

# Hailesland Early Years Centre

## Day Care of Children

23 Hailesland Place  
Edinburgh  
EH14 2SL

Telephone: 0131 442 2163

Type of inspection: Unannounced  
Inspection completed on: 29 May 2018

**Service provided by:**  
City of Edinburgh Council

**Service provider number:**  
SP2003002576

**Care service number:**  
CS2003015644

## About the service

The service registered with the Care Inspectorate in 2011.

Hailesland Early Years Centre is registered to care for a maximum of 50 children of whom 18 are under two years of age, 32 are two years of age to starting school age and no more than 10 children who are attending primary school up to the age of eight years.

The centre is located in a residential area in the South West of Edinburgh. It is in partnership with the City of Edinburgh Council. The centre provides outreach to families as well as offering a variety of groups for all service users and the wider local community.

The centre comprises of three playrooms all of which have direct access to an enclosed outdoor play area. A number of community meeting rooms are available and used for events, training programmes, parent classes and support groups.

The aims of the centre included:

"To build and sustain partnerships with families, recognising their individual relationships, experience, strengths and needs; and to offer a wide and stimulating curriculum that reflects national guidelines, to support the needs of each child in a caring, safe and secure environment."

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 (also known as 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. It supports children and their parent(s) 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, also known as SHANARRI wellbeing indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

## What people told us

The number of children varied throughout the inspection. We talked and interacted with twelve children during the inspection. We could see they were happy and secure in their environment.

Throughout this report any reference to parents also includes carers and guardians.

We spoke with five parents during our visit and they told us:

"The centre helps to give me structure and it is a safe place for parents. I attend cooking classes. The staff are lovely, all the staff. As parents we have a good chat to each other."

"It is really good and it gives you a break when they are really hard work. Puts you into a nice way. My child loves it and they have come on loads. They used to be very clingy and I had good support from staff. They were brilliant with my child, Never really had to worry about leaving them and that takes away the stress. They keep my child going and they are well stimulated. They are non-judgmental staff who do a brilliant job and have made a huge difference to my whole family."

"My child settled fine after a couple of months. Their keyworker works really close with him. They had visits, short days then progressed to a full day. I am kept up to date with information and I ask as lot of questions. The staff are approachable. My child is happy and settled."

"The staff have been amazing, so supportive to my child and our family. We had home visits when our child has been unwell and I am able to speak with them. I could not have done this without them."

"I love it, absolutely love it!. The staff are lovely and are really supportive. If I have a bad day I can talk to anyone. They are always helpful and very supportive. My child really loves it and they are more advanced in their language and everything. They have a fun time at nursery. We have attended Book bug, Peep and children always go on trips. We receive good feedback from staff."

We issued 30 Care Standard Questionnaires to the service to distribute to parents prior to the inspection taking place. We received 13 completed questionnaires. All responses from parents were positive and they confirmed they were very happy with the quality of care their child received. Written comments included:

"Hailesland early years has been amazing for my child and they love going to nursery. The staff are welcoming and positive people who create a lovely, warm environment for the children. My child is confident and happy there and loves all the staff. It has brought my child on so much."

"The overall service that the staff provide is good."

"I feel my child's confidence has developed. I am taking part in a cooking group at Hailesland EYC and this has boosted my confidence and gives me good information."

"The staff are very friendly and helpful when I need information about my child and how to start my child on solid foods."

"The child and family centre have been a huge support to me and my family and I don't know where I would be without them. All of the staff are lovely and kind. They always have time for me and my children."

"I have my life back and hope it helps me to be me once more."

"It is a fantastic place with excellent nursery staff. I feel very confident leaving my child in their care."

"I am very pleased with the service provided in the centre, especially with all the staff. They are all lovely and helpful. My child cannot wait to come to the nursery the next time. I was very pleased about the settling in process over the first few weeks, which allowed us to get used to the new routine in our own speed with nothing but help and understanding from the staff."

## Self assessment

The service has not been asked to complete a self-assessment in advance of the inspection. We looked at the centre's standards, quality and improvement plan which demonstrated the key priorities for development and how they were continuing to monitor the quality of the 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 centre provides excellent care and support to children and their families, with their wellbeing being at the heart of the service. There is a warm, safe and inclusive ethos. Children and their families were nurtured within a supportive environment that meets their individual needs in a sensitive and responsive manner.

The professional team had developed secure attachments with children and positive relationships with parents. Direct and purposeful interactions between parents and staff resulted in partnership working in supporting children. Children's individual interests, development and learning needs were facilitated through planning meetings, observations and next steps, these were clearly outlined within their responsive personal plans. To promote the health and wellbeing of the children and families the centre staff work closely with a number of outside agencies.

The enthusiastic team combined the use of transition songs, sign language and visual aids to communicate with and involve children in child friendly routines. This helped children to engage, understand routines and developed their language and communication skills. Children's confidence and esteem was developing as they were respected, listened to and received a lot of praise and encouragement from caring staff.

To support the individual needs of children and their families the reflective team carried out research, recognised challenges and were able to be flexible and adapt their responsive plans and the environment. Froebelian principles, of 'having a holistic view of the child and to the relationship of every child to the family, community and to nature' were evident throughout the centre and supported outstanding outcomes for the children. A key feature was the natural environment with open ended play both indoors and outdoors. This supported children to have choice and to move freely. We saw children actively exploring their environment, having fun and developing their imagination, social and physical skills.

Excellent family engagement strategies supported families to improve their wellbeing and make positive health choices for them and their family. Parents could take part in a parenting programme which included, cooking groups to support their skills, encourage healthy eating and family functioning at mealtimes. Parents attending a baby massage class during our visit told us these supported them well in caring for their baby at home. These groups offered practical support to parents and helped them develop their confidence, parenting skills and social barriers, as they shared and learned from each other's experiences.

To ensure positive outcomes for the children and their families the passionate and motivated senior team worked closely with the staff who were professional and committed to their work at the centre and their own personal development. They were vigilant in their approach protecting children from harm and keeping them safe. Children benefited from staff working closely and communicating effectively with other professionals to ensure the best care and support was offered. The staff confidently implemented national guidance into the centre's practice to ensure positive outcomes for children.

The service maintained sound progress to self-evaluation as management and staff worked together to identify key priority areas for improvement and evaluated progress. For example, key priorities for the centre were 'voices and choices', looking at ways to develop the use of quality tools, to promote the rights of the child and to maintain high quality provision throughout the future delivery of extended hours.

## What the service could do better

The service should continue to further develop and progress the centre's self-evaluation to maintain the high quality service provided.

## 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	
3 Aug 2016	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
30 Jul 2014	Unannounced	Care and support	6 - Excellent

Date	Type	Gradings	
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	5 - Very good
1 Oct 2012	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
19 Nov 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
22 Jan 2010	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
28 Jan 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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