

## Care service inspection report

# Abbotsford Care, Kirkcaldy

## Care Home Service Adults

72 Milton Road  
Kirkcaldy  
KY1 1TP

Inspected by: Aileen Scobie

Ingrid Laing

Type of inspection: Unannounced

Inspection completed on: 7 August 2012



HAPPY TO TRANSLATE

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### **Service provided by:**

Abbotsford Care (Glenrothes) Limited

### **Service provider number:**

SP2010010867

### **Care service number:**

CS2010248947

### **Contact details for the inspector who inspected this service:**

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

### 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

### What the service does well

The care home continues to have a pleasant and welcoming atmosphere. The service involved residents and relatives to a very good level in assessing and improving all parts of the quality of the service. Residents overall had very good choices in their daily lives and support to maintain their independence.

### What the service could do better

The service should continue to develop its approach to involving residents and their families and other stakeholders in assessing and improving the quality of the service. The service should continue to deliver the standard of care and support demonstrated at this inspection. The service should continue developing an activities programme which is reflective of the interests and hobbies of individual people.

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

The service has continued to ensure that their participation strategy is embedded and reflected in every day practice. Training in a variety of topics has been delivered to staff to further improve their knowledge and skills.

### Conclusion

This was a positive inspection with no requirements or recommendations made. Very good standards of care were evidenced at this inspection and the residents experience good quality of life.

Management and the staff team have continued to improve on an already very good standard of service delivery. The philosophy of the care service is one that actively encourages participation and involvement of residents and their families. The staff team are friendly and there was good team spirit. Staff told us they feel valued and providing good quality person centred care is at the heart of their service. There is a commitment to continuous improvement and the involvement of people who use the service in the grading process.

### Who did this inspection

Aileen Scobie

Ingrid Laing

**Lay assessor:** Mrs Winnie Whyte

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com). This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

## Requirements and recommendations

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

- 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 Public Services Reforms (Scotland) Act 2010 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 Inspectorate.

Abbotsford House is located in a quiet residential area of Kirkcaldy. Care is provided for older people, people with dementia and vulnerable older people no longer able to live within their own home. The care home is registered to accommodate 28 residents.

The building is set in a well tended, pleasantly landscaped garden with adequate car parking facilities available to the front of the property. The home is situated close to local facilities and is served by local bus services.

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

**Quality of Care and Support - Grade 5 - Very Good**

**Quality of Environment - Grade 5 - Very Good**

**Quality of Staffing - Grade 5 - Very Good**

**Quality of Management and Leadership - Grade 5 - Very Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### **The level of inspection we carried out**

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 we did during the inspection**

This report is based on an unannounced inspection visit to Abbotsford House which took place on 7 August 2012.

The inspection was carried out by Inspectors Aileen Scobbie and Ingrid Laing. Lay Assessor Winnie Whyte supported the inspectors. A Lay Assessor is a member of the public who volunteers to work alongside Care Inspectorate inspectors during the Inspection process. Lay Assessors have a unique experience of either being a service user themselves or being a carer for someone who uses or has used services. The Lay Assessor's role is to speak with people using the service (and potentially their family carers, friends or representatives) being inspected and gathering their views. In addition, where the Lay Assessor makes their own observations from their perspective as a recipient or a carer, these may also be recorded. The comments and observations of the Lay Assessor have been incorporated in this report.

During the inspection, evidence was gathered from a number of sources including:

- Talking with residents and relatives.
- Discussion with the management team and staff.
- Examination of a sample of the policies, procedures, health & safety records which the service is required to maintain.
- Review of a sample of residents' personal care files to check how staff assess needs and how these are met.
- Examination of medication management systems to check residents are receiving their prescribed medicines.
- Accident and incident records.
- Minutes of meetings.
- Staff training records.
- Complaints records.
- Check of the building and environment to make sure it is well maintained, safe and free from hazards.
- Observation of staff practices.

- Questionnaires were supplied for residents and relatives/visitors to the home; seven were returned to the Care Inspectorate prior to the inspection.

All of the above information was taken into account during the inspection process and was reported on.

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)



### **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

### **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each heading that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they had planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

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

We received 2 completed questionnaires from residents. All strongly agreed/ agreed with the statement that overall they are happy with the quality of care and support provided to their relative in the care home.

The Lay Assessor spoke with 4 residents. The inspectors also spoke with residents during the inspection. Not everyone could tell us directly their views on the care they receive. Those who could told us they were happy with the quality of care provided. Comments have been included in the body of the report.

We observed that the residents were relaxed, calm and freely moving about the home. They responded positively to staff interaction and assistance.

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

We received 5 completed questionnaires from relatives/carers. All strongly agreed/ agreed with the statement that overall they are happy with the quality of care and support provided to their relative in the care home. We also spoke with 1 relative/ visitor in the course of the inspection visit. All comments made were very complimentary of both staff and management. Comments have been included in the body of the report.

### 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

#### 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 is pro-active in providing opportunities and promoting regular participation of residents and relatives. Minutes viewed confirmed the quality of care and support is discussed. Quality questionnaires are also circulated to residents, relatives and staff.

Care plans were inspected and found to contain a very good standard of information supporting the residents' involvement in development of the plans, including meetings with their social worker, reviews and how the service will meet the needs of the resident. Residents sign to confirm agreement with the content of the care plan and care review. Relatives also sign this.

The staff take into account the views and wishes of the residents placed in the service. Staff consult with the residents on a daily basis and this is evidenced in the personal plans and keyworker meetings.

The aims and objectives of the service are reviewed annually and are an accurate reflection of the service provided.

Throughout the service there are notices displayed to inform residents and visitors of activities planned and important information. The registration certificate and insurance are on display in the foyer and a range of the service's policies and procedures are also on display for everyone to access.

The complaints procedure was displayed and easy to understand. Residents are encouraged to give their opinions or raise any concerns in their personal review meetings, or at residents' meetings. Residents and relatives spoken to said they would be happy about discussing any concerns with the manager or staff.

From discussion with residents and relatives, it was evident that issues and suggestions raised are addressed promptly and appropriately. For example, at the request of residents a day trip to Edinburgh zoo took place. One resident spoken with said she loved the day out and seeing the pandas was great. The residents took part in the Olympic Games. They said they really enjoyed the competition and ending up gold medalists made them very proud. One resident does not speak English. The services of an interpreter have enabled the care service to communicate with this resident. The staff spoken with said learning how to communicate in the resident's language and learn about the cultural differences has really improved their practice.

Comments from residents and relatives included;

'I don't have to worry about my sister, I know she gets well looked after. She is warm, clean and well fed which takes a load off my shoulders.'

'As far as I am concerned I am very happy with the care provided and with the atmosphere created by the hard-working and caring staff.'

'It doesn't matter what I ask for or need the staff are always around to help me. I am really happy here.'

Lay assessor's comments;

Residents' comments regarding activities:

\* "I enjoy when the local children come and sing to us. The last time their parents gave us a song it was good also."

\* "I love the Sunday church service here, we can all take part."

\* "You know what I enjoy most is when the friendly kilted singer visits us, as they take time to ask for requests."

\* "Anything on offer is what I enjoy as long as it includes my friends here."

\* "I would love to go and watch a live cricket match as I did this with other family members a while back."

\* "I am going with one of my friends from here to see a live football match. I can't wait."

One resident said;-

"I absolutely loved our visit to the zoo recently, we even saw the Pandas."

Others said similar."

A resident's quote;-

"To sit and read the newspaper, watch the TV or chit - chat with my friends are things I enjoy. The staff don't annoy me for as long as I am happy they are happy too."

A relative said;-

"My relative is happy to sit and watch the world go by but will join in the quizzes when they happen, which is regular."

I observed a flag like the Olympic one hanging in the entrance of the home and I enquired about it with the residents to be told "We are Olympians, our team came out top at the recent Olympic Games (local) against other homes in the area. We were all chuffed."

Residents' comments about food:

\* "Anything we wish we can get."

\* "We are spoiled in here as the food is good, hot and always looks appetizing to me with plenty to eat."

\* "For breakfast we have requested rolls but they have not appeared yet, but I am sure they will appear one day."

\* "We have a new cook and the food is appetizing and makes you want to eat it." said a resident to me.

\* "I enjoy my banana and toast but I like all food served to me as it is always well presented and ofcourse choice is always given."

\* "I like mince and tatties and cornbeef stovies and you know what I have them regularly along with my friends."

A relative said; - "The staff are so good with my relative they let them have their food when they wish, which I think is a lovely touch."

In my opinion the residents are freely allowed to go and get up when they wish, the choice is theirs as I saw a resident being given their breakfast quite close to lunch but this was the resident's choice.

A relative commented;-

"Just recently we had a case review for my relative with other professionals. It went well and this was just 1/2 weeks ago now. We were able to have our say too and they all listened. So it all went well."

### **Areas for improvement**

In order to further promote and support feedback from residents and relatives, the service should consider displaying the minutes of meetings and the results of surveys undertaken.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 3

We ensure that service users' health and wellbeing needs are met.

#### Service strengths

During the inspection we found a wide range of evidence to confirm that the service continues to provide residents with a very good standard of care.

A range of appropriate health care policies, procedures and best guidance information was available in the service to guide and support staff practice and promote residents' wellbeing and welfare.

Each resident has an individualised personal plan based on an assessment of their health and social needs. We found that personal plans for people who use the service are appropriately stored. This ensures confidentiality of information. We examined three residents' personal plans. We saw that a variety of assessments are carried out regularly to determine the risk of falls, activities of daily living, malnutrition and moving and handling needs. The information from these assessments is informative and used well to draw up informative person centred care plans. We found that the care plans had good information in relation to healthcare needs and demonstrate that the service is meeting the residents' healthcare needs.

Care staff monitor residents' skin condition and seek professional advice about this when necessary. Pressure relieving equipment is provided for those residents assessed as at risk. We evidenced the service has good contacts with local GPs, SALT, dietitian, podiatrist, community dental service and other health services. We identified that the assessments and care plans are subject to monthly or more frequent evaluation and updating. Care reviews take place 6 monthly and a record of the meeting is kept in the personal plan.

Relatives of residents said that staff always let them know how their relative was and informed them of any changes.

We saw that some residents had been assessed as incapable of consenting to treatment and section 47 certificates (Adults with Incapacity (Scotland) Act 2000, part 5) were seen to be in place. The service also retained copies of Power of Attorney and Guardianship where these powers had been granted in regard to individual residents. This is good practice.

The care home benefits from a stable staff group. This contributes to consistency of care with positive relationships developed between residents, their families and staff. Staff were seen to talk respectfully to residents and listened attentively to what they said. Staff knocked before entering residents' rooms and gave support in a way that was unhurried and focused on the individual they were dealing with.

We reviewed medication management systems in the home and found them to be overall satisfactory. The home's medication systems are being adhered to and residents are protected by a safe system of medication that is properly operated by staff.

Comments from residents included;

'I get my tablets every day, the staff are always checking I am OK.'

'If I am not feeling great the staff get the doctor.'

'The staff come to any hospital appointments I have to go to.'

### **Areas for improvement**

The manager gave commitment to continue to monitor and assess the quality of care planning to ensure that the service further improves on the very good standards achieved in all aspects of care delivery.

The service remains committed to continued development of staff knowledge and skills through provision of training that reflects best practice guidance.

**Grade awarded for this statement:** 5 - Very Good

**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 evidence for the grade awarded in this statement is included in Theme 1 Statement 1, Service Strengths above.

People living in the home and their relatives confirmed that they can have their own personal belongings and items of furniture in their room if they want. Bedrooms were observed to be individualised with decor, fabrics, items of furniture, photographs and ornaments which reflected the resident's personal choice and interests.

Lay assessor's comments;

Residents' comments:

- \* "We are in the middle of a huge upgrading to our home and when it is finished I shall have my own ensuite. This will be luxury for me."
- \* "The home is being upgraded, so there is a lot of upheaval at present but it is all self contained so causing us very little inconvenience, even the noise is kept to a minimum."
- \* "This is a very dishy place to live - the best of things and I feel it is in a class of its own."
- \* "My bed is comfy so I sleep well. I don't have a TV in my room but there is a big one in the sitting room so I watch that when I wish to watch the TV."
- \* "I like it here as they keep it just right with the warmth, cleanliness and I have my own little knick knacks with me. This all goes to make it my house and not a home."
- \* "We can have visitors when they wish to visit and all are always made very welcome."

A relative informed me:

"I love being able to take my relative out into the garden at the back as it is well laid out and so peaceful sitting there, we both enjoy it. When my relative arrived at the home at first we were able to pick their room and the home did final touches to it. It is a very welcoming place to come and live, we have been proved right we did pick well."

There is a regular newsletter that keeps you updated on the life in the home especially with all the upheaval at present but I must say all this is kept to a minimum thus not disturbing the residents too much. I like that as it shows management care for their residents."

**Areas for improvement**

The areas for development for this statement are included in Theme 1 Statement 1, Areas for Improvement above.

**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

A comprehensive range of policy documents is in place to support staff practice. Staff confirmed they had awareness of the policies and had ready access to them.

The senior manager demonstrated commitment to providing good quality care through ongoing staff training.

The care home has a secure entry system in place. Routine maintenance and health & safety checks are undertaken and a record of this is maintained along with details of any remedial action taken. Maintenance and service contracts are in place for utilities and essential equipment. Residents have access to a call system in all bedrooms and communal areas to summon assistance if necessary. Residents spoken with confirmed the staff always respond quickly any time they use the call bells. Specialised equipment to meet residents' assessed needs had been provided. Corridors and circulation areas were clear of hazards and a record of accidents and incidents is maintained. These measures help ensure people are safe and comfortable living in the care home.

Everyone spoken to reported that the quality of the environment had a significant, direct and positive effect upon life in the home.

Discussion with the senior manager and review of duty rotas identified staffing levels were directly related to the number and needs of people living here.

A record of accidents and incidents is maintained and monitored.

External audits and checks are carried out and proper records maintained. Action is taken promptly in response to maintenance requests.

### Areas for improvement

The senior manager recognises the need to monitor the systems in place together with staff performance to ensure the safety of people using the service.

**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 evidence for the grade awarded in this statement is included in Theme 1 Statement 1, Service Strengths above.

Lay assessor's comments;

Residents' comments:

\* "My keyworker is good to me, as is all the staff."

\* "The staff are lovely here; help me in any way they can and with a lovely smile too."

"I would say there is no one better than another they are all so good to me."

\* Staff are helpful and help me in all sorts of ways, nothing too much bother for them. They will sit and listen to me, chit - chatting as we go along."

"I give staff Jib, they give it back so I would say I have a good rapport with them."

"There are all, awfy extraordinary and attentive."

Resident quote;-

"Staff here are brilliant, encourage us to use our thinking caps and if we wish to achieve something will go out of their way to try to make it happen; this is how our zoo visit happened we wished - we achieved.

Another resident said

"If you wish something explained they will take the time to explain it to you and always ask did you understand. If you say no, they will happily go over it again till you do understand, this is a lovely of them.

A relative said;-

"I know the staff are trained in all areas of care, and there is trained nurses as well, as I have observed them handling residents with different degrees of ill health and they are all brilliant with them. They do support my relative with their mobility issues brilliantly."

### Areas for improvement

The areas for development for this statement is included in Theme 1 Statement 1, Areas for Improvement above.

The provider should continue to develop very good practice in relation to this statement and support the involvement of residents and their relatives in the recruitment, supervision, training and appraisal of staff.

**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

Feedback from staff was very positive. They told us they received comprehensive induction training when they started work. This covered all the fundamentals of their employment and their role and responsibilities. Induction included National Care Standards, Scottish Social Services Council (SSSC) Code of Conduct, Nursing and Midwifery Council (NMC) Codes of Conduct, health & safety legislation and best practice guidance such as adult protection, infection control and moving & handling.

Staff confirmed they receive refresher and ongoing training opportunities and an annual training plan was seen to be in place. This helps ensure staff have the knowledge and skills to support residents' care needs. Examples of training provided since the last inspection include hydration, adult protection and accountability. Training is discussed with staff during their individual supervision sessions and as part of their annual appraisal.

Staff confirmed they receive regular supervision sessions, feel supported and there is good teamwork.

We noted that staff had good knowledge and understanding of individual residents, what they liked and what level of support was needed. They chatted comfortably with residents using their preferred name. Staff members were observed to be friendly and supportive towards residents and call bells and requests were responded to promptly.

Comments from residents and relatives included;

"I have found the staff to be kind, considerate and prepared to go the extra mile to help. The designated care worker appointed is well trained and goes out of her way to make sure I have everything I need or help me."

#### Areas for improvement

The service should continue to provide training based on best practice to ensure staff knowledge and skills meet the needs of residents.

The manager is committed to ensuring supervision and monitoring of staff practice is ongoing.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 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 evidence for the grade awarded in this statement is included in Theme 1 Statement 1, Service Strengths above.

Lay assessor's comments:

Residents' comments:-

"We are always being asked for our opinions on issues relating to the home. I like this as it is our home not theirs."

"We also have regular residents' meetings and I attend them."

"We are soon to be having a new manager. I am a little apprehensive about it but I am sure it will go well in the long run."

A relative said.

"Management have an open door policy and I have used this in the past where the issue was received warmly and dealt with promptly."

"I don't attend the relatives' meeting but another member of my family does. The last topic discussed was the upgrading of upstairs and it appears to be going along swimmingly."

### Areas for improvement

The areas for development for this statement is included in Theme 1 Statement 1, Areas for Improvement above.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### **Statement 4**

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

#### **Service strengths**

The service has a number of quality assurance systems in place which support the maintenance of a good quality service.

The home's quality assurance programme includes seeking the views of service users to provide feedback on the quality of care provided. There are systems in place for checking the quality of the services being given in the home, and evidence that any problems identified are properly addressed. The manager carries out a variety of audits to check on quality including, medication, care plans, catering and housekeeping. Resident dependency levels are monitored and inform staffing provision. Senior management also carry out audits of all aspects of service delivery.

The home has a complaint procedure and details of this are provided to residents and their relatives/carers. This means that people know how to raise a complaint if they are unhappy with any aspect of the care service. There are regular residents' meetings and residents confirmed that they attended these meetings and had been able to give their views.

These actions help ensure standards are being maintained and improved where necessary and residents receive the care and attention they need.

#### **Areas for improvement**

The service provider should continue to build on the improvements which have been made and areas for improvement noted in this inspection report, and to ensure the service continues to develop on the very good practice in relation to this quality statement.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### 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 SCSWIS 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).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
29 Dec 2011	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership 5 - Very Good
25 May 2011	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.



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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

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