

# Hazelwood School Day Care of Children

50 Dumbreck Court  
Glasgow  
G41 5DQ

Telephone: 0141 427 9334

**Type of inspection:**

Unannounced

**Completed on:**

5 November 2018

**Service provided by:**

Glasgow City Council

**Service provider number:**

SP2003003390

**Service no:**

CS2007153978

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Hazelwood School nursery is provided by Glasgow City Council. The service is registered to provide a care service to a maximum of 16 children aged between two years to those not yet attending primary school.

The service is provided from a purpose-built school, specially designed to meet the needs of children with sensory and dual impairment and additional complex needs. The nursery has use of one main playroom and access to facilities across the wider school. Staffing levels are determined by children's needs.

The service's aims and objectives include:

'To provide a safe and secure learning environment for all pupils with a particular emphasis on developing life skills and independence. Within the school we foster an atmosphere of love, trust and mutual respect.'

A full copy of the aims and objectives can be obtained from the nursery.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach by inspecting care services for children.

The Getting it right for every child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people who work with all children and young people. This approach has been introduced by the Scottish Government and helps practitioners focus on what makes a difference for children and young people and how they can act to deliver these improvements. GIRFEC is being threaded through all policy, practice, strategy and legislation affecting children, young people and their families. In Scotland, the GIRFEC approach puts wellbeing at the heart of its approach. The eight indicators of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as SHANARRI.

## What people told us

We met with children and spent time with them during activities such as making dough and stories. Children spent time playing individually and all came together for a couple of activities which they showed enjoyment in. Children enjoyed listening to songs and took comfort in staff voices. Some children enjoyed the climbing frame and some enjoyed loose parts play.

Parents shared their views through our care standards questionnaires. Comments included:

'The staff at Hazelwood are truly exceptional. They all work extremely hard to ensure the pupils are safe, happy and given as many opportunities as possible.'

Parents raised some concerns about staffing levels. This was discussed with the manager and they offered feedback that there were strategies in place to ensure staffing levels across the service met the individual needs of the children.

## Self assessment

Services, with the exception of childminders, have not been asked to provide a self assessment for the year 2018-19. We have referred to the most recent self assessment provided by the service and used any relevant information to inform the inspection.

## From this inspection we graded this service as:

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

## What the service does well

There was a positive ethos within the service and staff provided a welcoming and friendly environment for children and parents. The children benefitted from the warm relationships they had with staff. Experiences were planned based on an individual basis for children and staff ensured that the pace and depth of experiences suited the needs of the children. Staff celebrated children's achievements. It was evident that children were responding well within the nursery environment. Feedback from parents was that the service had a positive impact on their children's lives. All of this contributed to children achieving and being included.

Staff worked well together and they each brought a range of skills and experience to the team. Staff told us there had been good opportunities for training and development. We saw that the training programme for staff was impacting positively on outcomes for children. Staff were consistent and skilled in their interactions with children. They had a sound knowledge of meeting the health and wellbeing needs of the children. The nursery staff team was well supported by the management team and a team of health and wellbeing workers. We saw they were on hand to support children with their health and medical needs. Links with therapists and other professionals also established a positive approach to meeting the needs of the children.

As a whole establishment, staff were completing bespoke Cerebral Visual Impairment (CVI) training. This was across the whole school to develop staff skills to support children with cerebral visual impairment reach their potential and help children to live with the impact of CVI. Staff found that completing this as a whole staff team allowed them to work with peers and provided consistency in their approach.

Most children travelled to and from the service by bus and staff ensured open and effective methods of communication were in place to ensure they were working closely with children and their families. Staff also shared strategies with parents that helped children to engage and be involved in different experiences that they enjoyed. This helped to support parents, provide children with consistency and allow families to feel part of the nursery community. There were clear procedures in place to safeguard children. Staff attended regular child protection training and demonstrated that they had the right skills and knowledge to ensure children were protected. An open door policy ensured that they had positive relationships with families. This contributed to children being safe.

At the previous inspection, we asked the service to review the parental consent form and administration of medication form. This was to ensure they were in line with the best practice guidance - Management of medication in day care of children and childminding services. We found that these were reviewed and completed appropriately taking account of the guidance. Therefore, the recommendation has been met.

## What the service could do better

To extend the experiences for children, staff could consider further opportunities for children to play outside in an enclosed space where they can have the freedom to explore and the opportunity for loose parts play. The service should continue to consider best practice documents when evaluating practice and developing priorities for improvement. This may give staff more scope to be responsive and plan for children's interests and offer further opportunities for children to engage in free play.

The nursery had changed the space they used in terms of the class and also had grown in the number of children attending at any one time. Management and staff should ensure that the deployment of staff and the use of the whole school building and grounds are used effectively to meet the needs of the children attending and extend the play opportunities for children.

## 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   |
|-------------|-------------|--|
| 14 Sep 2016 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership |
|             |             | 5 - Very good<br>Not assessed<br>Not assessed<br>5 - Very good           |
| 27 Oct 2014 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership |
|             |             | 6 - Excellent<br>6 - Excellent<br>5 - Very good<br>5 - Very good         |
| 31 Oct 2012 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership |
|             |             | 5 - Very good<br>6 - Excellent<br>5 - Very good<br>6 - Excellent         |
| 27 Oct 2010 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership |
|             |             | Not assessed<br>Not assessed<br>4 - Good<br>Not assessed                 |
| 24 Feb 2010 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership |
|             |             | 5 - Very good<br>Not assessed<br>4 - Good<br>5 - Very good               |
| 25 Mar 2009 | Unannounced | Care and support<br>Environment<br>Staffing<br>Management and leadership |
|             |             | 5 - Very good<br>5 - Very good<br>5 - Very good<br>5 - Very good         |

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