

# Inspection report

## Angela Elizabeth Nursery Day Care of Children

The School House  
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Wilkieston  
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**Inspected by:** Tracey Goddard  
**(Care Commission officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 5 May 2010

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**Service provided by:**  
Angela Elizabeth Nursery

**Service provider number:**  
SP2003002926

**Care service number:**  
CS2003012029

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## Easy read summary of this inspection report

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There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



### We gave the service these grades

Quality of Care and Support  **4** Good

Quality of Environment N/A

Quality of Staffing  **5** Very Good

Quality of Management and Leadership N/A

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

Staff at Angela Elizabeth have well established methods in place to encourage parents and children to feedback about all aspects of their service. They continue to work in close partnership with parents to meet the needs of the children in their care.

## **What the service could do better**

Staff should continue to review their planning systems to incorporate 'A curriculum for Excellence'.

## **What the service has done since the last inspection**

We found that the service had taken onboard our comments for improving the overall environment. There are now plans in place to address this.

## **Conclusion**

Staff at Angela Elizabeth continue to offer a warm nurturing environment for the children. Staff's skills and expertise allow them to provide activities and experiences which take account of the developmental needs of the children in their care.

## **Who did this inspection**

### **Lead Care Commission Officer**

Tracey Goddard

### **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

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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](http://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

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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](http://www.scotland.gov.uk)

You can get printed copies free from:

Booksource  
50 Cambuslang Road  
Cambuslang Investment Park  
Glasgow  
G32 8NB  
Tel: 0845 370 0067  
Fax: 0845 370 0068  
Email: [scottishgovernment@booksource.net](mailto:scottishgovernment@booksource.net)

# What is inspection?

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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

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## **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?

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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:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

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

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We registered Angela Elizabeth Nursery on 1 April 2002.

The nursery is located in a Victorian building in the village of Wilkieston. The building consists of three playrooms, one enclosed play area and children's toilets, changing areas and kitchen.

The nursery provides full day care for a maximum of 41 children between the ages of three months to five years of whom no more than nine children shall be aged three months to two years, five children aged 15 months to two and a half years or 27 children aged two to five years.

The nursery is open from 7:30am until 6:00pm. At present there are 63 children on the register who have different patterns of attendance.

The nursery aims to "ensure a high standard of warm and consistent care at all times in a safe, happy and secure environment which allows parents to leave their child in the knowledge that they will be well cared for".

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

<b>Quality of Care and Support</b>	<b>4 - Good</b>
<b>Quality of Environment</b>	<b>N/A</b>
<b>Quality of Staffing</b>	<b>5 - Very Good</b>
<b>Quality of Management and Leadership</b>	<b>N/A</b>

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](http://www.carecommission.com)) to find the most up-to-date grades for this service.

## How we inspected this service

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### **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**

We completed this report following an unannounced inspection. Tracey Goddard Care Commission Officer, carried out the inspection on Wednesday 5 May 2010, between 9:00am and 2:00pm.

As requested by us, the service sent us a completed annual return.

We issued 20 questionnaires to parents of children who used the service. Thirteen were returned to us before the inspection.

In this inspection, we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

Certificate of Registration

Public Liability Insurance Certificate

Annual return completed by the service

Accident and incident records

Returned Care Commission Care Standard questionnaires

Notice board

Children's records

Planning documents

Questionnaires issued by the service

Questionnaires issued by the Officer during the inspection process.

Minutes of staff meetings

Staff appraisal and supervision records

Staff files

Newsletters

Welcome leaflet

Observation of staff practice

Examination of the environment and resources available

We spoke with seven members of the team.

We gave feedback to the Depute Manager and Manager

### **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 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website [www.carecommission.com](http://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](http://www.infoscotland.com/firelaw)

### **Actions Taken on Recommendations Outstanding**

We made two recommendations at our last inspection visit.

It is recommended that the nursery develop a more consistent approach to planning.

Forward

plans and children's profiles should clearly identify next steps for learning and show that staff

and children have been evaluating these.

NCS 5 Early Education and Childcare up to the age of 16 - Quality of Experience.

We found that the nursery were making good progress in this area. There was clear evidence in the under three provision that staff were consistent in their planning. We saw that in the pre-school room staff were in transition from using the 3-5 Curriculum guidance to implementing 'A Curriculum for Excellence'. Staff in this area were in the process of reviewing their planning systems to incorporate this new guidance. This recommendation is partially met and will remain a recommendation in this report.

It is recommended that the management team continue to liaise with the nursery provider with

a view to updating and improving the premises.

NCS 2 Early Education and Childcare up to the age of 16- Quality of the Environment.

We found that the nursery provider was in the process of applying for planning permission to add an extension to the property.

This recommendation is met.

### **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 15 February.

### **Annual Return Received**

Yes - Electronic

### **Comments on Self Assessment**

We received a fully complete self-assessment from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information that they had given for the headings we grade under. They identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how people who used their care service had taken part in their self-assessment process.

### **Taking the views of people using the care service into account**

On the day of the inspection visit there were 37 children in attendance. We observed the interaction between the staff and the children and confirmed that it was warm, nurturing and supportive. Children confidently approached staff for comfort and reassurance.

### **Taking carers' views into account**

We sent out 20 Care Commission Care Standard questionnaires and thirteen were returned to us before our inspection visit. When we asked about the quality of care their child receives in the service all parents strongly agreed that they were happy.

Comments included:

"Very happy with the service provided."

"Staff create a very warm and friendly atmosphere."

"Would happily recommend this nursery to friends."

"We are genuinely very happy with Angela Elizabeth Nursery. It is a happy healthy environment for my daughter and she is so happy there. Staff are very kind and have her best interests at heart. I have made a point of telling friends and family about them. "I am delighted at the service they provide, my son has developed well in many aspects and has grown in confidence. He has built up excellent relationships with the staff and other children. I feel he is now in an excellent position to start school in August."

## Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - 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

We found that staff at Angela Elizabeth nursery had continued to provide parents and children with very good opportunities to assess and improve the quality of care and support provided.

Staff encouraged parents to complete their child's 'all about me' form. This informed staff about individual children's family, pets, favourite toy, likes, dislikes, routines and interests. Staff used this information to ensure that they were caring for children in accordance of parents' wishes.

The nursery had a key worker system in operation. This very good practice allowed parents to have a named person within the nursery, who they could speak with about their child's care, support and development. A parent we spoke to confirmed this. Comments included "Staff are always available to speak with you, if it was something specific I would go to my daughter's key worker."

Daily diaries for the younger age group encouraged parents to pass over specific information about their child. Comments within these diaries confirmed that staff were providing care and support to the children based on parents' wishes and their child's individual needs. For example, a parent had informed staff that their child could have an extra nap because he had not slept well the previous night. Staff commented that the child had been unsettled initially, but after a short sleep enjoyed the rest of his time at nursery.

staff talked of the importance of communicating with parents on a daily basis to ensure that there was continuity of care between home and nursery. Staff's practice reflected this during our inspection. They ensured they were available to speak with parents as they dropped their child off.

Frequent questionnaires allowed parents to provide written feedback about all aspects of the nursery. Evidence within newsletters confirmed that staff audited questionnaires and informed parents of how they would use this information to make changes to improve the nursery. We spoke to parents during our inspection process. They strongly agreed that the service routinely issued questionnaires and acted upon the feedback through making service improvements.

We saw that all areas of the nursery had a suggestions folder to encourage parental feedback. Staff told us parents infrequently used this, as they preferred to speak directly to them. A parent we spoke to confirmed this. They said, "There is a suggestions folder where we can make comment, but to be honest I prefer to speak with staff face to face."

We looked at the quarterly newsletters that the nursery gave to parents and saw that they encouraged feedback about all aspects of their service.

Of the thirteen Care Standards questionnaire returned to us, eight parents 'strongly agreed' , four parents 'agreed' and one parent indicated 'not applicable' that the service had involved them and their child in developing the service, for example by asking for their ideas and feedback.

The nursery identified the following area for improvement:  
To introduce ideas for planning with the children.

**Areas for Improvement**

The nursery should continue to maintain the very good practice of encouraging parents and children to assess and improve the quality of care and support provided by the service.

**Grade awarded for this statement**

5 - Very Good

**Number of requirements**

0

**Number of recommendations**

0



## **Statement 2**

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

### **Service Strengths**

We confirmed that staff were familiar with local and national guidance, and used these documents to plan for the differing age groups within the nursery.

Throughout our visit, we saw that the children were engaged with the activities provided. Discussions with staff confirmed that they had a very good knowledge and understanding of how these activities met the needs of the children in their care, both individually and in a group setting. For example, staff told us about how they had worked with a child to overcome their fear about dogs. Planning confirmed that this had arisen from children going to visit someone in the community who had a dog.

The range of activities available reflected the age ranges of the children in attendance. For instance, children in the baby room accessed toys, which developed their sensory awareness, such as musical instruments and sand. Children in the Tweenies could develop their co-ordination and fine motor skills through the threading activities on offer. We confirmed through long term planning and daily planning that the activities for the children provided an appropriate balance of structured and free play. It was evident that staff were aware of the importance of providing a child centered experience for the children.

The activities available allowed for children to play independently and in group settings. For example, we saw that there were games to encourage turn taking and sharing.

Staff demonstrated a very good knowledge and understanding of meeting children's needs and interests. We saw that their planning clearly identified the developmental needs of the children. We saw that staff planned resources and activities to extend children's learning experiences.

We saw that ongoing assessment allowed staff to plan activities for the children based on their observations and information from parents. This good practice ensured that the experiences planned for the children were reflective of their needs and interests.

Planning confirmed that children were routinely involved in contributing their ideas about activities and events in which they could participate. During our inspection, we saw that the flexible programme meant that staff could take children out for a walk, because that is what the children had asked to do.

Staff's observations of the children and regular planning meetings enabled them to evaluate the success of the activities they had provided for the children. Evidence confirmed that this was routine practice within the nursery.

Children's files showed that staff highlighted achievements and developmental progress. In addition, we saw that staff encouraged the children to celebrate each other's success through circle time.

Staff's practice reflected their knowledge and understanding of sensitive intervention. We saw that staff engaged in the children's play when children required additional support or their learning extended. In addition, staff's effective use of praise and encouragement ensured that they managed all children's behaviour positively.

Newsletters and minutes of staff meetings evidenced that parents had regular opportunities to meet with staff and discuss individual children. Parents we spoke to during our inspection progress also commented that they could see their children's individual file anytime.

Of the thirteen Care Standards questionnaires returned to us, eight parents 'strongly agreed' and five 'agreed' that staff share information about their child's learning and development with them, and where appropriate their child. Comments included: "Staff have always been very approachable where I have had concerns regarding my child's progress etc."

The nursery identified the following area for improvement.  
To monitor and improve the Curriculum for Excellence process within the pre-school room.

#### **Areas for Improvement**

Staff highlighted during our visit that the planning systems in the pre-school room were changing to incorporate the Scottish Executive 'A Curriculum for Excellence' guidance. Staff were in the process of developing and reviewing their planning and recording systems to reflect this.

See Recommendation 1

#### **Grade awarded for this statement**

4 - Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

1

## **Recommendations**

1.

We recommend that the service continue to develop their planning systems to reflect 'A Curriculum for Excellence'.

NCS 5 Early Education and Childcare up to the age of 16 - Quality of Experience.

## 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

In addition to the strengths identified in Quality Theme 1 Statement 1, we found that staff at Angela Elizabeth nursery had continued to provide parents and children with very good opportunities to assess and improve the quality of staffing within the nursery.

Staff involved parents in a variety of ways. For example, the newsletter had a staffing section within it. This informed parents about staff leaving and starting. It also had a staff profile. This innovative idea gave parents information about staff, which helped them to get to know their personalities better. One parent told us that staff were really good about informing parents when staff were moving rooms within the nursery.

A staff training folder was available for parents to see. This informed parents about training courses staff had undertaken. Parents we spoke to during our inspection process confirmed that they were informed of staff training through, newsletters, notice board and the training folder.

We saw on the parents' notice board that there were photographs of staff with their job role and qualification.

Questionnaires issued by staff allowed parents to comment specifically on the quality of staffing. We looked at these questionnaires and saw that parents were very complimentary about staff.

Newsletters and minutes of staff meeting confirmed that the service had a parent sitting on their recruitment panel.

It was evident that staff valued the contribution made by parents in all aspects of the service.

Of the thirteen Care Standards questionnaires returned to us, eleven parents 'strongly agreed' and one 'agreed' that their child appeared happy and confident with staff.

Comments included: I really appreciate what a fantastic, professional nursery they are. It is very well managed and staff go out of their way to help and assist with anything that I need."

The nursery identified the following area for improvement.  
To improve contact between key workers and parents.

**Areas for Improvement**

The nursery should continue to maintain the very good practice of providing parents and children with opportunities to participate in assessing and improving the quality of staffing within the service.

**Grade awarded for this statement**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0

### **Statement 3**

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

#### **Service Strengths**

We found very good evidence to support that the service were committed to having a professional, trained and motivated workforce.

Discussions with staff confirmed that they had a very good knowledge and understanding of the procedures to follow if they had concerns about another staff member.

The training files confirmed that all staff were expected to undertake mandatory training, including child protection, first aid and food hygiene. Additional training opportunities were available to all staff. It was evident that that management were committed to motivating staff through encouraging them to participate in continuing professional development.

Individual staff files confirmed that training reflected the needs of the children in attendance, for example, staff were trained to administer different types of medication, dependant on the medical needs of the children in their care.

Evidence within staff appraisal reflected that staff were encouraged to identify ongoing training opportunities to allow them to work effectively with the children in their care. We saw that regular supervision by senior members of staff enabled them to monitor staff's practice and address staffs' training needs.

We saw that staff were routinely using best practice guidance to evaluate the effectiveness of the service and their role. This very good practice enabled them to work effectively and deliver good outcomes for the children in their care.

Through discussion, staff demonstrated an awareness of the Scottish Social Service Council's codes of practice. They understood their duties and responsibilities as social service workers

We confirmed that staff had a good understanding of our National Care Standards. Examples identified that they used this best practice guidance to inform their practice. We saw that the staff board contained information about our National Care Standards.

We confirmed that staff retention was high and providing staff with flexible working patterns ensured continuity of care. One of the parents we spoke to during our inspection told us that staffing within his child's playroom had been very consistent with few staff changes.

Discussions with staff confirmed that their skills, experience and abilities were matched to the ages and developmental needs of each child. Regular room meetings and meetings with senior members of the team contributed to staff working effectively in

teams to deliver a good quality service for children and families in their care.

Of the thirteen Care Standards questionnaires returned to us, nine parents 'strongly agreed' and four 'agreed' that they were confident that staff have the skills and experience to care for their child and support their learning and development. Comments included: "Staff appear to be happy in their work, which I feel is very important in a child care setting for young children."

The nursery identified the following area for improvement.  
We will continue to seek appropriate training opportunities to allow staff to practice in line with SSSC requirements.

**Areas for Improvement**

The nursery should continue the very good practice of ensuring that they have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

**Grade awarded for this statement**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0

## Other Information

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### **Complaints**

No complaints have been upheld, or partially upheld, since the last inspection.

### **Enforcements**

We have taken no enforcement action against this care service since the last inspection.

### **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

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<b>Quality of Care and Support - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 2	4 - Good
<b>Quality of Environment - Not Assessed</b>	
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - Not Assessed</b>	

## Inspection and Grading History

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Date	Type	Gradings	
30 Jul 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
23 Oct 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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## Terms we use in our report and what they mean

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**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

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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

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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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ہے بایں تسد یم وونابز رگی د روا دولکش رگی د رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی.رخأ تاغل بو تاقي سن تب بل طلا دن ع رفاوتم روشن مل اذه

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