East Milton Primary School Nursery Class
Day Care of Children
Vancouver Drive
Westwood
East Kilbride
Glasgow
G75 8LG
Telephone: 01355 222346

Inspected by: Liz Keenan
Isabella Semple - Lawson
Type of inspection: Unannounced
Inspection completed on: 19 February 2013
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Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003015292

Contact details for the inspector who inspected this service:
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Summary

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

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

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Environment</td>
<td>4</td>
<td>Good</td>
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<tr>
<td>Quality of Staffing</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>5</td>
<td>Very Good</td>
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</table>

What the service does well

The service has a very dedicated staff team who are committed to providing quality experiences for young children attending the nursery. Staff are caring and approachable and have formed positive relationships with parents/carers and children. Good relationships have been established with wider community services. Management support and encourage staff to demonstrate their leadership skills.

What the service could do better

The service should further develop their personal plans for children. Written risk assessments should be completed for the areas used for nursery children, both indoors and outdoors.

What the service has done since the last inspection

Management and staff have developed how they involve parents/carers and children in assessing and improving the quality of the service.
Conclusion
Children had very good opportunities to enjoy a variety of fun activities in a warm, stimulating environment. They were cared for by responsive staff, who clearly knew them well.

Who did this inspection
Liz Keenan
Isabella Semple - Lawson
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.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 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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- 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 Care Inspectorate.

East Milton Primary School Nursery Class is registered to care for a maximum of 30 children. They operate a sessional service between 9am and 4pm. There were 25 children attending the morning session and 23 children attending the afternoon session. The service is accommodated within East Milton Primary School. The principal teacher has the responsibility of the day to day running of the nursery class.

The service aims to “ensure consistently high standards of achievement and attainment for all learners”. The service’s aims and objectives are shared with parents/carers through the nursery handbook and are displayed on the parent/carer’s notice board.

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 5 - Very Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
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 announced inspection was carried out by Inspectors Liz Keenan and Isabella Semple-Lawson, Care Inspectorate on Tuesday 19 February 2013 between 09.30 and 17:15.

We issued 20 questionnaires to parents and carers of children who used the service. Eleven questionnaires were completed and returned to us.

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

* Self assessment document.
* Registration certificate.
* Aims and objectives of the service.
* Parents’ information.
* Children’s profiles and learning logs.
* Parent notice boards
* Newsletters
* Parent/carer and children questionnaires
* Planning and observation sheets
* Improvement Plan

We carried out discussions with the head teacher, nursery teacher, early years workers and a childcare student. We spoke with a number of the children who were present on the day.
We looked at the interaction between staff and the children and observed practice within the nursery. Throughout our visit we examined the nursery environment, equipment and examined toys 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
The service had introduced new methods to involve parents/carers and children in improving 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. We were satisfied with how this was completed and with the relevant information included. The service identified what they thought they did well highlighted some areas for development.

Taking the views of people using the care service into account
Throughout our visit we spoke to many of the children who were present. The children appeared happy and confident in the playrooms. We observed them contentedly playing in groups or on their own. Staff were actively involved in children’s play or nearby to support where necessary. Children were happy to share their views on activities and snacks available to them. They were very relaxed and comfortable in the nursery environment.

Taking carers' views into account
Prior to the inspection we sent 20 care standard questionnaires to the nursery to distribute to parents/carers. This provided them with the opportunity to comment on the quality of the service provided. 11 questionnaires were completed and returned to
Overall parents/carers indicated that they were very happy with all aspects of the service.

Comments included:

“I am very impressed with the care and support my child receives”
“I would recommend this nursery to anyone”
“East Milton Nursery is a happy, stimulating nursery that my child loves attending”
“I am confident and satisfied with the staff at my child’s nursery”
“The staff are enthusiastic and caring with all the children”
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 found the service had a very good performance in relation to the areas covered by this quality statement. We concluded this after looking at the opportunities that are available for parents/carers and children to give their views on the service, looking at personal plans for children, newsletters and speaking to parents/carers and children.

At the time of our inspection the nursery were welcoming new children to the setting. We could see that staff were responsive to their needs and supported them to settle into their new environment. Staff were skilled in providing opportunities for new children and more established children. The blend of activities on offer were appropriate for the various ages and stages of the children who attended the service. One parent/carer told us that their child found it difficult to settle in the nursery. Staff worked closely with her and helped identify solutions to support the child.

Staff worked very well with children and supported them to discuss what they wanted to learn about. Staff recorded their suggestions and concluded from these that the new focus for learning would be castles, princesses and princes. We observed children and staff coming together at circle time to plan how children wanted to progress with this. Children confidently made suggestions which were recorded on individual paper leaves. Staff scribed their suggestions on the leaf and encouraged children to scribe or draw their ideas. The leaves were placed on the nursery “consultation tree” which parents/carers and children could view. Staff were responsive to children and clearly valued their contributions.

Children were happy to talk about how things are planned in the nursery. They told us “the ladies ask us what we want to do next” “we decide”.
Staff provided good opportunities to discuss each child’s day with parents/carers at the beginning and end of the session. Parents/carers agreed that these times were useful to share information with staff and find out about what their child had been learning about. They told us that communications were very good from the nursery and felt staff took account of and valued their views and suggestions.

A parent commented “I am happy the nursery are involving parents in helping out at the nursery”

Management and staff had carried out evaluations with parents/carers to gather their views about the service. These had been reviewed and actions planned. The nursery recorded suggestions made on a “how good is our nursery” wall display. A parent/carer suggested more meetings with the nursery. The staff had responded to this by arranging a “bring a parent to school day”. A parent/carer commented “I like the fact they have a play date and the parents get to go along”

Staff provided good opportunities for children to evaluate the experiences available to them in the nursery. Feedback indicated that children were very happy with nursery activities.

Newsletters contained a wide range of purposeful information about the nursery including the current focus for learning and fundraising. This activity encouraged parents/carers to participate in the service.

A Parents Committee had been established with representation from parents/carers from both nursery sessions. We could see from the records that meaningful discussions had taken place about fundraising activities and what the funds should be spent on.

A wide range of information was attractively displayed in the cloakroom areas for parents/carers. There was very useful health information and guidance displayed, as was good information about what children were learning about. The service’s registration certificate, insurance certificate, improvement plan were also displayed prominently.

Overall staff provided very good opportunities for parents/carers and children to become involved in all aspects of the nursery. They clearly valued their contributions and demonstrated how they had taken their views on board.

Areas for improvement
We discussed how the actions resulting from evaluations are shared with parents/carers. Although information was shared in nursery newsletters, it might have been useful to display the outcomes more clearly. This may help parents/carers become
more confident in making suggestions as it will be clear that their views are welcomed and valued. The head teacher and staff agreed to consider how they shared this information.

We suggested that the service could date any consultations that take place with parents/carers and children. This would enable them to monitor how the service responds to suggestions and actions taken as a result of this.

We discussed with the head teacher and staff about updating the nursery handbook. This contained very useful information and could be further developed to include the service’s child protection and complaints procedures.

**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 concluded this after looking at personal information recorded about children including children’s profiles, observing staff working with children, looking at planning records/meetings, staff training, accident and incident records and records of medication. We also spoke with staff, children and parents/carers.

Staff had created a personal profile for each child in the nursery. This included essential information relating to children and their families, which had been updated regularly. Staff recorded information relating to children’s care needs, personal preferences and routines after discussions with parents/carers. This supported them to plan how they would settle children into the nursery environment.

Staff had recently developed how they recorded details of children’s development and next steps for learning. They used the wellbeing indicators set out in Getting it Right for Every Child (GIRFEC) and Curriculum for Excellence effectively to monitor children’s progress and identify development needs. Staff also maintained a learning log for each child, which contained photographs of children’s progress under the experiences and outcomes of Curriculum for Excellence. This was a useful way to illustrate visually children’s achievements and was accessible to parents/carers and children. Children were happy to share their log with us and spoke confidently and enthusiastically about their learning. More detailed personal plans were in place for children who were being supported by other agencies. We spoke with an Early Years Support Teacher who visited the school weekly. She told us that staff were very skilled in collating and sharing information and confidently contributed to devising support plans for individual children. Staff were confident in how they planned for individual
Children’s learning. Their planning record clearly demonstrated how staff were responsive to children’s interests and needs. Children told us “we tell the ladies if we want to know about things”. Information about what the children were learning about was shared with parents/carers. A large area in the cloak room was dedicated to sharing information about nursery initiatives and activities. Newsletters provided very good information about topics children were learning about.

Children had good opportunities to experience outdoor play and physical activity in a small enclosed area within the school playground. We observed children confidently making decisions and negotiating with their friends about what they wanted to play outdoors. Staff told us that children regularly had access to local environmental walks near the school. Appropriate consents had been obtained from parents/carers for children to engage in outdoor activities. Children also had regular use of the school’s gym hall to enjoy physical activities.

Staff provided very good opportunities for children to experience the local community. At the time of inspection the children had a visit from a member of the local church who was a regular visitor. We observed children engaging with her in a storytelling activity. Children were clearly familiar with this activity and enjoyed the experience. Staff told us how they planned to further develop their links in the community. They had recently identified a local area which could be used for children to plant fruit and vegetables and have made enquiries about how to progress with this.

Staff were skilled in listening to children and supporting them to be independent. We saw children had formed very positive relationships with one another and staff. They displayed kindness and sensitivity towards one another and very clearly cared for each other.

The nursery promoted health and wellbeing throughout the nursery. Resources which promoted healthy lifestyles were displayed in the snack area. Children had opportunities to choose from healthy snack options. They told us “we love snacktime “we choose the snacks we like”. They carried out good hygiene activities before snack and talked confidently about healthy eating. Children commented “I like the gym and the fruit barra”. Parents/carers were also involved in healthy eating initiatives and were encouraged to contribute their recipes for homemade soups. Staff used their suggestions and developed a very useful “homemade soup recipe book” which was easily accessible to all parents/carers. Staff used this opportunity to involve children in making some of the soups suggested by parents/carers.

Staff demonstrated very good knowledge of the service’s processes and were confident in recording and sharing information relating to children’s care. Staff interacted positively with children and responded sensitively to their needs. They nurtured children’s ideas and valued their views. Children commented “the teachers are cool” and “they help us learn stuff”.

Areas for improvement
The service should review and update how it records details of medication being administered to children. This should include:

- Recording when parents/carers have given the first dosage of medication.
- The reason for administering medication should be clear.
- Times when medication is to be administered. We found “as needed” and “as required” were being recorded.
- Dates when medication is brought/removed from the service should be recorded.
- Types of medication and expiry dates should be recorded.

We directed the service to best practice guidance, The Management of Medication in Daycare and Childminding Services available at www.careinspectorate.com. (please see Recommendation 1)

Contents of first aid boxes should also be recorded to ensure they are within date.

We discussed legislation relating to personal plans with staff and the head teacher. Plans could be further developed, in consultation with parents/carers, which clearly illustrate how staff aim to meet the health, welfare and care needs of individual children. They are aware that these should be developed for each child within 28 days of them taking up placement in the nursery and should be reviewed at least every six months.

The service should develop a system to provide parents/carers with a written record of any incident that has involved their child. These should be reviewed regularly to enable the service to identify any common occurrences.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 1

Recommendations
1. The service should update and review the medication procedures in line with current best practice guidance. This will ensure that any medication administered to children will be carried out safely.
NCS 2 Early Education and Childcare up to the age of 16 - Standard 14 - Well-managed service.
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
Information relating to this quality theme is included in quality theme 1. statement 1.

Areas for improvement
Information relating to this quality theme is included in quality theme 1. statement 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

Service strengths
We found the service was developing well in the areas covered by this statement. We concluded this after observing how the nursery environment was being used by children and staff, sampling safety records and procedures and talking to children and parents/carers.

The nursery was situated within the school and had secure entry. Visitors to the service accessed the nursery through the main school entrance. All visitors were required to sign in using the visitors book. Parents/carers could gain entry through an entrance within the nursery. Parents/carers were required to sign children into the nursery and children were encouraged to do this for themselves too. Staff ensured that they recorded when children arrived and departed the nursery.

The nursery consisted of two very spacious playrooms which had been opened up to create one large open space. Staff and children made very good use of the space available and had created clearly defined areas for specific activities. The playroom was very well set out with a range of suitable furniture and resources which were clean and well maintained. All resources were accessible to children and we observed them confidently selecting what they needed. Children had good opportunities to use a wide variety of creative materials and to engage in sand/water play. An attractive...
area was available for children to be involved in role play. Children told us that they were making a castle, we could see that a good variety of role play resources were available to support children’s interest in this area. The layout of the rooms supported children to play individually or as part of a group. Areas were available to children who wanted to play quietly and relax.

The snack area had fitted cupboards, fridge and sink area. Children had access to two small sinks. One in the creative area and the other for preparing for snacks. Children enjoyed preparing their snack, which was attractively set out and was appealing to the children. Snack time was a relaxed, sociable occasion where children’s self help skills and independence were promoted. Children were encouraged to wash their cups and plates after use and carried this out with confidence.

Children had access to a small enclosed area with a soft surface within the school playground. This was a good area for children to engage in physical play outdoors. Children had access to a variety of resources which motivated children to be involved in physical activities.

Areas for improvement
The nursery toilets were situated outwith the nursery playroom. The head teacher and staff discussed how they continually monitor the effectiveness of measures that are in place to safeguard children when going to the toilet. Staff should continue to risk assess this and implement any appropriate actions. Such actions should be recorded in a written risk assessment.

We found that the school had a general risk assessment in place. Staff told us that they regularly carry out visual risk assessments of the areas used by children. The nursery should develop a formal written risk assessment which is specific to nursery playrooms, toilets and outdoor areas. Staff should record how they monitor risk in the areas used by children and record any actions they have taken. Risk assessments should be regularly audited to identify any regular patterns of risk. This will support the service to minimise risk and provide a safe environment for children.

Staff should ensure that a dated label is placed on foods which are stored in the fridge when they are first opened.

During the inspection we found a bucket containing dirty water and a mop in the snack area. Staff should ensure that the snack area is safe and hygienic for children’s use and free from hazards.

Grade awarded for this statement: 4 - 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
Information relating to this quality theme is included in quality theme 1. statement 1.

Areas for improvement
Information relating to this quality theme is included in quality theme 1. statement 1.

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 found the service had a very good performance in relation to this quality statement. We concluded this after observing how staff interacted with parents/carers and children. We spoke with staff, the head teacher and parents/carers and took account of feedback from parents/carers in care standard questionnaires.

We observed staff interacting positively with parents/carers and children. Children were very comfortable with staff and were at ease when approaching them. Staff encouraged children and supported them to make decisions for themselves. They were very welcoming and friendly when parents/carers arrived at the nursery. We saw staff exchange information with parents/carers in a professional and sensitive manner. They worked well together and had developed positive relationships with one another. Staff were confident about the service they provided and this was reflected in their practice. Parents/carers commented “the nursery has fantastic staff that are great at their job” “everything is very well explained by staff” “Words do not do justice to the staff’s work”
Management valued the contribution staff made to the nursery and met with them regularly to discuss personal professional development. Staff were encouraged and supported to engage in training opportunities relevant to their role. This supported them to keep up to date with current best practice and legislation. Management recognised staff’s leadership qualities and encouraged them to pursue opportunities to develop the service.

Staff were registered with the Scottish Social Services Council or the General Teaching Council and were aware of their responsibility to engage in training and development opportunities.

Regular staff meetings took place and details of discussions and plans were recorded. We could see from this information that the service and children were regularly discussed. Information included details of how staff had shared best practice with other nurseries and involving parents/carers in the service. Any actions or issues that were raised were followed up at the next meeting. The head teacher was regularly involved in this process and we could see that effective communications took place between staff and management. All staff were fully involved in evaluating and developing the service and discussed how they contributed to this.

Areas for improvement

The service had identified an area for development was to ensure all staff were trained in Food Handling. This was recorded in their self assessment.

During the inspection we saw that staff’s First Aid certificate had lapsed. Opportunities should be available for staff to refresh their knowledge in First Aid procedures.

The service should maintain their very good standards in relation to this quality statement.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
質量主題 4：管理及領導品質

主題評級：5 - 优秀

聲明 1
我們確保使用和照護者參與評估和改善管理及領導品質。

服務優點
信息屬於此品質主題包括於品質主題 1 声明 1。

改進領域
信息屬於此品質主題包括於品質主題 1 声明 1。

此聲明評級：5 - 优秀

需要數量：0

推薦數量：0

聲明 4
我們使用品質保證系統和過程，包括使用使用者、照顧者、員工和利益相關者來評估我們提供的服務之品質。

服務優點
我們發現服務在這個品質宣告方面表現非常優異。我們在審查品質保證系統、托兒所改進計劃、通訊、父母/照顧者資訊、與員工及園長溝通後達此結論。我們也考慮了在問卷中的反饋。

諮詢非常明確且具目的性，我們可以清楚看到父母/照顧者和孩子的建議對服務的影響。孩子們定期參與評估自己的學習，這完全得到了有資格且知識淵博的員工的支持。定期規劃會議討論了孩子的個別發展需求，並適當實施相關支援。員工對使用 Child at the Centre 開發托兒所及所提供的體驗感到自信。

檢察報告繼續...
Staff were familiar with the service’s improvement plan and priorities were displayed for parents/carers.

Overall parents/carers told us and commented through the care standard questionnaires that they were confident in the service’s leadership and management. They strongly agreed that they have been involved in the development of the service.

Areas for improvement
Although the nursery had a range of relevant policies in place, we found these had not been reviewed in some time. Policies and procedures should be updated and reviewed regularly and should reflect current best practice. These should be dated and shared with staff, parents and carers.

We found the nursery had a good system to record the views of visitors, however none were completed at the time of inspection. This would be a useful way to gather the views and suggestions from visitors, including professional agencies.

Grade awarded for this statement:  5 - Very Good
Number of requirements:  0
Number of recommendations:  0
4 Other information

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

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

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
5  Summary of grades

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6  Inspection and grading history

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