant role in building early relationships and easing transitions. One parent told us "I think the home visits, prior to nursery commencing, were amazing and allowed me to fully inform staff of my child's age/stage, interests, abilities etc". These visits helped children feel secure and supported from the outset, promoting emotional wellbeing and smoother integration into the service.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

Leadership	5 - Very Good
Leadership and management of staff and resources	5 - Very Good
Children play and learn	5 - Very Good
Playing, learning and developing	5 - Very Good
Children are supported to achieve	5 - Very Good
Nurturing care and support	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.