Oxgangs After School Club
Day Care of Children
Oxgangs Primary School
60 Oxgangs Road North
Edinburgh
EH13 9DS
Telephone: 07932 774297

Inspected by: Karen Robertson
Type of inspection: Unannounced
Inspection completed on: 23 January 2013
Contents

Summary 3
1 About the service we inspected 5
2 How we inspected this service 7
3 The inspection 11
4 Other information 23
5 Summary of grades 24
6 Inspection and grading history 24

Service provided by:
Oxgangs ASC Management Committee

Service provider number:
SP2003002844

Care service number:
CS2003011878

Contact details for the inspector who inspected this service:
Karen Robertson
Telephone 0131 653 4100
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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>6</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>6</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>6</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Excellent</td>
</tr>
</tbody>
</table>

What the service does well

Oxgangs After School Club provided children and parents with excellent opportunities to influence the service.

We found that the club had taken opportunities provided by the primary school to share information which enabled staff to effectively meet children’s care and support needs.

Parents were very happy with the service provided for their children.

The extensive range of resources and equipment for children along with a range of consultations ensured that children had an excellent range of play and activity options.

What the service could do better

We identified no areas for improvement through the Quality Statements we looked at in this inspection.

What the service has done since the last inspection

The club had continued to develop an already very good service.
Conclusion
We found that Oxgangs After School Club provided a very high quality of service for both children and parents. They did this through providing very good quality and consistent staffing, clear management and a range of opportunities for parents and children to become involved in the service.

Who did this inspection
Karen Robertson
Lay assessor: N/A
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.

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.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

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.

Oxgangs After School Club, referred to as the club in this inspection report, is registered to provide a service to a maximum of 79 children aged 5 to 12 years of which 4 children can be of pre-school age. The club operates between the hours of 12:00pm to 5:30pm, Monday to Friday during term time.

The club operates from Oxgangs Primary School in a residential area of Edinburgh. In the primary school the club have the use of a main club room and two further classrooms for the provision of the service. These rooms are split roughly into primary school class age groups. The club also have access to the gym hall, when available, and a range of play areas outside.

Aims and objectives for the club are in place and shared with parents through the handbook and displayed in the club rooms. Aims include:

'Oxgangs After School Club aims to provide high-quality, affordable childcare that allows parents to return to or continue employment, training or education with the confidence of knowing that their children are well cared for.'
Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 6 - Excellent**
**Quality of Environment - Grade 6 - Excellent**
**Quality of Staffing - Grade 6 - Excellent**
**Quality of Management and Leadership - Grade 6 - Excellent**

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
We completed this report following an unannounced inspection. The inspection was carried out by the Care Inspectorate. Inspector Karen Robertson carried out the inspection on 23 January 2013 between the hours of 3:20pm and 6:15pm.

As requested by us the service sent us a completed annual return. The self-assessment form was also completed prior to the inspection.

We issued 40 Care Standard Questionnaires to families using the club. 17 families using the service returned the questionnaire.

In this inspection we gathered evidence from various sources, including relevant policies, procedures, records and other documents including:
- Risk assessments
- Evidence of auditing
- Cleaning records
- Planning for play
- Policies and procedures
- Evidence of activities
- All About Me
- Discussion with the manager, staff and children
- Observations of how staff worked with children
- We examined the resources available to children and the suitability of the environment.

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

A recommendation was made regarding staff attending food handling training. At the last inspection some staff had attended training but the certificates had not been received. This recommendation had been met.

A recommendation was made that the club carries out and records regular fire drills/emergency procedures with children and staff. The Care Inspectorate is not responsible for the monitoring of fire safety issues. However as part of the clubs health and safety procedures we found that drills were carried out and recorded.

A recommendation that the club develops opportunities for children to improve the management and leadership. We found that children had a range of opportunities to contribute to the assessment of management and leadership in the club.

A recommendation that the club uses a formal method to assess the quality of the service they provide. They should ensure that service users are informed of the findings. The manager had implemented a range of processes which were used to monitor the quality of the service.

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 statement that we grade them under.
The service provider had identified what they thought they did well, some areas for further improvement and any changes they planned to make to the service.

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

The service is provided over three play areas. During our visit there were 74 children present during the session. We did not seek the formal views of children but chatted to them during our visit. We found children to be confident in their surroundings and with staff. The range of activities offered ensured that children were engaged in activities during their time at the club. Comments about the club included:

'Smashing!'

'We choose snack and anything we want to do. But we can have other things too.'

'We can choose to go outside to play or stay inside. It’s up to us really.'

'Loads of stuff to make and do.'

**Taking carers' views into account**

We issued 40 Care Standard Questionnaires to parents. 17 of these were returned prior to the inspection. 15 parents strongly agreed and two parents agreed with the statement: 'Overall, I am happy with the quality of care my child receives in this service.' We also spoke to three parents during our visit. All said their children were very happy at the club. We have included parents comments throughout this report.

Additional comments included:

'We are very proud of our club. It’s well run and children have a great time but have clear boundaries.'

'It’s really good. My child loves it here.'

'My child always comes home with fab exciting stuff he has made. If I pick him up early he is not happy.'

'I could not see me not using this service and would recommend it to anyone.'

'This service is fantastic.'

'To know our children are happy and well cared for is precious.'

'The staff are always friendly.'

'My child loves going to after school club, which makes me happy and I know they are very well cared for.'

'Ab Fab!'

'I found the manager very extremely helpful and flexible. She appears to know all the younger children and did this quickly.'
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: 6 - Excellent

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
This section is based on Quality Statements 1.1 and 1.3

We found that the club provided excellent opportunities for children and parents to be involved in the assessment and improvement of the service.

The club was run and managed by a parents committee. Regular committee meetings took place. These meeting were open to all parents. Minutes of the meetings were recorded and available for parent’s information. This ensured that parents knew what was going on and planned by the committee.

Questionnaires and discussions with parents were used to gauge how well the club were doing. Information was given to parents about the questionnaire results and action to be taken through the newsletters. We saw action plans and comments made in response to parents queries. One parents commented that they felt the club was excellent at asking specific questions to evaluate areas of the service and taking action on suggestions and responding to queries.

We found that there was a very good range of information given to parents regularly to enable them to ‘keep up to date’ with things which were going on in the club. Newsletters were attractive and informative, a range of information was available in the main club room and daily information was displayed for parents about activities. Parents commented about the newsletter and range of information saying: ‘The newsletters are excellent and very informative. I especially like the fact that there is a mini biography of each member of staff included at least once a year.’
'Good regular newsletter keeps parents informed as does the information in the main room.'

Information was displayed of parents detailing what their child had done that session. Staff also took time to talk to parents at the end of the session.

The range of information given to parents when they applied for a place at the club was excellent and attractively presented. We saw staff responded to parent's requests for information and visits to the club to see the service. Staff were professional and chatted easily to parents about the service offered and invited parents to ask questions or raise any possible issues.

Participation with children was a significant strength of the service. We saw a range of children’s comments and ways in which they had been included in the planning of activities, layout of play spaces and choice of snacks.

Children commented that they could chose snack daily and that this was done in advance. They explained the process for planning play activities and said that they were regularly asked to say what they liked and didn’t like, what they wanted to do and what they thought of the club. Children said that this made them feel included in what they saw as their club.

Parents commented on the way in which the club gained the ideas and evaluations from the children:
'They have developed a clever and innovative ways of obtaining feedback from children.'
'My daughter likes being able to participate in decisions and makes choices about what she would like to do or see at the club.'

Areas for improvement
The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 6 - Excellent
Number of requirements: 0
Number of recommendations: 0

Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
To make sure that parents and children were aware of what the club were hoping to provide and their ethos staff had developed a range of aims and objectives. These
were shared with parents and children through the parents handbook and being displayed in the club.

The range of information gathered on each child at the start of their placement in the club enabled staff to meet individual health and wellbeing needs. An effective process was in place to ensure that this information was updated at least six monthly to ensure it was up to date and accurate.

In addition to the formal information collected staff had begun to carry out an all about me’ activity with children. We spoke to staff about the purpose of this and they explained that the information would be extended over time with children being able to add to their folders and share them with parents. We asked children if they knew what this activity was about. They told us that it was going to be used to get to know them better.

The club had established excellent links with the primary school and had been included in a range of meetings to discuss and support children with additional support needs and those who needed further support in the club or primary school setting. This level of communication and co-working evidenced both the school and clubs commitment to support children.

We carried out a variation at the club to enable them to use the nursery class for the children in primary one. Staff said that this had worked very well as children knew the premises, it was quieter and suitable for this age group. One parent commented how pleased they had been that this had been implemented as she had been concerned about her child moving from nursery to primary and then at the end of the day having to be with a large group of various aged children. Children met up with the rest of the group during outdoor play and through a number of the club activities ensuring that they got to know the rest of the children using the club.

During the inspection there were a couple of children who came to the club saying that they felt unwell. Staff responded to these children in a very comforting and appropriate manner. Parents were called to collect their child if they could. We saw staff feedback to the parents of these children about how their child had been and noted that they knew these children well and could therefore explain the difference in behaviour.

A number of policies were in place to ensure that children’s health and wellbeing needs were met. We looked at these and found they reflected current good practice models and information. We saw that staff promoted good hygiene procedures both through encouraging and reminding children but also by providing good role models.

A behaviour management policy was inplace. We also saw that older children had developed their own rules for their group room. These had been updated and changed by children to respond to the groups behaviour. We saw that staff were very
skilled in managing behaviour and did this in a quiet, consistent and open manner. This ensured that children were aware of boundaries, aware of consequences and given ample opportunity to change their behaviour before staff took action.

Snack was chosen by children in advance and staff then carried out the shopping. We saw the snack menu followed good nutritional guidelines and that the popularity of snack was evaluated by children and staff. On the day of our visit children had a substantial snack which was sufficient to keep them going until they went home for tea.

Staff had attended food handling training and certificates of this were displayed for parents information.

The club collected children from two other primary schools apart from Oxgangs. Procedures were in place to ensure that this was carried out safely and efficiently.

Parents made some comments regarding the club's ability to meet care and support needs of children.
'All the staff are great and my child knows them all well and likes them.'
'As you enter the after school club, no matter what activity is going on, there is always a calm friendly and happy atmosphere.'
'Overall I know my child is experiencing different things in a safe and caring environment.'
'The club staff are always attentive to my child’s needs and have the flexibility and experience to respond to their changing needs.'

Areas for improvement
The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

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

Service strengths
This section takes account of Quality Statements 2.1 and 2.2.

The club provided parents and children with excellent opportunities to participate in assessing and improving the quality of the environment provided.

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Statement 1.1 apply to this Quality Statement also.

Grade awarded for this statement: 6 - Excellent

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
The club operated from Oxgangs Primary School. The club had the use of a main club room for primary two and three, nursery playroom which accommodated primary one and some of primary two and an upstairs classroom which accommodated primary four to seven. The age range in each of the rooms was flexible to meet each child’s individual needs. The range of playrooms provided children with excellent facilities.

The building was in excellent repair with no structural defects identified. The manager confirmed that there was a procedure for reporting defects and maintenance issues. Staff told us that where they identified issues these were addressed quickly to ensure the environment was safe for children to use.

Entry and exits from the club was safe and appropriately monitored by staff. This
ensured children’s safety and gave staff an opportunity to talk to parents as they arrived.

The club had the use of the primary school outdoor play spaces and made the most of these. This included an area accessed directly off the main club room and room used by primary one children. This enabled staff to offer children to play outside or stay indoors, which ever they preferred. We found that children enjoyed this flexibility. One said: ‘It means if you are busy inside doing an art thing you can stay inside’.

Older children could use these areas or the astro turf pitches. Depending on availability children could also use the gym hall. Children confirmed that they went outside nearly every day and planning for play activities confirmed this.

Daily attendance registers were in place and included who would be collecting the child at the end of the session. Registers included staff and visitors to the club. We saw that staff had an effective methods of monitoring group numbers and those who were present in the club at any time.

To ensure children’s safety and security a range of policies and procedures were in place. Procedures included:
* child protection
* complaints
* administration and recording of medication
* recording of accidents
* infection control were available.

We asked staff if they were familiar with club policies. They said that they were and that if changes were made these were brought to their attention during staff or team meetings. The manager had a very good process in place to ensure that all staff were responsible for reading changed policies. This ensured that good practice was up to date and adhered to by staff.

A child protection policy was in place to ensure that parents were aware of the clubs responsibility in this area. Staff had received training to ensure that they could follow the child protection procedure effectively. The manager had completed suitable child protection for her role in the club. Through discussion with her she evidenced a good knowledge of appropriate procedures.

Record keeping such as risk assessments and cleaning records were in place and regularly maintained. We saw that risk assessments were updated and changed as necessary to make sure that children’s ongoing safety was maintained.

The club had an extensive range of toys and equipment for children to use. Comments from children about the range of activities included:
'If we want to do something we can suggest it and then we look at it as a group.'
'We get loads to do.'
'We share staff and if the other room has it and we want it we can go and get it.'
'We’re older and have a different range of stuff to play with. It’s really good, interesting and fun.'
'Well I’m never bored, that’s for sure!'

Parents who responded to the care standards questionnaire all strongly agreed with the statement: ‘The service is safe, secure, hygienic, smoke free, pleasant and stimulating environment.’ Comments included:
'I am confident that my child is in a safe and friendly environment.'
'The staff are very open and friendly and I know that if I had any concerns they would be listened to and dealt with.'

Areas for improvement
The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 6 - Excellent
Number of requirements: 0
Number of recommendations: 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

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

Service strengths
This section takes account of Quality Statements 3.1 and 3.2.

The club provided parents and children with excellent opportunities to participate in assessing and improving the quality of the service.

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Grade awarded for this statement: 6 - Excellent

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
There were policies and procedures in place to ensure that good quality staff were recruited into the service. There was a recruitment and selection policy, appraisal and professional development policy and staffing polices regarding professional conduct. All policies were found to reflect good practice and current legislation.

Staffing in the club was very stable with a number of staff having remained employed at the club for several years. We asked some staff about this and were told that staff turn over was low as they were give excellent opportunities to influence the service and it’s direction. Staff also said that excellent training opportunities were available to them as the manager and committee valued staff development.
Staff confirmed that they received regular appraisals from the manager. Those we spoke to said that the process was helpful in encouraging staff to examine their professional practice and look at what they wanted to do to develop as a childcare professional. Staff also said that the manager was approachable and very supportive of the staff group.

All staff had completed their registration with the Scottish Social Services Council (SSSC), which is a body responsible for the registration and professional development of childcare workers. The manager was in the process of completing a qualification to meet the managers qualification for the SSSC.

The manager had an overview of training needs for the club to ensure that up to date training for subjects such as first aid and child protection were kept up to date. Staff also had a training log, which was their responsibility to keep up to date, this ensured that they kept track of their training hours to enable them to meet the training requirements of the SSSC.

The manager and co-ordinators assistant were supernumerary. This enabled them to monitor the staff group and service provided effectively. In each of the club rooms a member of staff was identified as the team leader for that group and had defined roles and responsibilities. We found that this ensured each group had strong leadership and encouraged staff to work towards a promoted post.

We found that the manager had delegated responsibility for several areas of the club operation to staff. We found that this had given staff a vested interest in the service and had encouraged them to seek out best practice models for their areas of responsibility.

We saw during our visit and through discussion with staff, children and parents that the staff team were very motivated to provide a high quality service to both children and parents. Staff provided a warm, calm and fun environment for children. Children made some comments about staff including:

'I love *** she is great and really good fun.'
'They are all really nice and help you if you need it.'

All parents strongly agreed with the statement 'I am confident that staff have the skills and experience to care for my child and support their learning and development.' Comments about staff included:

'All the staff are friendly, approachable and professional.'
'Both my children adore the staff.'
'The standard of care provided by staff is excellent.'
'My child is looked after by staff who are trained to a very high standard, who have a genuine interest in his wellbeing and have a richness of experience.'
Areas for improvement

The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

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
This section took account of Quality Statements 4.1 and 4.4.

The club ensured that parents and children using the service had excellent opportunities to participate in the assessment and improvement of the quality of management and leadership in the service.

Comments made in Quality Statement 1.1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Statement 1.1 apply to this Quality Statement also.

Grade awarded for this statement: 6 - Excellent

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 manager and staff team had excellent procedure in place to evaluate the quality of the service provided to parents and children. We found that parents and children were also included in this process.

The club did this through regular evaluation questionnaires which were used to ask targeted questions to gain views and suggestions. The club were proactive about using these evaluations and ensuring that parents and children knew their input had been valued.

Regular whole staff and team meetings took place. These meetings were minuted to
ensure that any information shared at the meetings was available to all staff.

Regular committee meetings took place. All staff and parents could attend these meetings if they wished. Minutes of committee meetings were available to all parents.

The self assessment document which is requested for the Care Inspectorate inspection process was completed in conjunction with the staff group. This ensured that staff were included in the evaluation of the whole service.

The manager used an auditing and monitoring calendar to ensure that monitoring was carried out on time and effectively.

The manager of the club attended external meetings to share information and practice with other club managers. She said that she found this helpful as a communication and networking tool.

The manager and co-ordinator assistant were responsible for a range of audits in the club. These included accident records, completion of daily diary and training files.

**Areas for improvement**

The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

**Grade awarded for this statement:** 6 - Excellent

**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
No additional information was gathered for this inspection.

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

<table>
<thead>
<tr>
<th>Quality of Care and Support - 6 - Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Environment - 6 - Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Staffing - 6 - Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 6 - Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 4</td>
</tr>
</tbody>
</table>

6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>29 May 2009</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 5 - Very Good</td>
</tr>
</tbody>
</table>

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
To find out more about our inspections and inspection reports
Read our leaflet ‘How we inspect’. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0845 600 9527.

Translations and alternative formats
This inspection report is available in other languages and formats on request.

Telephone: 0845 600 9527
Email: enquiries@careinspectorate.com
Web: www.careinspectorate.com