Strathaven Community Nursery
Day Care of Children
c/o Wester Overton Primary School
Ashkirk Road
Strathaven
ML10 6JT
Telephone: 07787975307

Inspected by: Lynn Clements
Type of inspection: Unannounced
Inspection completed on: 30 October 2012
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Service provided by:
Strathaven Community Nursery

Service provider number:
SP2003001449

Care service number:
CS2003006378

Contact details for the inspector who inspected this service:
Lynn Clements
Telephone
Email enquiries@careinspectorate.com
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

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What the service does well

The children were happy, busy, engaged, talkative and content.

A variety of activities, resources and equipment were available for the children.

Health and well being, access to fresh air and exercise and healthy eating is promoted and part of the routine.

The staff have a good rapport with the children. Their interaction with the children was skilled and proficient.

Parents and children are involved in the service.

What the service could do better

Further methods should be developed by staff to ensure that:
- Parents assess the quality of environments and the quality of management and leadership.
- Children assess the quality of environments and the quality of staff.

Staff should consider offering additional opportunities when encouraging the children to:
- prepare snack
- choose resources
- set up the playroom
- access outdoors freely.

Personal plans for each child should be devised.

Policies and procedures should be reviewed on a regular basis.

Evidence presented to the Care Inspectorate to support the work of the staff should be current.

**What the service has done since the last inspection**
Staff have used initiatives that promote and encourage more access to fresh air and exercise as part of the daily routine.

Staff continue to take the service forward and involve children and parents in the service.

**Conclusion**
At this inspection we considered eight quality statements in four quality themes. We awarded a grade for each statement.

For the statements considered at this inspection the service is currently performing at:
* A very good level in 2 quality statements.
* A good level in 6 quality statements.

The care of the children is in place and children are cared for by the staff appropriately. The management committee and the staff team should now work together to progress and organise administration and related documentation with in the service.

**Who did this inspection**
Lynn Clements
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.

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 Reform (Scotland) Act 2010 and Regulations or Orders made under the Act, or 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.

Strathaven Community Nursery provides a care service to a maximum of 18 children aged between 3 to those not yet attending primary school. The service operates 5 days a week during term time and provides sessional care mornings and afternoons.

The provision is based in Westerovertoun Primary School, Strathaven, South Lanarkshire.

The aim of the service is to provide a safe and stimulating environment where children can feel happy and secure.

The full aims and objectives statement is available to people who use the service.

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

**Quality of Care and Support - Grade 4 - Good**
**Quality of Environment - Grade 4 - Good**
Quality of Staffing - Grade 4 - 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
Basis of the report:
This report was written following an unannounced inspection visit carried out by Lynn Clements SCSWIS Inspector and Rosemary Thumath Locum Inspector on the morning of Friday 26 October 2012 between the times of 8:40 am and 1 pm. Inspection feedback occurred on the morning of Tuesday 30 October 2012 between the times of 12 noon and 1 pm.

Before the Inspection:
The Annual Return
The service submitted a completed annual return as requested by us.

The Self-Assessment Form
The service submitted a self-assessment form as requested by us that contained information about service strengths and how aspects could be improved.

Views of service users
We issued 10 care standard questionnaires and asked the staff to give these to people who use the service, 9 were completed and returned to us before the inspection. The care standard questionnaire provides an opportunity for parents or carers to comment on the quality of the care, staffing, the environment and management and leadership.

Regulation Support Assessment
The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the SCSWIS Inspector which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Inspectorate by the service (such as absence of a manager) and action taken upon requirements. The SCSWIS Inspector will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant
Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process:
In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:
* policies and procedures
* folders of evidence relating to the quality inspection themes
* cleaning schedules
* resource books
* questionnaires to parents
* minutes of meetings
* accidents and incidents
* the self assessment
* staff appraisals
* newsletters
* staff planning folders
* registration certificate
* insurance certificate
* medication forms
* nursery handbook
* nursery books
* children’s profiles.

Discussions with various people, included:
* the manager
* 4 care staff
* 14 children individually and in small groups
* seven parents.

The SCSWIS Inspector and the Locum Inspector also observed practice, the general environment and resources.

**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. The service provider identified what they thought they did well, some areas for development and any changes they planned. We found that although most of the information was relevant, we have advised that the self assessment details outcomes for children.

Taking the views of people using the care service into account

All children were settled engaged in play. The children chatted to the SCSWIS Inspector about their chosen activities and what they enjoyed doing. They were proud of their achievements and enjoyed the environment, resources and equipment. Staff cared for the children and allowed them to settle and play.

Taking carers' views into account

We sent out 10 care standard questionnaires to the service for distribution to people who use the service and 9 were returned to us before the inspection.

These gave carers the opportunity to comment on how the service performed in relation to care and support, environment, staffing and management and leadership.

Information from the care standard questionnaires can be found in this report.

The views of seven parents who took part in the inspection can be found in this report. They were overall happy and felt their children’s needs were being met. They
said they were kept informed about their child’s progress and thought the service had a positive impact on the care their children received.
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: 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 the quality of the service provided by Strathaven Community Nursery for this statement was 5 - very good.

We considered how the service had involved parents/carers and children in assessing and making improvements within the service. We found that a good range of systems were in place to promote partnership in the quality of care and support provided. These included:
- regular newsletters were issued to parents inviting comments and suggestions
- parents were represented on the management committee
- parents were invited to participate, raise issues or become involved in the service
- daily information sheets gave parents information about children’s experiences on an ongoing basis
- a policies and procedure folder and the most recent development plan were available for parents.

Parents also completed questionnaires and were asked to rate the service. A management committee of parents oversees the running of the group. Feedback is audited and people who use the service are aware of how their suggestions and views are actioned.

We spoke with seven parents during the inspection. They expressed very high levels of satisfaction with the range of systems in place to promote participation in a general way and specifically about their children. They were aware of the work of the management committee and the improvement plan. Parents gave detailed examples when their views were sought, feedback given and a plan of action put in place by staff.

The outcome was that parents were involved in improving the care and support their child received.
In the care standard questionnaires returned to us 9 parents indicated they had been involved in developing the service and all were happy with the level of involvement offered.

In the care standard questionnaires returned to us parents said:

“This is an excellent nursery”.
“I am delighted with the service provided; the year book is particularly impressive”.
“The staff regularly ask for feedback and I feel well informed about my child’s progress”.

Staff working with the children gathered information about the children through observations, mind mapping and discussions. They used this information to inform their daily planning. Children and parents make suggestions regarding care routines for their child and these are actioned by staff.

Staff discussed how they observe children, plan activities and play experiences supporting children’s individual needs. Children are consulted and their views and suggestions are considered and actioned.

The children were consulted through a variety of methods about what they wanted to learn. This created an environment that reflected the children’s needs and interests. Children were found to be involved in the service and it was apparent how their views impacted on the care they received.

We concluded after a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a very good performance in relation to this quality statement.

**Areas for improvement**

We found that the staff should progress and improve.

See the areas of improvement and recommendation in quality theme 2, quality statement one about how the staff should develop further methods to enable people who use the service to assess environments the children access and the quality of staffing and management and leadership.

**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 found that the quality of the service provided by Strathaven Community Nursery for this statement was 4 - good.

We considered how children’s health and wellbeing needs are met. We found that staff are confident about the service they provide. Initiatives are in place that supports access to fresh air, exercise and healthy eating.
We saw that the staff have a caring, warm manner. Staff access help from other agencies to support children’s learning where appropriate. The staff are clear of their roles and responsibilities. Staff interaction with the children was skilled and proficient.

Staff working with the children were observed to interact appropriately with the children and spoke about the children in their care affectionately. The staff knew the children well. The outcome was that the staff knew the children and provided a service in accordance with their needs and interests.

Written aims and objectives reflect how the provision meets the needs of people who use the service.
We found that the service had developed a planning system based on national guidelines that responded to the ideas and suggestions made by the children.

The service had put in place systems to work with parents/carers to support individual children’s needs such as challenging behaviours. Children’s profiles and nursery books are in use and link to the curriculum for excellence. Next steps in learning are recorded and comments from parents and children plan to be included. Daily parents/carers were provided with written or verbal updates about their children. The benefits of this were that parents/carers were given regular updates and kept informed about their children progress. Children were cared for appropriately and staff were responsive to their needs. Staff used positive language and showed children respect.

We saw that a range of activities and equipment was available and accessible for the children to support their needs. Children played both indoors and outside and enjoyed these experiences.

Staff had recently attended training on child protection.

We observed snack and saw that children served themselves. We saw staff sit with the children. Good infection control practice was in place.

In the Care Standard Questionairres returned to the Care Inspectorate, parents said:

“Children are happy, supported and encouraged in all aspects of their development”.
We concluded after a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
We found that the staff should progress and improve.

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 develop personal plans within the children’s profiles. The staff should after consultation ensure within 28 days of using the service that each child has an individual plan that include six monthly reviews with the child and/or parents and carers and include changes in health, welfare or safety needs. We recommend that this is improved.

We observed various times through out the day and discussed with staff and management how children could be more involved in making their own decisions. We recommend that children:
- set up the playroom,
- prepare snack,
- are encouraged to choose resources from around the room,
- are involved in free flow outdoor play.

We looked at the medication policy and permission slips relating to administration of medication and advised the management about guidance relating to these. We recommend that the staff update the medication policy and includes additional information on permission slips including information for example if the parent has administered the first dose or if any medication or if medication is sent home. See the area of improvement and recommendation in quality theme 4, quality statement 4.4.

We looked at completed incident forms and advised the staff that documentation should be kept for all children involved.

Grade awarded for this statement: 4 - Good
Number of requirements: 0
Number of recommendations: 2

Recommendations
1. Personal plans for each child should be devised in accordance with legislation.
   National Care Standards for early education and childcare up to the age of 14, Standard 3 - Health & Wellbeing.

2. Staff should further encourage children to make their own decisions and encourage them to:
- set up the playroom
- access resources stored around the room
- prepare snack
- are involved in free flow outdoor play.

National Care Standards for early education and childcare up to the age of 14,
Standard 3 - Health & Wellbeing.
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 found that the quality of the service provided by Strathaven Community Nursery for this statement was 4 - good.

We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the service environment. The evidence presented included:

- Parent/carers views on the service environment being gathered through daily discussions, management committee meetings and various consultations.
- Children had been involved in this area through:
  - choosing and purchasing of new toys
  - planning and creating play areas linked to their learning choices.
- We found the resources and activities offered reflected the needs and interests of the children.
- Parent/carers and children views and the strengths recorded under quality theme one, statement one were considered when grading this statement.

In the Care Standard Questionnaires returned to the Care Inspectorate, parents said:

“The environment is secure”.

“There is a lovely atmosphere in the nursery which is crucial to the learning environment”.

We concluded after a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality.

Areas for improvement
We found that the service should progress and improve.
We found that although parents and children are consulted about the care and support they receive staff told us that systems in place did not yet fully demonstrate that:
- parents assessed the environment their children used
- parents assessed management and leadership in the service
- children assessed the staffs work
- children assessed the environment they use.

We recommend that this is improved. We recommend that staff and management demonstrate how people who use the service assess the environment, staffing and management and leadership.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. Staff and management should demonstrate:
   - how people who use the service assess the environment, staffing and management and leadership.
   - how these assessments have impacted and improved the quality of care the children receive.

   National care standards for early education and childcare up to the age of 16, Standard 14 - Well managed service.

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

Service strengths
We found that the quality of the service provided by Strathaven Community Nursery for this statement was 5 - very good.

We considered how the service environment is maintained to ensure the children are kept safe and protected.
The playroom, toilets, entrance and outside areas were found to be clean and tidy.
The toys available were well maintained and fit for purpose.

The children toilets were found to have appropriate hand washing materials such as liquid soap, warm water and disposable hand towels.

The service had annual maintenance in place such as testing completed on electrical equipment.

We saw that areas accessed by the children were hygienic, smoke free and had
appropriate heating, lighting and ventilation.

The furnishings and layout are appropriate for the children. Children access all areas in the premises easily.

There is suitable space externally to allow the children to take part in physical and active play.

Children were encouraged to tidy up after themselves and care for the premises. Risk assessments are completed regularly. Policies and procedures are in place. The children present are aware of fire safety.

The children had a good knowledge about healthy eating, nutrition and exercise.

We concluded after a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a very good performance in relation to this quality.

Areas for improvement
We found that the service should progress and improve.

We found that aspects in the environment could be improved on. We found that the bin in the toilets did not have a lid therefore increasing the risk of cross infection. We recommend that this is improved. We recommend that the bins in place reduce the risk of cross infection.

See the area of improvement and recommendations in quality theme 4, quality statement 4.4 about accidents, incidents and medication.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. The bins in the children’s toilets should reduce the risk of cross infection.

   National care standards for early education and childcare up to the age of 16, Standard 2 - Safe environment.
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - 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 found that the quality of the service provided by Strathaven Community Nursery for this statement was 4 - good.

We considered how parents and children participate in assessing and improving the service including the quality of staffing and management and leadership.

Parents and children’s views and the strengths recorded under quality theme one, statement one were considered in the grading of this statement.

After a review of documentation presented discussions with the staff and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
We found that the service should progress and improve.

See the areas of improvement and recommendation in quality theme 2, quality statement one about how the staff should develop further methods to enable people who use the service to assess environments the children access and the quality of staffing and management and leadership.

Grade awarded for this statement: 4 - 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 found that the quality of the service provided by Strathaven Community Nursery for this statement was 4 - good.
We considered how professional, trained and motivated the workforce was and observed their practice.

We observed staff practice and found that staff were helpful and approachable and cared for the children present.

Staff who cared for the children had a nice rapport with the children. Their tone of voice reassuring they were friendly and assisted the children. The children were happy in their care and the care routines in place were appropriate. Children were involved. We found that experiences were enjoyable for the children.

Staffs communication was skilled, children were busy and talkative. Staffs intervention, approach and interaction were encouraging. Staff are confident about the service they provide and this is reflected in their practice, they were able to identify where improvements could be made. Overall, staff practice was responsive to children’s needs.

We examined training records and saw that staff had been consulted and attended a variety of training.

In the care standard questionairres returned to us, parents said:

“The staff are warm, caring and affectionate”.
“All staff ensure children have the best experiences”.
“The staff genuinely care about the wellbeing of the children”.

We concluded after a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
We found that polices and procedures had not been reviewed or updated to include the name of the Care Inspectorate and new timescales. We recommend that this is improved. We recommend that documentation presented at inspection is current, shows date of review, included the name of the Care Inspectorate and includes timescales in accordance with Care Inspectorate guidance.

Grade awarded for this statement: 4 - Good

Number of requirements: 0
Number of recommendations: 1

Recommendations
1. The management committee, management team and care staff should update the complaints procedure in accordance with Care Inspectorate guidance and revised timescales. Policies and procedures should show the name of the name of the Care
Inspectorate and be updated regularly. National care standards for early education and childcare up to the age of 16, Standard 14 - Well managed service.
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 found that the quality of the service provided by Strathaven Community Nursery for this statement was 4 - good.

We considered how parents and children participate in assessing and improving the service including the quality of staffing and management and leadership. Parents and children’s views and the strengths recorded under quality theme one, statement one were considered in the grading of this statement.

After a review of documentation presented discussions with the staff and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
We found that the service should progress and improve.

See the areas of improvement and recommendation in quality theme 2, quality statement one about how the staff should develop further methods to enable people who use the service to assess environments the children access and the quality of staffing and management and leadership.

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 found that the quality of the service provided by Strathaven Community Nursery for this statement was 4 - good.

We found that staff and management meetings were held and minutes were
available. We saw that questionnaires and evaluations were given to get feedback from people who use the service.

We saw that some informal systems to encourage quality assurance had commenced, parents and children gave their views, opinions and suggestions. The documentation presented demonstrated that views and suggestions from people who use the service had been actioned, their feedback had been audited.

Staff appraisals occur. Staffs work was informally monitored by the manager.

Staff and management were realistic about the strengths in the service and the improvements to be made.
We found that policies, procedures and guidance followed by staff and management were applied and staff followed best practice guidance.

We concluded after a review of documentation presented, discussions with staff, management, children and observation of practice we have found the service to have a good performance in relation to this quality statement.

**Areas for improvement**

We found that quality assurance should be progressed and improved.

We looked at the medication policy and permission slips relating to administration of medication and advised the management about guidance relating to these. We recommend that this is improved. We recommend that the management and staff update the medication policy and include additional information on permission slips including information for example if the parent has administered the first dose or if any medication is sent home.

We looked at accident and incident forms and discussed these with the manager. We found that:
- forms were not completed on one occasion for two service users involved in an incident
- reviews of accident and incidents do not occur regularly
- recorded parental signatures were not dated

We recommend that this is improved. We recommend that forms should be completed for all persons involved in incidents, reviews of accidents and incidents occur regularly and documentation should contain the date when parents’ signatures were obtained.

See the area of improvement and recommendation is quality theme 3, quality statement 3 about how management and staff should update policies and procedures.
Grade awarded for this statement:  4 - Good

Number of requirements:  0

Number of recommendations:  2

Recommendations

1. Management and staff should update the medication policy and ensure the policy and permission slips include additional information in accordance with current medication guidance. National care standards for early education and childcare up to the age of 16, Standard 14 - Well managed service.

2. Management and staff should ensure that incident forms are completed for all persons involved, reviewed regularly and contain a date when parental signatures were obtained. National care standards for early education and childcare up to the age of 16, Standard 14 - 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

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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<td>Environment 4 - Good</td>
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<td></td>
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<td>Management and Leadership 4 - Good</td>
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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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