Woodburn Family Learning Centre
Day Care of Children

Woodburn Primary School
5 Cousland Road
Dalkeith
EH22 2PS

Telephone: 0131 6634973

Type of inspection: Unannounced
Inspection completed on: 19 July 2017

Service provided by:
Midlothian Sure Start

Care service number:
CS2003013421

Service provider number:
SP2003003175
Woodburn Family Learning Centre is situated in Woodburn primary school. The service which consists of a play room, outdoor play area, toilets, office and meeting space is registered to provide a service to a maximum of 18 children at any one time aged from six months to not yet attending primary school. When care is being provided to children under two years the maximum number of children attending at any one time will be lowered to take account of the space standards as detailed in Annex A of the National Care Standards for Early Education and Childcare up to the age of 16.

The services aims include the following:

“To provide a safe, friendly and supportive environment for individuals and help them to -
- Make new friends.
- Share experiences in supportive and confidential surroundings.
- Learn new skills.
- Give children a chance to play and learn.
- Supporting parents and families to learn and be involved in their children’s learning.
- Allow children to experience sharing and communication.”

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure that they have the best start in life, are ready to succeed and live longer, healthier lives.

We check that services are meeting the principles of Getting It Right For Every Child (GIRFEC). Set up by the 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 all children and young people - and what they can do to improve. GIRFEC is being woven into all policy, procedure, strategy and legislation that affects young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are safe, healthy, achieving, nurtured, active, respected, responsible and included. They are also known as the SHANARRI indicators. We use the indicators at inspection to assess how services are making a positive difference for children.

What people told us

Before the inspection took place we sent ten Care Standards satisfaction questionnaires to the service for distribution to families. Five of these were returned to us before the inspection took place. All of the families who returned questionnaires told us they strongly agreed with the statement “Overall I am happy with the quality of care my child receives in this service.”

Additional representative comments from the questionnaires and from families we spoke to directly included:

“Being part of this family centre has drastically changed my life for the better. I am no longer concerned about leaving my children in someone else’s care. I feel able to relax knowing how amazing staff are. They always have so many things to do. They take children’s personal likes and create things to these likes and abilities. They have such a caring way with the kids I wish mine could stay here forever.”
“When our child first started coming to the centre they were silent and had almost no communication skills. Now they are such a chatter box and have made friends with both their peers and staff. This would not be possible without the dedication the team have put into their care.”

“Amazing staff, amazing nursery, I can’t fault anything.”

“My child loves coming here because they can do so many thing that just aren’t possible at home. They love being out in the garden and I’m so glad they have that opportunity.”

“The staff are all so kind and caring they are always happy to talk to me about how my child has spent their day.”

Some children were happy to chat to us one told us “I love my nursery I’ve had a really splashy day.”

**Self assessment**

The service has 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 the provision within the service.

**From this inspection we graded this service as:**

<table>
<thead>
<tr>
<th>Category</th>
<th>Grade</th>
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</thead>
<tbody>
<tr>
<td>Quality of care and support</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of environment</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>not assessed</td>
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</tbody>
</table>

**What the service does well**

The service had recently moved into new purpose built premises designed to meet the needs of pre school children. The environment and the range of quality resources available allowed children freedom to make decisions and challenge their minds and bodies through a wide range of free play experiences inside and outdoors.

Enthusiastic qualified staff were confident in describing children’s individual needs and how they supported children to meet them. We saw that children were happy to come into the service settling quickly and purposefully to their chosen activities. It was apparent from the warm welcomes children received from staff that nurturing bonds had been developed between them.

Children were empowered to make their own decisions about their play. Staff explained how they used a responsive planning model which allowed them to adapt and introduce activities to meet individual interests. Children were given freedom to explore their environment and to experiment with the abundant creative and natural materials. Because there were no rigid routines children were able to experience the benefits of becoming fully immersed in their imaginative and creative play.
Staff supported children in their play when they were invited in or when their contribution would add value to the child’s experience. We saw examples of skilful interventions which encouraging problem solving and helped children to realise their imaginations.

The service had positive supportive links with local health services. Two Health visitors were allocate to the service and visited monthly. This was an opportunity for consultation with parents and staff. These regular visits meant that concerns over children’s health and development could be picked up quickly and if necessary referred for further support.

Staff understood their responsibility to meet children’s general care and support needs. They were trained in child protection. In discussion it was apparent that they understood the actions they would take in the event of concerns. Personal care routines were supported, accidents, incidents and the administration of medication were recorded in line with best practice.

The service recognised that the care and support of children was most effective when parents were involved so that home life and nursery worked together. Parents’ views were encouraged, the service was responsive to suggestions and to the provision of training and leisure activities which supported parents in their role.

What the service could do better

Most children’s folders were well maintained and held a record of children’s development. However we found that in a few cases children’s next steps for learning were not always clearly identified and relevant to staff observations. We found that less experienced members of staff would benefit from additional support in this area. In discussion with the manager we found she had identified this as an area for development. We will follow this up at the next inspection.

A strength of the service lay in its outdoor play area. Water play was very popular with the children. However we found that on a few occasions children’s enthusiasm for this area and the freedom they had to experiment here was preventing a small number of children from feeling comfortable outdoors. We discussed ways that this could be managed and still ensure that the needs of all of the children could be met. We will follow this up at the next inspection.

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.
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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>21 May 2015</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
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<tr>
<td></td>
<td></td>
<td>Environment 5 - Very good</td>
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<td></td>
<td></td>
<td>Staffing 5 - Very good</td>
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<tr>
<td></td>
<td></td>
<td>Management and leadership 5 - Very good</td>
</tr>
<tr>
<td>5 Jul 2013</td>
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<td>Care and support 6 - Excellent</td>
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<tr>
<td></td>
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<td></td>
<td></td>
<td>Staffing 6 - Excellent</td>
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<tr>
<td></td>
<td></td>
<td>Management and leadership 5 - Very good</td>
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<tr>
<td>7 Dec 2011</td>
<td>Unannounced</td>
<td>Care and support 6 - Excellent</td>
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<tr>
<td></td>
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<td></td>
<td></td>
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<td></td>
<td></td>
<td>Management and leadership Not assessed</td>
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<tr>
<td>14 Dec 2010</td>
<td>Unannounced</td>
<td>Care and support 6 - Excellent</td>
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<tr>
<td></td>
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