Crawforddyke Primary School Nursery
Class
Day Care of Children
Eastfield Road
Carluke
ML8 4NZ
Telephone: 01555 752631

Inspected by: Kara Doonan
Liz Keenan
Type of inspection: Unannounced
Inspection completed on: 11 September 2012
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

<table>
<thead>
<tr>
<th>Quality of Care and Support</th>
<th>5</th>
<th>Very Good</th>
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<tbody>
<tr>
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What the service does well

We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the service provided. The evidence presented confirmed the service had maintained a very good quality performance in this area since their last inspection.

Children were encouraged to make assessments on their own work and that of their friends. For example how well they had drawn a picture or used the computer. This created an opportunity for children to reflect on how well they were doing, identify how they would like to progress and also how well they performed compared to their friends.

As a result of using a variety of methods that were effective staff kept informed of children’s needs and development. This led to children being provided care and support to meet their individual needs.

We concluded that staff were confident and comfortable about their roles and responsibilities and enjoyed working within the service. The children were being cared for by staff that respected them and enjoyed providing the care and support to meet their needs.
**What the service could do better**

We would recommend that the service:
- holds individual records on children’s learning and development, encourage children to set on targets and that records held demonstrate how staff support and extend children’s play experiences to meet their individual needs.
- considers how to improve the quality of the service environment in response to children/parents/carers needs and interests. They should involve the children in planning/designing the playroom for example setting up the playroom or playroom layout. This would ensure that the playroom layout and resources available reflect the ongoing interest and needs of the children. They should also consider how they show the positive impacts they have made.
- management team should have a clear understanding of the Care Inspectorates role, National Care Standards for Early Education and Childcare up to age 16, The Public Service Reform Scotland Act 2010 and Scottish Statutory Instruments.

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

Since the last in inspection the service had continued to provide a very good quality child care service.

**Conclusion**

The service was provided from with a new school building that was bright, clean and well maintained. The staff were friendly and caring towards the children. The parents/carers gave very positive feedback about the care and support provided to their children.

**Who did this inspection**

Kara Doonan
Liz Keenan
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.scswis.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it needs to do more to improve, 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 based on best practice or the National Care Standards.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ('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 Inspectorate.

Crawforddyke Primary School Nursery Class is located within Crawforddyke Primary School in the town of Carluke. The nursery is provided by South Lanarkshire Council and is registered to care for a maximum of 50 places each session can be provided for children aged 3 years to those not yet attending primary school. The service offers an extended day provision and is open from 8:00am to 5:00pm.

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 4 - Good
Quality of Staffing - Grade 5 - Very Good
Quality of Management and Leadership - Grade 4 - 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 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 was written following an unannounced inspection by Care Inspectors Kara Doonan and Liz Keenan on 11 September 2012 between 8:40am and 5:40pm. As requested by us the service sent us a self assessment form. No annual return was submitted.

We issued 30 questionnaires to relatives or carers of children who use the service. Ten questionnaires had been returned before the inspection.

In this service we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:
* service self evaluations
* medication forms
* accident forms
* children profiles
* staffs planning
* newsletters and notices
* registration certificate
* insurance certificate.

The Care Inspectors spoke with the Service Manager, Senior Staff, and Early Years Practitioners. Further evidence was gathered through the Inspector observing care practice and talking to the children and parents.

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
What the service has done to meet any recommendations we made at our last inspection
Not applicable.

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.

We received a 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 of the headings that we grade them under.

The service provider identified what they thought they did well and areas for development.

We discussed how the service could focus more on the service’s strengths under the statement including the impacts/outcomes for those using the service.

Taking the views of people using the care service into account
On the days of the inspection the children were observed to be taking part in both indoor and outdoor activities. The children that spoke with the Inspector gave positive feedback.

Taking carers’ views into account
We sent out 30 questionnaires and 10 were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

* 7 people indicated they strongly agreed and 3 people indicated they agreed that they had been involved in developing the service.
* 8 people indicated they strongly agreed and 2 people indicated that they were
happy with the quality of the service.
* 8 people indicated they strongly agreed and 2 people indicated they agreed the environment is safe, secure, smoke free, pleasant and stimulating.
* 7 people indicated that they strongly agreed and 3 people indicated they agreed that staffs ask their child’s views about activities and planning.
* 8 people indicated that they strongly agreed and 2 people indicated they agreed they had confidence in staffs skills and experience.

Comments included:

'My Child just loves going to school!'

'Overall, my child has had a very positive experience at Crawforddyke and I feel confident that he could not have had a better start to his education and more importantly their confidence and desire to learn.'

'Staff, Nursery & Services are excellent - 1st class. I have no complaint or concerns about this nursery and my child has really enjoyed her time here, they are really going to miss the staff when they move on to primary school. KEEP UP THE GOOD WORK.'

'My child loves going to nursery and is developing well. All staff are very approachable and are always giving me feedback on their progress. They work well with me to help my child develop more and are always willing to listen.'

Additional parental feedback indicated that staff was very supportive, friendly and professional. They confirmed being involved in their child’s personal learning plans and having regular discussions with staff about their child’s progress and development.
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
We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the care and support provided. The evidence presented confirmed the service had maintained a very good quality performance in this area since their last inspection. The evidence considered included:

Children’s views were gathered for example on what they wanted to learn and their current interests. This information was collated within the mind maps and talking and thinking floor books. Through gathering this information staff planned and organised the daily activities and learning topics which reflected the needs and interests of the children.

Children were encouraged to make assessments on their own work and that of their friends. For example how well they had drawn a picture or used the computer. This created an opportunity for children to reflect on how well they were doing, identify how they would like to progress and also how well they performed compared to their friends.

At the beginning and end of each nursery session staff were available for parents/carers to discuss their children’s care needs. In addition twice yearly parents meetings, written progress reports and individual meetings if requested were in place. These provided staff and parent/carers the opportunity to work together in supporting children’s development.

An Eco Committee has been formed with representation from children and parents. Eco bags have been developed containing resources selected by children, with activities evaluated by children and parents/carers. They provided an opportunity for children and parents to be involved in planning learning experiences.
The nursery held an Open Day which provided children with the opportunity to share their learning of Scottish Culture with parents/carers.

Of the 10 Care Standards Questionnaires (CSQ) returned to the Care Inspectorate all of people indicated they strongly agreed or agreed that they had been involved in developing the service. Additional parental feedback gathered during the inspection indicated that staff were very supportive, friendly and professional. They confirmed being involved in their child’s personal learning plans and had regular discussions with staff about their child’s progress and development. As a result of using these methods parents/carers felt very involved and informed about their children’s needs and development.

Areas for improvement

Staff were consulting with children and responding to their views we discussed how this could be reflected better within the planning and methods used such as talking and thinking floor books.

After reviewing all the evidence we concluded that the service had used methods that resulted in regular parental/carer and children involvement which influenced the care and support being provided. We have graded the service a 5 very good for this statement.

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

We considered how the service gathered information about the children and how they involved the parents and children in the planning of children’s individual care. We found that the service had gathered information on the children, consulted with parents/carers and children and used this to plan the care to support to meet their needs. The evidence presented included:

- achievement folders which included details on personal preferences within ‘all about me sheets’. Also within these children and staff recorded evidence of children’s individual achievements.

- at the beginning and end of each session staff were available to talk to parent/carers. Parent’s evenings and individual meetings were used to discuss child’s progress privately. As a result of using these methods parents/carers had been involved and informed about their children’s needs and development.
- drawing books were used to collate children progress in drawing and pencil control. Children evaluated their own progress within these and also planned how they could improve their own progress.

- the service used home link records to share information with parents/carers that did not pick up or collect their child from nursery

- discussions and mind mapping were used to involve the older children in planning their own learning and development.

- pre school profiles were completed by staff to show children’s progress under the four capacities of the Curriculum of Excellence. Parent and children were encouraged to add comments within these.

As a result of using these tools staff were kept informed of children’s needs and development. This led to children being provided care and support to meet their individual needs.

Of the 10 Care Standards Questionnaires (CSQ) returned to the Care Inspectorate 7 people indicated that they strongly agreed and 3 people indicated they agreed that staffs ask their child’s views about activities and planning. Comments included:

‘My Child just loves going to school!’

‘Overall, my child has had a very positive experience at Crawforddyke and I feel confident that he could not have had a better start to his education and more importantly their confidence and desire to learn.’

‘My child loves going to nursery and is developing well. All staff are very approachable and are always giving me feedback on their progress. They work well with me to help my child develop more and are always willing to listen.’

**Areas for improvement**

We discussed children’s personal plans and guided the manager to the regulations relating to these. The manager agreed to take account of the new regulations and will now further develop their records to reflect the personal planning legislation.

Staff recorded observations of children and planned next steps. However, these were not recorded within individual records. We would recommend that the service holds individual records on children’s learning and development, encourages children to set on targets and that records held demonstrate how staff support and extend children’s play experiences to meet their individual needs. (See recommendation one)

After reviewing the evidence presented, talking to staff and considering the parents
and children comments we concluded the care being provided was of very good quality and met the individual children’s needs. This was a result of staff gathering information about the children, having a very good understanding and awareness of the children and their families. We have graded the service a grade of 5 very good for this statement.

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The service should hold individual records on children’s learning and development, encourage children to set on targets and that records held demonstrate how staff support and extend children’s play experiences to meet their individual needs National Care Standards for Early Education and Childcare up to age 16; Standard 3; health and well being, Standard 5; quality of experience and Standard 6; support and development
Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths
We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the service environment. Looking at the evidence presented we established the service had maintained a good quality of performance in this area since their last inspection. The evidence considered included:

Staff carried out observations on the different play areas within the service. For example to see how well the children used the story corner. The results were evaluated and staff identified how they could improve the play areas in response to children’s needs and interests. For example to improve the use of the story corner staff introduced a den. This created an environment that encouraged more imagination and mystery in story telling and increased how often the children used this area.

When the service moved into the new building the staff involved the children in planning and designing the new playroom. Children got to select resources to take from the old nursery to the new nursery. The children really enjoyed using the stage and musical instruments and requested this was taken, staff agreed to take it and place in the new nursery. At the time of inspection we found that the stage was well used by the children but could have been better located within the playroom to allow children better use.

Parents and children had been involved in fundraising events and in the selection of the resources purchased. For example: The nursery team had secured funding to improve their outdoor play area. Parents/carers and children were involved in selecting how these funds were spent. This allowed them to influence which areas the nursery developed.

Areas for improvement
Although staff had carried out observations of the playroom and made changes in response to children needs and interests we discussed how they should be ongoing throughout the year. This is to ensure the environment reflects the ongoing needs and interest of the children as they grow and develop.
The records held did not show the changes made to the playroom and areas as a result of staffs observations or the positive impacts the changes had.

The playroom layout, resources and daily routine observed on the day of the inspection did not fully reflect the needs of the children in attendance. For example: the afternoon children where a lot more active than the morning session. However, their daily routine was the same. We discussed how making changes for example allowing children access to the outdoor area at this time could improve the children’s experiences.

To improve on these issues we would recommend that the service considers the methods used to improve the quality of the service environment in response to children/parents/carers needs and interests and consider how they show the positive impacts they have had. (See recommendation one)

We concluded after reviewing the evidence presented, talking to staff and children that the service had created the opportunities for those using the service to get involved in the assessment and improvement of the service environment. However, there were areas that could be further developed. We have graded the service a grade of 4 good for this statement.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The service should consider how to improve the quality of the service environment in response to children/parents/carers needs and interests. They should involve the children in planning/designing the playroom for example setting up the playroom or playroom layout. This would ensure that the playroom layout and resources available reflect the ongoing interest and needs of the children. They should also consider how they show the positive impacts they have made. National Care Standards for Early Education and Childcare up to age 16; Standard 13 improving the service and standard 5 quality of experience.

**Statement 2**

We make sure that the environment is safe and service users are protected.

**Service strengths**

We considered how the service environment was maintained to ensure that children are kept safe and protected. We found that the service environment had been maintained and the toys available were fit for purpose. There were some areas for improvement identified and these have been detailed below under areas for improvements.
Through viewing the premise the strengths we found included:
- secure entrance
- secure outdoor play area
- communal areas and playrooms well maintained
- well maintained toys
- toilet facilities cleaned regularly and having appropriate hand washing facilities

The parents/carers that returned the Care Standards Questionnaires (CSQ) to the Care Inspectorate all indicated the environment is safe, secure, smoke free, pleasant and stimulating.

Areas for improvement
Staff were observed not always following best practice in relation to infection control. For example not always washing hands in between glove changes during snack, not always using foot operated pedals when opening bins. After viewing the premises and giving consideration to the areas. We discussed these with the manager and they agreed to discuss these issues with staff and ensure these were addressed.

We found the environment was in very good condition and have graded the service (5) very good for this statement.

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
We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of staffing within the service. Looking at the evidence presented we established the service had improved their performance in this area since their last inspection. The evidence presented included:

A questionnaire completed to find out parent/carers views on the effectiveness of key workers (a key worker is a member of staff that cares for a designated group of children). The management reviewed the findings and as a result decided to continue using this system.

The management asked parents/carers to provide feedback about the quality of staffing within the full school parental questionnaire. This included information on:
- how well staff knew their children and supported them
- how well they were kept informed about their child’s progress.
The outcomes were mainly positive and there was evidence to support that any actions suggestions were considered and taken forward by the school.

The staff members evaluated the play and learning opportunities they provided to the children. This included their roles and areas that they could do better. This led to staff making changes to their practice and attending training to better their skills.

Parents/carers were given the opportunity to join the Parent’s Council. The manager informed us that one nursery parent had been on the council and involved in the recruitment of the Head Teacher

Parent/carers and children views and the strengths recorded under quality theme one, statement one were considered in the grading of this statement.

Areas for improvement
We concluded after reviewing the evidence presented that the service had methods in place to involve parents/carers and children in the assessment and improvement of the quality of staffing within the service, however they should continue to further develop these focusing on how they could involve the children more. We have graded the service a grade of 5 very good for this statement.
Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 3

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

Service strengths

We considered how professional, trained and motivated the workforce was and observed their practice to see if it was in line with best practice guidance.

There was 6 staff employed in the service. All staff employed in the service at the time of the inspection had gained the relevant qualifications and were registered with the relevant professional body such as Scottish Social Services Council (SSSC) or General Teaching Council (GTC).

We found staff to be very welcoming, friendly and approachable with the parents, children and Inspectors. They were eager to share their achievements and plans for the future. They spoke with confidence about their roles and responsibilities.

The staff team worked well together and had worked together for a long time and forming good relationships. This led to staff supporting each other and creating a welcoming and friendly environment.

We concluded that staff were confident and comfortable about their roles and responsibilities and enjoyed working within the service. The children were being cared for by staff that respected them and enjoyed providing the care and support to meet their needs.

Staff had undergone Personal Development Reviews (PDR). These gave the staff members and management the opportunity to reflect on staffs strengths and identify areas where further support could be provided.

The parents/carers that returned the Care Standards Questionnaires (CSQ) to the Care Inspectorate indicated they had confidence in staffs skills and experience. Comments included:

‘Staff, Nursery & Services are excellent - 1st class.’

‘All staff are very approachable and are always giving me feedback on their progress. They work well with me to help my child develop more and are always willing to listen.’
Areas for improvement

A new management team had been put in place since the last inspection. The management team were eager to ensure that they worked with staff in providing a quality service. They had plans to involve the full staff team in identifying and driving new initiatives within the service.

After reviewing the evidence presented and observing staffs practice we have found the service was provided by staff that are professional, trained and motivated. We have graded the service a grade of 5 very good for this statement.

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: 4 - 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
We considered how the service had involved the children and parents/carers in making the management and leadership within the service better. Looking at the evidence presented we established the service had maintained their performance in this area since their last inspection. The evidence presented included the use of parent’s council, questionnaires and use of open door policy.

The management asked parents/carers to provide feedback about the quality of management and leadership within the full school parental questionnaire. This included information on:
- how well the school is led
- the school asks for my views
- opportunities for me to attend school events etc.

The outcomes were mainly positive and there was evidence to support that any actions suggestions were considered and taken forward by the school.

The parents/carers that returned the Care Standards Questionnaires to the Care Inspectorate they all indicated they agreed they had been involved in developing the service and all were happy with the quality of the service received.

Areas for improvement
We concluded after reviewing the evidence presented that the service had methods in place to involve parents/carers and children in the assessment and improvement of the quality of management and leadership within the service. However, they should continue to further develop these focusing on children’s involvement. We have graded the service a grade of 4 good for this statement.

Grade awarded for this statement: 4 - 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
We considered how the service involved those using the service, working or in partnership with the service in making the service better. We found that the management had systems in place to ensure this happened. These included:

The service gave parent/carers questionnaires to complete. These provided the service feedback on how those involved in the service viewed the service they received. For example do children enjoy learning at the school/nursery. The feedback was collated and the management responded to all issues raised. This was shared with the parents/carers.

South Lanarkshire Council early years development team visited and support the service in delivering the curriculum and where necessary supported staff.

The parents/carers that returned the Care Standards Questionnaires to the Care Inspectorate indicated they had been involved in developing the service and all were happy with the quality of the service received.

To encourage children to be involved in assessing the quality of the service they used different methods including traffic light scoring system or thumbs up thumbs down. These gave children the opportunity to evaluate using clear and concise methods.

The staff team meet regularly and held daily discussions to ensure they were sharing information and keeping informed about issues related to the service.

The management completed monitoring of staffs skills and play room organisations to ensure the care provided meet the needs of the children and families.

Areas for improvement
The service should continue to consider how they can continue to involve those; using the service, working or in partnership with the service in making the service better.

The service manager had been in post since January 2012. South Lanarkshire Council did not notify the Care Inspectorate as required. We have since received notification of their new manager but are still awaiting confirmation of their fitness. We have made a requirement that the provider provides the Care Inspectorate with the information needed to complete its function under the act. Including information on service manager fitness (See requirement one). The relevant information was provided before this report was written.

The service did not submit an annual return by this date requested for this inspection year. Therefore the service was re-graded as unsatisfactory for this quality statement. (This is explained further under additional information at the end of the inspection report). We have discussed this with the new service manager and they are now aware that they must complete this yearly. We also informed them to ensure the
email address on the Care Inspectorate eforms is up to date.

The service complaint procedure should state ‘the provider must, within 20 working days inform the complainant of the action (if any) that is to be taken.

The service had a Care Commission certificate of registration displayed we informed them to ensure this was replaced with the Care Inspectorate registration certificate.

We would recommend that the provider be confident that the manager of the service has a clear understanding of the Care Inspectorate’s role, National Care Standards for Early Education and Childcare up to age 16, The Public Service Reform Scotland Act 2010 and Scottish Statutory Instruments.

We concluded after reviewing the evidence presented, talking to staff and children that the provider must meet their registration requirements, however the service were performing well in this area. We have graded the service a grade of 4 good for this statement.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 1

**Number of recommendations:** 1

**Requirements**

1. The provider must ensure that they provide the Care Inspectorate with the information on the confirmation of service manager’s fitness as requested to complete its function under the act.

   This is to comply with section 53 (6) of the Public Services Reform Scotland Act 2010.

   This requirement was met before this report was written.

**Recommendations**

1. The provider should be confident that the manager of the service has a clear understanding of the Care Inspectorate’s role, National Care Standards for Early Education and Childcare up to age 16, The Public Service Reform Scotland Act 2010 and Scottish Statutory Instruments.

   National Care Standards for Early Education and Childcare up to age 16; Standard 4 well -managed service
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
Because the service provider did not submit an annual return by the closing date of 20 February 2012, without a satisfactory explanation having been agreed beforehand with the Care Inspectorate, Quality Theme four, Quality Statement four was re-graded to unsatisfactory (1). This caused Quality Theme four to be re-graded overall as (1) unsatisfactory.”

The service provider was then allowed until 12 March 2012 to submit their annual return and have the grade reinstated.

The service did not submit an annual return by this date. Therefore the above grades remain unchanged until we completed this inspection.

At this inspection we have reviewed the evidence presented for quality theme four, quality statement four and regraded the quality statement to good (4). This has resulted the overall grade for this statement being good (4).

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

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6  Inspection and grading history

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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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