

Whitdale Early Years Centre (Whitdale Family Centre)

Day Care of Children

55b Whitdalehead Road
Whitburn
Bathgate
EH47 8JU

Telephone: 01501 744 380

Type of inspection: Unannounced
Inspection completed on: 9 March 2017

Service provided by:
West Lothian Council

Service provider number:
SP2003002601

Care service number:
CS2004056968

About the service

Whitdale Family Centre was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011. The service is situated within the purpose-built Whitdale Early Years Centre in Whitburn. The service is provided by West Lothian Council. The manager of Whitdale Family Centre also manages Livingston Family Centre. She is supported at Whitdale Family Centre by two assistant managers.

The Family Centre is registered to provide a care service to a maximum of 20 children aged 0 - 10 years, to include a maximum of nine children aged 0 - 2 years, a maximum of ten children aged 2 - 5 years and a maximum of one child 1:1 special care. An outreach service for families is provided by members of staff. Group work opportunities are available for parents attending the service.

The service aims to "contribute to making sure all children and young people in the West of West Lothian are safe, healthy, active, nurtured, respected, responsible and included; work in partnership with children and young people, families, carers, communities and relevant organisations; be open honest and accountable; make best use of resources through having a competent and confident workforce".

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

At this inspection we focussed on two aspects of Care and Support. These were Responsive Care and Experiences and Partnerships. We also looked at Outdoor Experiences in the Quality of Environment Theme.

What people told us

We met children as they took part in activities in the family centre and we joined a group of children on their weekly "Walk and Discover" outing in the local community.

Children's experiences were very positive as staff were very caring and paid close attention to providing what they personally needed. We saw children having fun and being curious because staff helped them enjoy and make the most of their activities. When children needed comfort or encouragement, staff were calm and gave children the reassurance they needed to feel confident again.

Two parents sent us feedback in our inspection questionnaires and we spoke with five parents. They highly praised the service and they credited the progress they and their children had made to the support and encouragement the staff had provided.

Self assessment

We received a completed self assessment document from the provider before this inspection. This was thoroughly detailed with relevant information for each quality theme that we inspect. They provided information about the areas of work they consider they do well, what they have improved and work they plan to further develop.

The service told us how they gather the views of parents, children and staff to help them make improvements.

We said the service should continue to develop use of the self assessment to show what they provide and how this benefits children.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	not assessed

What the service does well

The staff team were excellent at providing care and experiences which responded to children's individual needs.

They methodically gathered information about each child which gave them a wide range of detail to assess their needs and plan the support personally required. They gathered this from conversations with the child's parents, seeing the child in their home and from information from other professionals who already knew the child which gave a rounded view for effective planning.

Staff routinely recorded the child's progress and reviewed plans for their support. Alongside this, they also offered support for parents which would help the child too. When the child's or parent's needs changed, staff responded by adjusting the support they offered accordingly. They might reduce or increase the level of support or entirely change the focus of support they were providing. This flexible approach kept the support staff provided responsive.

Keyworkers maintained children's personal plans. Their manager's routinely monitored work which promoted the plans staying relevant and flexible to meet the child's needs.

Excellent partnerships with parents and other professionals promoted highly positive health and wellbeing outcomes for children. Parents told us they gained significant knowledge and confidence to support their child through the support and guidance staff gave them to do so.

Professional partners from health, education and social work highly commended the family centre staff on being genuinely welcoming to them and to families which promoted positive and inclusive working relationships. They complimented them on maintaining open and regular communication and contributing quality information towards planning and reviewing children's care and support which they found greatly helped towards effective joint planning and joint working towards managing or preventing crisis situations. They also emphasised how dedicated the family centre staff were in seeking and following specialist advice and guidance. Their professional partners found this extremely helpful in supporting children meet their development plans.

Children had very good outdoor experiences. Children took part in the weekly "Walk and Discover" group when planning showed that would benefit their current development needs. Opportunity to experience their local community on foot let them become familiar with where they lived at first hand while getting exercise and fresh air to keep them fit and healthy. They learned things they must do to keep safe and well while out like road safety routines and being properly clothed for the weather conditions. They also learned to take some minor risks which helped boost their confidence like trying out walking on uneven ground and they had the chance to see, hear, smell and touch things in the countryside which helped their sensory development.

The children also had fun because the outdoors gave them freedom to do things like splash in muddy puddles and gather and use things they found like twigs which turned in to walking sticks.

What the service could do better

The outdoor area at the premises has been under development and some progress has been made. This includes the family centre now having its own fenced area. Previously the service shared an outdoor area with the neighbouring nursery. Staff told us the separate area has meant children are more often outdoors now.

We encourage the service to continue their development of the garden using current guidance as outlined below and learning opportunities as they have been doing including visiting other services.

<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

<http://www.inspiringscotland.org.uk/media/58451/Loose-Parts-Play-web.pdf>

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.

Inspection and grading history

Date	Type	Gradings	
10 Mar 2015	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
12 Mar 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
22 Feb 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Nov 2009	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
11 Feb 2009	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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