

## Hillview Children & Family Service Day Care of Children

Hillview Community Centre  
13 Cultenhove Place  
St. Ninians  
Stirling  
FK7 9DU

Telephone: 01786 446283

Type of inspection: Unannounced  
Inspection completed on: 22 February 2017

**Service provided by:**  
Stirling Council

**Service provider number:**  
SP2003002689

**Care service number:**  
CS2003015590

## About the service

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

## What people told us

During the inspection we spoke with five children, five parents/carers, speech therapist, additional support needs teacher, head teacher of the local primary school and a deputy manager of a children's service. We also received information from the questionnaires we sent to the service before the inspection took place. Nine were completed and returned to us.

We observed that all children were happy and confident within the setting. They were able to organise their own play and we saw children making castles with the dough, playing outdoors and building with the construction. A particular favourite at the moment seemed to be the tent where children liked hiding and using the torches. They told us;

'I'm making a castle. The castle's broken'.

When playing in the tent they said 'Leave it open. I'm scared'.

Everyone we spoke with commended the service and spoke highly of the work they did. Key strengths were the effective communication between services, strong management and leadership, skilled and experienced staff and the partnership working with families.

Parents and other professionals told us;

'The nursery staff are fantastic. They're supportive, encouraging, friendly and caring. I cannot praise them enough. My daughter loves being at Hillview and we both enjoy all the activities. Parents are encouraged to be as involved as they like'.

'I have been delighted with the nursery from day one. My child regularly talks about the adults and children in nursery with fondness. The staff have always made me feel that they love my child and enjoy her - this is what every mum wants'.

'Fantastic daycare for my child. Staff communicate and feedback is excellent. Environment of nursery is bright and clean. My daughter is very happy and confident here and staff friendly and very dedicated'.

'I have total confidence in the staff with my child. She is happy going to nursery and is very well cared for and supported'.

'All the staff are friendly, caring and helpful. They have made me feel at ease leaving my children at nursery. They are very focussed on the needs of the children and listening to what they have to say. Any extra help I need they (staff) have helped tremendously. Hillview is really a fantastic nursery'.

'Couldn't be happier with the service the nursery and staff provide for my daughter. Her development since starting Hillview has been amazing and she loves nursery. All the staff are brilliant and I have no issues whatsoever'.

'I go to the dad's group. It's good that I can bring my son along'.

'I'm amazed at what children can learn – such as Mandarin'.

## Self assessment

The self-assessment included detailed information about the service that was provided and the impact it had for the children and families that used the service. The manager had identified the areas for continued improvement which would promote good outcomes for children.

## 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	6 – Excellent

## What the service does well

At this inspection we focussed on two aspects throughout each quality theme and these were:

- Transition – support for children moving into the nursery and to starting primary school
- Supporting children with additional support needs.

We found that the staff team fully embraced the values and ethos of the service which resulted in an excellent approach to supporting children's individual needs. To do this effectively, they recognised the importance of working with the whole family and were skilled at building positive relationships with all family members. The home visit offered to families was a key strength which, from the outset, helped to develop strong relationships with parents and carers and established partnership working. Parents told us they valued this opportunity to talk about their child's needs and confirmed this information was used to develop highly effective individual transition plans for their child. One example was a child who was welcomed into the garden area of the nursery as this was the most positive way for them to settle into the service. This flexible, child led approach ensured children experienced being nurtured and supported by skilled staff which led to a positive transition into the service. The inclusive approach also resulted in effective partnership working as it enabled parents and staff to access training together and enabled them to implement agreed strategies to support children in a consistent way.

The manager was highly skilled at assessing staff skills and abilities. This enabled her to support their professional development and through devolved leadership take the lead in projects within the service. This had resulted in a highly skilled staff team who took responsibility for developing particular areas within the service. For example the service had been involved in piloting programmes such as LIFT – Language is Fun together. The evaluation of the project highlighted the success in helping parents increase their knowledge to build their child's language skills, development of the workforce skills and share the learning in the wider early years community. Other professionals and parents told us that staff were skilled at implementing strategies that would help children. Staff could talk knowledgeably about children's individual needs and the techniques they were using to support them. This ensured children were well supported, nurtured and encouraged to achieve their potential.

The manager and staff played a pivotal role in the team around the child (TAC). Their sound knowledge of child development, GIRFEC, the well-being indicators and strong inter-agency working resulted in children's receiving support when they needed it. Early intervention and on-going assessment of children's development was therefore, firmly embedded into practice.

A key strength which was highlighted by other agencies and parents was the highly effective, on-going communication that took place between everyone involved with the family. Parents particularly valued that they had the opportunity to talk about their child's care and the plans in place. They appreciated that they could share information with the manager about their child out with the formal TAC meetings which gave them time to consider the future decisions that would need to be made for their child.

## What the service could do better

To manager will continue to develop the service and promote new projects which meet the families needs. Staff will be encouraged to develop their skills and knowledge through devolved leadership which will have a positive impact for children and families who use 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).

## Inspection and grading history

Date	Type	Gradings	
19 Feb 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

Date	Type	Gradings	
27 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
30 Nov 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
31 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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