Inspection report

Strathesk Primary School Nursery
Day Care of Children

4 Eastfield Farm Road
Penicuik
EH26 8EZ

Inspected by: Emma Campbell
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 19 March 2010
Summary of this inspection report

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Service provided by:
Midlothian Council

Service provider number:
SP2003002602

Care service number:
CS2007157181

Contact details for the Care Commission officer who inspected this service:
Emma Campbell
Telephone 0131 653 4100 Lo-call: 0845 600 8335
Email enquiries@carecommission.com
We grade all the Quality Statements for a service at each inspection. Each grade describes how well we think the service is doing based on what we inspected.

We can choose from six grades:

- excellent
- very good
- good
- adequate
- weak
- unsatisfactory

We gave the service these grades

- Quality of Care and Support: ☺️ 5 Very Good
- Quality of Environment: ☺️ 5 Very Good
- Quality of Staffing: ☺️ 5 Very Good
- Quality of Management and Leadership: ☺️ 5 Very Good

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well
The staff form good relationships with children and are responsive to their needs.
The staff are professional and friendly in their approach to parents.
The staff work well together as a team and share responsibilities.
The play areas are spacious and allow children to move freely between
activities.  
Children are able to access a safe outside area for physical play.  
The service provides additional help to children who need it.

**What the service could do better**  
The service should continue to encourage parents from the nursery to participate in the Parent Partnership.

**What the service has done since the last inspection**  
This was the first inspection of this service carried out by the Care Commission.

**Conclusion**  
As a result of this inspection we considered children were being cared for in a caring and learning environment.

**Who did this inspection**  
**Lead Care Commission Officer**  
Emma Campbell  

**Other Care Commission Officers**  

**Lay Assessor**  

**Please read all of this report so that you can understand the full findings of this inspection.**
About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

• registering new services
• inspecting services
• investigating complaints
• taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children’s daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

• allows you to search for information, such as reports, about the services we regulate
• has information for the people and organisations who provide care services
• has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.
About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksoruce
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgoverment@booksoruce.net
What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.
Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.
How we decided what to inspect

Why we have different levels of inspection
We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection
When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.
What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and support**: how the service meets the needs of each individual in its care
- **Quality of environment**: the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of staffing**: the quality of the care staff, including their qualifications and training
- **Quality of management and leadership**: how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of information**: this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>6</td>
<td>excellent</td>
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<tr>
<td>5</td>
<td>very good</td>
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<tr>
<td>4</td>
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<tr>
<td>2</td>
<td>weak</td>
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<tr>
<td>1</td>
<td>unsatisfactory</td>
</tr>
</tbody>
</table>

We do not give one overall grade.

**How grading works.**

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.
About the service we inspected

Strathesk Primary School Nursery was registered with the Care Commission in April 2008.
It is registered to provide a care service to a maximum of 60 children per session aged 3 to entry into primary school.
Operating hours: The care service will operate between the hours of 8.50 am - 11.35 am and 12.30 pm - 3.15 pm Monday to Thursday and 8.50 am - 11.50 am Friday.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support 5 - Very Good
Quality of Environment 5 - Very Good
Quality of Staffing 5 - Very Good
Quality of Management and Leadership 5 - Very Good

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.
How we inspected this service

What level of inspection did we make this service
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What activities did we undertake during the inspection
At the inspection we looked at a number of records and documents which included:-
Certificate of registration
Newsletters
Questionnaires
Children's Personal Learning Plans
Minutes of staff Meetings
Discussion with staff, observation of the environment and the interaction between the staff and the children.
Photographs of activities.

Inspection Focus Areas (IFAs)
Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2009/10 we will focus on:

- Meaningful activity for all adult services
- How care services assess the health of people with learning disabilities
- Involving parents for children's services
- Medication for looked after children for residential accommodation for children
- How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website www.carecommission.com.

Fire safety issues
The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw
The annual return
We use annual returns (ARs) to:

• make sure we have up-to-date, accurate information about care services; and
• decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

Annual Return Received
Yes - Electronic

Comments on Self Assessment
The service submitted a comprehensive self assessment which identified strengths and areas for ongoing development.

Taking the views of people using the care service into account
The children attending were of a very young age. We observed them at play. They communicated happily with all staff and they played with or alongside their peers. We considered they were confident and secure in the nursery environment.

Taking carers’ views into account
We issued twenty-five Care Standards Questionnaires to the service for distribution to parents/carers. Eleven were returned to us. Information provided on these forms indicated that overall they were happy with the quality of care their children received. Comments included:-

"My child has only started at the nursery and so far the service has exceeded my expectations."

"My child is extremely happy at Strathesk Nursery. I have no huge concerns over the care she receives. My only worry is one child is always hitting, poking etc and I am never informed if/when my child is hurt."

"My children really enjoy nursery. The staff are caring and enthusiastic."

"My child had and is still having a very positive time in nursery. The quality of care and staff at Strathesk Nursery is wonderful. The communication between staff and parents is very good. A very comfortable, safe, positive environment to be."

"We feel the enthusiasm and commitment of the staff at Strathesk make it a fun and exciting learning environment that adequately meets all of our child’s needs."

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On the Care Standards Questionnaires we asked parents/carers if the service had involved them and their children in developing the service, for example asking for ideas and feedback. Three of the people who responded stated they disagreed that they had been involved in this way. Four people agreed they had been involved and four people strongly agreed they had been involved.
Quality Theme 1: Quality of Care and Support

Grade awarded for this theme:  5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths
The service had very good strategies in place to encourage parents/carers to participate in assessing and improving the quality of the nursery provision. This included having informal parents meeting in the nursery on Friday mornings. This gave parents/carers the opportunity to make any comments or suggestions and discuss any issues they might have. On a daily basis there was one member of staff allocated, on duty on a rota basis, at the start and end of each session to speak with parents. A suggestion box was in place for parents/carers. Parents/carers were aware that they could arrange a confidential meeting with staff to discuss any issues. Regular newsletters were issued to parents/carers and comments/suggestions were welcomed. The service had invited parents/carers into the nursery to spend a session and participate in craft activities and songs with the children. This provided a very good opportunity for parents/carers to evaluate the nursery provision. The service had issued questionnaires to parents/carers to get their opinion on the quality of the provision. Comments were generally positive. We noted some of the comments made as follows:- "The staff have greatly complimented the facility. Their dedication and passion shines through and the kids can't seem to wait to return."
"Would like more information on what they have done throughout the day."
"Would like to know more about what the children do especially curriculum / theme they are working on so I could build on things at home - my child cannot always remember what she did that day."
"Good to see my child happy coming, always a smiley face!"

Areas for Improvement
A Strathesk Parent Partnership had been formed for the school and nursery parents were invited to become involved. At the time of inspection there were no parents/carers from the nursery on this group. The service told us they were continuing to encourage nursery parents/carers to become involved in this.

Grade awarded for this statement
5 - Very Good

Number of requirements
0
Number of recommendations
0
Statement 3
We ensure that service user's health and wellbeing needs are met.

Service Strengths
We considered there were very good systems in place to ensure children's health and wellbeing needs were being met. We saw minutes of meetings which identified any additional support needs for children and how these would be provided. For example by liaising with other professionals such as Speech and Language Therapists, Health visitors and Educational Psychologists. There was an appropriate infection control policy in place and this was informed to parents/carers at the open day prior to their child starting at nursery and was also contained within the handbook given to all parents/carers. We observed staff interacting with the children they were encouraging children to take part in activities and giving praise as appropriate. Children appeared confident in communicating with staff and their peers. The nursery were part of a health promoting schools initiative and had achieved Stage 1. They were working towards Stage 2. All staff had undertaken Elementary Food Hygiene Training and Allergy Awareness and Procedures. They had also had training in Emergency First Aid. Some staff had training in the Management of Epilepsy and Administration of Medication also Health and Safety for School Management. Children's developmental needs and interests were recorded and shared with parents. They used this information to inform planning activities. The service followed good practice guidelines, for example, 'The Nutritional Guidance for Early Years'. 'We looked at samples of the snack menus and considered there was a very good variety of healthy foods provided. Milk and water were also provided at snack and children were able to access water throughout the session from a drinking fountain. Prior to starting school, in the final two weeks of term children took a packed lunch to prepare them for eating lunch at school. At this point parents/carers were given information on providing health foods for lunch. The nursery took part in the national tooth brushing scheme and followed safe hygienic practice. They also held a focus week each term where dental health was shared throughout the whole school. All staff had been trained in Child Protection issues and were aware of their roles and responsibilities in relation to this. There was a Support Teacher whose role it was to support children from transition from Nursery to Primary 1. Staff identified which children would benefit from this and parents/carers were invited to meet with the Support teacher. A plan was then shared about the support that would be given.

Areas for Improvement
The service should continue to ensure that service user's health and wellbeing needs are met.
Grade awarded for this statement
6 - Excellent

Number of Requirements
0

Number of Recommendations
0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths
The strengths identified in Quality Theme 1, statement 1 also apply to this statement. The service had invited parents/carers into the nursery to spend a session and participate in craft activities and songs with the children. This provided a very good opportunity for parents/carers to evaluate the quality of the environment. The service had issued questionnaires to parents/carers to get their opinion on the quality of the provision. Comments were generally positive. We noted some of the comments made as follows:

"Nursery room very welcoming. Lots of colour and fun things to do. Kids love the garden - always talking about it. Has started off a keen interest in plants and veggies. Plenty variety."

Areas for Improvement
The service should continue to ensure service users and carers participate in assessing and improving the quality of the environment within the service.

Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0
Statement 2
We make sure that the environment is safe and service users are protected.

Service Strengths
We considered the service had very good systems in place to ensure children’s safety. The nursery had a secure door entry system in place. A member of staff was on door duty at drop off and pick up times this ensured no unauthorised person gained access to the nursery.
All staff had been trained in Child Protection and were aware of correct procedures to be followed if they suspected abuse.
Staff confirmed they checked the nursery and outside play area daily to ensure it was clean and safe.
There was sufficient space to allow children to move freely around the nursery.
There was an outside play area and children were appropriately supervised to ensure their safety at play.
The service had prepared a handbook for students. They ensured students received induction training and they were monitored throughout their placement in the nursery.
Whole school maintenance contracts were in place and maintenance records kept.
One parent made the following comment:-
"The nursery room and garden are well equipped, welcoming and secure for children to explore and learn."

Areas for Improvement
The service should continue to ensure the environment is safe and service users are protected.

Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths
The strengths identified in Quality Theme 1, statement 1 also apply to this statement. The service had invited parents/carers into the nursery to spend a session and participate in craft activities and songs with the children. This provided a very good opportunity for parents/carers to evaluate the quality of staffing. The service had issued questionnaires to parents/carers to get their opinion on the quality of the provision. Comments were generally positive. We noted some of the comments made as follows: 
"Very pleased with the efforts of all the staff." 
"Nursery staff are wonderful."

Areas for Improvement
The service should continue to ensure service users and carers participate in assessing and improving the quality of staffing in the service.

Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0
Statement 2
We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service Strengths
The Safer Recruitment sampling of Midlothian Council took place on 16 April 2009 and was carried out by Care Commission Officers Mary Moncur, Marilyn Simpson, Katie Wood and Mandy Falconer. The process involved looking at the recruitment policy and procedures as well as sampling 82 staff files for staff working in services registered with the Care Commission. We found that all appointments had been subject to pre-employment medical screening, information was provided to applicants on the aims and values of the service and the recruitment process consistently identified whether staff had the necessary skills required for the post.

Disclosure Scotland checks had been carried out for all appointments and action taken on unsatisfactory checks where required. There was evidence of advice taken from Disclosure Scotland where it was unclear if the post required a Disclosure Scotland check. Criminal Record information had been obtained from preferred candidates' country of origin wherever possible.

Areas for Improvement
Midlothian Council Application Form, appointments made as a result of internal movement had not always required a completed application form. Consideration could be given to clarifying procedures for internal applications. Although the Recruitment and Selection Policy states that all appointments will be subject to satisfactory references, one of which must be from a present or most recent employer, this was not consistently followed for internal applicants. Midlothian Council should follow its Recruitment and Selection Policy with regard to seeking references for all appointments (see recommendation).

There was evidence that professional registers had not been checked for all appointments. Midlothian Council must ensure that professional registers are checked where the post requires the candidate to be registered with a professional body (see requirement). Consideration could be given to checking professional registers where the post does not require current registration but the applicant has declared they are registered with a professional body or their employment history indicated that they would have required to be registered with a professional body.

Grade awarded for this statement
5 - Very Good
Number of Requirements
1

Number of Recommendations
1

Safer Recruitment - Inspection Focus Area (IFA) outcome
The requirements and/or recommendations below reflect our view of the provider’s performance in meeting its legal responsibilities when recruiting staff and its compliance with best practice. This is as a result of an audit of the provider’s recruitment files.

Recommendation
0
The provider should follow its Recruitment and Selection Policy with regard to seeking references for all appointments.

SSSC Codes of Practice for Employers of Social Service Workers 1.3 Seeking and providing reliable references

Safer Recruitment through Better Recruitment-Scottish Executive (2007)

Recommendation
1.
1. The provider should follow its Recruitment and Selection Policy with regard to seeking references for all appointments.

SSSC Codes of Practice for Employers of Social Service Workers 1.3 Seeking and providing reliable references
Safer Recruitment Through Better Recruitment Scottish Government 2007

Requirement
1.
The provider must ensure that, where staff are required by law to be registered with an appropriate professional body, checks on the validity of such registrations are carried out and results clearly evidenced.

This is to comply with SSI 2002/114 Regulation 9 2(c) Fitness of employees and Regulation 19 (2)(d) Records.
It also takes into account the SSSC Codes of Practice for Employers of Social Service Workers 1.2 Checking relevant registers
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme:  5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service Strengths
The strengths identified in Quality Theme 1, statement 1 also apply to this statement. The service have a complaints procedure in place which is explained in the handbook issued to all parents/carers. The service advised us that "parent participation influences the strategic direction of the nursery, for example a decision was made not to provide wraparound care following consultation with parents".

Areas for Improvement
The service should continue to ensure service users and carers participate in assessing and improving the quality of management and leadership of the service.

Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0
Statement 2
We involve our workforce in determining the direction and future objectives of the service.

Service Strengths
The service advised us that the whole school aims and objectives were formulated in conjunction with staff and an educational psychologist. Meetings were held to enable all staff to be involved in identifying priorities for the Improvement Plan. Staff confirmed they felt their opinions were valued and knowledge and skills were shared. Staff supervision and appraisal provided opportunities to identify and utilise staff strengths for the benefit of the children. There were also opportunities to identify further training requirements to support on-going professional development. Staff had identified the following as priorities in their improvement plan:- To ensure quality and responsiveness of planning programmes and day to day activities. To continue to develop the outdoor area involving parents and the wider community.

Areas for Improvement
The service should continue to involve staff in determining the direction and future objectives of the service.

Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0
Complaints

Enforcements

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
## Summary of Grades

<table>
<thead>
<tr>
<th>Category</th>
<th>Grade</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Quality of Care and Support - 5 - Very Good</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Statement 1</td>
<td>5</td>
<td>Very Good</td>
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<td>Statement 3</td>
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<td>Quality of Environment - 5 - Very Good</td>
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<td>Statement 2</td>
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<td>Very Good</td>
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<tr>
<td>Quality of Staffing - 5 - Very Good</td>
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<tr>
<td>Statement 1</td>
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<tr>
<td>Statement 2</td>
<td>5</td>
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</table>

## Inspection and Grading History
Terms we use in our report and what they mean

**Action Plan** - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

**Best practice statements/guidelines** - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

**Care Service** - A service that provides care and is registered with us.

**Complaints** - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

**Enforcement** - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

**Disclosure Scotland** - Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

**Participation** - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.
**Personal Plan** - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.
How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.
The Care Commission
We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information
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