

Isobel Mair Family Centre Day Care of Children

Crookfur Roundabout
58 Stewarton Road
Newton Mearns
Glasgow
G77 6NP

Telephone: 0141 570 7600 / 7615

Type of inspection:

Unannounced

Completed on:

10 September 2019

Service provided by:

East Renfrewshire Council

Service provider number:

SP2003003372

Service no:

CS2011281988

About the service

Isobel Mair Family Centre registered with the Care Inspectorate in August 2011. The service is provided by East Renfrewshire Council and is located within Isobel Mair School in Newton Mearns. The centre is registered to provide a day care of children service to a maximum of 34 children not yet of an age to attend Primary School at any one time. Of those 34 no more than five are aged under two years. Since the previous inspection of the service in 2017, the local authority had submitted and had a registration variation approved to reduce the capacity of the family centre to allow it to offer a service specifically to children with additional support needs.

Children are cared for within a purpose-built wing of the school, adjoined by a corridor, with its own main entrance. Playrooms are bright and spacious and open out onto an enclosed garden area. There is a fully equipped sensory room. The service also has use of facilities within the school including the school grounds, hydrotherapy pool, gym hall, soft play room and various other areas, as and when required. The family centre's vision is to: "support children, young people and their families, staff and the school community to reach their potential through empowerment."

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting it right for every child (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. GIRFEC supports children and their parents 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

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: experimented with shaving foam during sensory play; explored sounds as they shook and turned a rainmaker upside down; swam with support, splashed and exercised in a hydrotherapy pool; engaged in pretend play in an outdoor mud kitchen; explored colours and textures through painting; investigated the properties of a variety of everyday man-made and natural materials in exploratory play.

We issued 20 questionnaires for parents and carers, eight were completed and returned before the inspection. During the inspection we spoke with an additional two parents and carers. Feedback was very positive. All parents and carers 'strongly agreed' or 'agreed' that they were happy with the overall service provided by staff and management. Comments included the following:

"Exemplary professionalism demonstrated by senior management team at Isobel Mair Family Centre. Superb leadership with excellent communication with parents of children with complex additional support needs. Friendly staff who frequently go out of their way to be helpful, supportive and empathetic. My son has made great progress in the specialist language and communication room. Five star service. Highly recommended. Individualised care delivered by very caring, well trained staff."

"Isobel Mair Family Centre is a fantastic nursery catering for all children's complex and diverse needs. My child is situated in one of the SEN rooms within the family centre and I am extremely happy with her daily care provided by all the staff. It is a caring and flourishing environment which has contributed to the confidence my daughter has developed. The rooms all have a wide range of activities and resources to develop healthy minds. All of her care needs are fulfilled daily. I am very happy."

"I love Isobel Mair Family Centre. The staff are really lovely, involved and very friendly and professional. I'm always amazed that everyone knows everyone's name. An amazing nursery in every sense of the word!"

"This place is wonderful, all the staff are fabulous. My wee one has come on so much with the help from all involved. They are a great team. Every one of them deserves recognition."

"The family centre is a lifeline for our family. Our son is profoundly disabled and he is comfortable and contented at nursery. He gets lots of exercise in his roamer and regularly goes to the hydrotherapy pool. I think the reason they don't often go out is because of the complexity of doing so and the fact they have most things they need on site."

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	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

The service's planning approaches for children's care, learning and development ensured they experienced high quality outcomes. Staff told us how they provided opportunities for children to make choices, dependent upon their means of communication and cognitive ability. A flexible learning pathway approach to personal planning had been developed by staff within the family centre. This was based on frameworks for supporting children with significant and complex needs developed within two other Scottish local authorities. The learning pathways planning tool took account of the complex interaction of disabilities, medical issues and sensory impairments on a child's learning experiences. This supported a child-led, highly individualised and personalised approach to addressing children's learning needs. The approach helped to ensure that experiences were well balanced with what was meaningful and relevant for individual children. It supported the identification of a child's learning intentions, following a period of assessment which involved staff, parents and multiagency professionals. This helped to ensure that all staff had an understanding of a child's unique learning and development needs and worked together to enable children to develop the skills and fulfil their potential.

Staff had implemented a 'Mellow Parenting Programmes' that helped to build safe, therapeutic and confidential environments to help parents connect with their children. The programme focussed on improving parents' mental health with a particular focus on reducing anxiety and depression, increase wellbeing, self-esteem and self-confidence. Staff told us they felt this early intervention approach supported attuned parenting for children and contributed to long term positive effects in all areas of a child's development.

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 of centre had undertaken enhanced child protection training to support her role as child protection co-ordinator, ensuring continued safeguarding of children within the service.

All staff contributed to the service's improvement plan that set out the service priorities and expectations for improvement. The collaborative approach to self-evaluation ensured staff engaged in regular discussion of the impacts of recent improvements and changes within the family centre. These approaches supported everyone involved within the service to develop a shared understanding of its vision, values, strengths and improvement needs.

What the service could do better

We had discussions with staff about the pace of children's learning through play and the frequency of their entries within individual learning profiles setting out next steps for children. We found some individual learning profiles could be used more effectively to document the flexibility displayed by staff in their responsive support for children's play.

We discussed with the management team how leadership roles for staff could be extended using indicators from national quality assurance tools, such as 'How good is our early learning and childcare?' This will enhance the robust systems already in place for engaging parents and carers in their children's early learning and development.

We identified some areas for improvement around how staff managed the safe recording and administration of medicine. Having sampled medication forms, we found that records needed to be monitored to ensure they noted particular dosage amounts administered and that no medication was beyond its expiry dated. We were confident that senior managers would prioritise the actions necessary to address this area for improvement.

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.

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
29 Sep 2017	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing Not assessed Management and leadership Not assessed
12 May 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
2 Jun 2014	Announced	Care and support 5 - Very good

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate 5 - Very good 5 - Very good
19 Oct 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good 4 - Good

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