Greenhills Primary School Nursery Class
Day Care of Children
Cedar Drive
Greenhills
East Kilbride
Glasgow
G75 9JD
Telephone: 01355 241646

Inspected by: Kara Doonan
Type of inspection: Unannounced
Inspection completed on: 21 June 2013
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Service provided by:
South Lanarkshire Council

Service provider number:
SP2003003481

Care service number:
CS2003015296

Contact details for the inspector who inspected this service:
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Summary

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

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

We gave the service these grades

- Quality of Care and Support: 5 Very Good
- Quality of Environment: 4 Good
- Quality of Staffing: 5 Very Good
- Quality of Management and Leadership: 4 Good

What the service does well

Staff planned the learning experiences around the children’s needs and interests. As a result children were given the opportunity to take part in play activities which met their interests and learning needs.

Parents were routinely involved in the service and supported the service to continually make positive changes.

The service had taken positive steps to implement personal plans for every child.

Children had regular access to fresh air and exercise and had the opportunity to enjoy learning outdoors.

Staff had very good awareness and knowledge of the children in their care and had formed very good bonds with the children and families.

What the service could do better

On arriving at the service we were informed that there was a new head teacher in post. The provider must notify us of this.

Children should have access to appropriate hand washing facilities and follow good hand washing practices at all times.
The nursery should be clean and fresh for every nursery session.

**What the service has done since the last inspection**
The service had met the one requirement and one recommendation made at the last inspection.

**Conclusion**
Children received care and support that meet their individual needs. Parents were very happy with the service provided and felt the staff were a major strength for this nursery. The service was well managed and they promoted leadership throughout the service including staff, parents and children. As a result we concluded that children received a very good quality of care.

**Who did this inspection**
Kara Doonan
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information in relation to 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 needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service 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 recognise good practice.

- 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 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.

Greenhills Primary School Nursery Class is provided by South Lanarkshire Council is registered to provide a care service to a maximum of 50 children aged from 3 years to those not yet attending primary school. The nursery which offers morning and afternoon and sessions is open Monday to Friday during term time.

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

**Quality of Care and Support - Grade 5 - Very Good**
**Quality of Environment - Grade 4 - Good**
**Quality of Staffing - Grade 5 - Very Good**
**Quality of Management and Leadership - Grade 4 - Good**

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
We wrote this report following an unannounced inspection. This was carried out by Inspector Kara Doonan.

The inspection was completed over three days;

The first day was a short notice visit on 13 June 2013 between 8:30am and 1:30pm

The second day was an announced visit on 17 June 2013 between 12:40pm and 3:50pm

The third day was an announced visit on 21 June 2013 between 9:30am and 10:45am

As part of the inspection we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent fifty care standards questionnaires to the manager of the service to distribute to relatives or carers of children who use the service. Relatives and carers returned sixteen questionnaires before the inspection.

During this inspection process, we gathered evidence from various sources, including the following;

We spoke with:
- Head Teacher
- Depute Head Teacher
- Nursery Teachers
- Practitioners
- Family members of the children using the service
- Children present on days of inspection

We looked at
- policies
- medication records
The inspector observed the interaction between the nursery staff and children present throughout the inspection visits.

**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 requirements we made at our last inspection

The requirement
The Local Authority must improve the nursery class heating system and/or supplementary heating systems. Timescale: The action plan which must be completed following this inspection must include details of how the Local Authority will meet this Requirement and contain timescales for consideration by the Care Commission. This is in order to comply with SSI 2002/114 Regulation 10 (2) (c) which states that premises are not fit to be used for the provision of a care service unless they have adequate and suitable ventilation, heating and lighting.

What the service did to meet the requirement
The management and staff informed the inspector that the heating had been fixed and that it was in working condition heating the playrooms adequately. As it was summer the heating was not on at the time of the inspection so could not be checked.

The requirement is: Met - Within Timescales

What the service has done to meet any recommendations we made at our last inspection
Staff should further develop ways through which children can assess and improve the quality of staffing.

Progress: we found that the service had implemented more opportunities for children to comment on the staffing such as the regular discussions about staff, outcomes were recorded and displayed. This recommendation has been addressed.

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

Annual Return Received: Yes - Electronic
Comments on Self Assessment

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

We received a completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under. The provider should ensure for quality theme four, statement one that the evidence of strengths clearly supports the statement.

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

Taking the views of people using the care service into account

We carried out observations of the children using the service. We found them to be settled and taking part in active play both indoors and outdoors.

The children that spoke with the inspector told them they enjoyed attending the service. Children spoke with enthusiasm about the learning activities taken place.

The service had a welcoming and relaxed atmosphere. The children were confident in making decisions and selecting activities to take part in.

Taking carers’ views into account

We sent out fifty questionnaires and sixteen were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

- 8 people indicated they strongly agreed, 6 people indicated they agreed, one person indicated they disagreed and one person indicated they did not know if they had been involved in developing the service.

- 12 people indicated they strongly agreed and 4 people indicated that they agreed that they were happy with the quality of the service.

- 13 people indicated they strongly agreed and 3 people indicated they agreed the environment is safe, secure, smoke free, pleasant and stimulating.

- 2 people indicated that they strongly agreed, 7 people indicated they agreed, 7 people indicated they did not know that staff asked their child’s views about activities and planning.

- 12 people indicated that they strongly agreed and 4 people indicated they agreed
that they had confidence in staffs skills and experience.

Comments included:

'I feel my child has developed very well at nursery and is always happy and looking forward to going in the morning. Very friendly staff who are always helpful. Would like to know more on my child’s development i.e. progress on colours/shapes etc.'

'They have worked closely with me and my child. I have great confidence in them and most important so does my son. My child loves the nursery and I am very happy as they are very happy.'

'The staff are brilliant when it comes to the children and their needs, and my child is very happy and confident and I see her improving everyday.'

'I am delighted my child attends Greenhills Nursery. They love it and I cannot praise the staff enough. It is an excellent nursery and I cannot praise it enough.'

'The nursery staff and college students are very enthusiastic. My child loves attending the nursery and looks forward to going along every day. The staff are very approachable and friendly which is great because its easier to approach them if I feel there are issues I would like to discuss. In my opinion the children are well cared for and are happy within the nursery.'

'I feel this is an excellent nursery welcoming and caring staff, very friendly and always work to a high standard. They have lots of good resources and carryout a number of different activities with my child. They are very happy at this nursery and I highly recommend it.'

We spoke with two groups of family members of the children using the service. We asked them about the service’s strengths and areas where improvements could be made.

The strengths discussed included:

- the quality of staff
- settled staff mostly long term
- the approachableness of staff
- the support given by staff
- support and access to additional support services such as speech and language therapists
- regular communications from staff
- access to outdoor play
- resources and activities
- children enjoy attending.
There were no areas for improvements identified.
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

At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects in relation to providing opportunities for children and their families to give feedback and make suggestions for improving the service. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members of children using the service, and information written and verbally presented by the service.

We observed the children at play and how they access the activities and toys on offer. We found that most children had chosen to play outdoors on the days of the inspection, or were out on a trip. The children playing outdoors did so freely selecting between different play experiences from bikes, to den making to water play. We concluded that the children were confident selecting where they wanted to play and in selecting from the range of activities and resources on offer. Children and staff informed us about how children had been involved in making choices in areas such as the selection of snacks on offer, equipment purchased and in the learning experiences offered. We concluded that the staff planned the learning experiences around the children’s needs and interests. As a result children were taken part in play activities which met their interests and learning needs.

Parents of the children using the service informed us that they were regularly encouraged to share their views and get involved in the service. Parents on the committee told us that this was a good way to get parents involved and share their views about the service. They confirmed being involved in the service for example through fundraising events for resources, helping out during trips and coming into the nursery to play with the children. Parents confirmed that the staff worked in
partnership with them this included; staff being very supportive in assisting them meeting their children needs, helping them access additional support services and in keeping them informed about their children’s progress. We concluded that the service routinely encouraged parents to get involved in supporting staff plan their children’s care, in the running of the service and making positive changes where areas were identified.

The management team within the service demonstrated a very good knowledge and understanding of self evaluations. The evidence presented was clear and concise. We found evidence to support the children and their families had been involved in assessing and improving areas under the four quality themes we report on. The methods used include questionnaires, mind maps and evaluations of events etc. We concluded that areas for improvement identified by the service were routinely carried out in response to child or parental consultations.

**Areas for improvement**

We observed children not accessing their named labels for their art work or writing as often as we would have expected. This may have been a result of them not being well placed within the playrooms, restricting children’s access. The service should consider where the children’s name labels are located and ensure children have easy access to these.

We found that staff set up the playrooms before children arrived. Staff informed us child could request other resources throughout the nursery sessions. The service could consider getting children more involved in setting up the playroom and how it is being used.

The service did display the outcomes and actions of consultations in the entrance hall. We discussed how this could be displayed more clearly for example you said/we did.

**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**

At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects considered in relation to the health and welfare needs of the children. We looked at children’s personal plans, the opportunities for outdoor play, playrooms and resources provided to meet children’s needs, and the opportunities to promote independence and develop social skills.
We examined the children’s individual records held within the service. These included;

- care plans
- staff observations of children’s progress
- staff planned next steps to support children’s development and learning
- children experiences for example photographs and various art work (memory books)

Staff gave a clear and confident explanation on how they planned using these records to support children’s care and support. Two children presented their memory books with enthusiasm and recalling their experiences. Parents confirmed awareness of these records and that staff worked with them to plan and meeting their child’s individual needs. We concluded the service had taken positive steps to implement personal plans. As a result we found staff planned children’s care and support to meet their individual needs.

We observed majority of the children playing outdoors throughout the inspection. Children, staff and parents informed us that children had daily access to the nursery garden and surrounding playgrounds. There was a wide range of outdoor activities on offer this included water play, riding bikes, den making and planting. The nursery garden had designated area for growing and planting. We concluded that the service made good use of the outdoor space. As a result children had regular access to fresh air and exercise and had the opportunity to enjoy learning outdoors.

Parents and staff discussed the systems in place to access additional support services. The parents spoke very highly of how the staff had assisted them in gaining additional support for their children. We concluded that when a child requires additional support from other professionals such as speech and language therapists that the staff were confident and well versed in this.

The children were encouraged to have healthy snacks and drinks. Children informed us that they liked the range of foods available. Children self registered for snack and selected own plates, drinks and foods. We concluded that snack was a very sociable activity and encouraged children to develop their independence.

The oral hygienist was present on the second day of the inspection. Staff and children confirmed that they brushed their teeth every day at nursery.

**Areas for improvement**

We viewed the records held on the children including care plans and memory books. These contained children’s progress and how staff planned to support them. Staff informed us how children were involved for example selecting photographs to go into their memory books. We concluded that the records could be further developed to ensure they were meeting the personal plans legislation. We discussed this with...
management and they agreed to review the care plans to ensure they contained a plan of how the service intends to meet children’s health, welfare and safety needs.

The service had a water cooler for children to access drinking water, on both visits there were no cups available at the water cooler. There were cups in the nursery. The staff should ensure they keep the water coolers stocked with cups for children to access drinks freely.

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

**Number of requirements:** 0

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

Grade awarded for this theme: 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
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects in relation to providing opportunities for children and their families to give feedback and make suggestions for improving the service. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members of children using the service, and information written and verbally presented by the service.

We have reflected our findings for children and parents involvement in the service self evaluation under quality theme one, statement one.

Areas for improvement
We have reflected our findings under quality theme one, statement one.

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
At this inspection we considered the premises are maintained and how well service users are protected. We found all aspects of this were met. We gathered evidence through viewing the areas used by children, considering the space, layout and equipment, examining relevant records and observing how environment and equipment was used.

The service had made improvements to the environment since the last inspection. This included having an appropriate heating system that heated all areas, recording
fridge temperatures, recording and monitoring the first aid supplies and monitoring effectiveness of the internal door closures.

We viewed the premises and equipment indoors and outdoors. We found that most areas were kept maintained and fit for purpose. The areas identified for improvement have been reflected in the areas for improvement below. The indoor playroom was well laid out providing ample space for children to move freely and safety between activities. Resources viewed were found to be well stocked and in good condition. The outdoor area had a high fence and secure gate separating the nursery children from the main school playground. The outdoor space had a grassed area and a soft ground covering providing different play surfaces for all weathers. The equipment was found to be clean and well maintained.

The first aid box kept in the nursery was found to be well stocked and having appropriate resources.

We examined the medication procedure, medication records and medication stored within the nursery. We found the nursery had all the appropriate procedures in place.

Areas for improvement
We observed staff not always being consistent with good hand washing practice. One child being asked to wash hands after finishing a picture, staff asked twice but when child did not go, the staff member did not follow this up. We found that although there were sinks available for children to wash their hands contained within the snack and messy play areas these were not used. Children used the sinks in the toilet area. One staff member did state that children could use these sinks. The sink in the messy area had a basin of water sitting in it at all times. We did not view children using the basin of water to wash their hands. It is not good practice to use a basin of water for hand washing. This has led to a recommendation that the service reviews children’s hand washing practice (see recommendation one).

The carpeted flooring within the two playrooms was found to have sand and malleable play resources ingrained. We were informed that the carpet is vacuumed regularly. The other floor areas in the snack and messy area were found not brushed or cleaned ready for the afternoon session. The bins within the playroom should be emptied between sessions. We found this did not happen on the day of the inspection. This has led to a recommendation that the service improves these areas (see recommendation two).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2
Recommendations

1. Children should have access to appropriate hand washing facilities. Hand washing practice should follow best practice guidance. Where hand washing sinks are available in areas such as snack area children should use these. This is to reduce the spread of infection.

   National Care Standards Early Education and Childcare, Standard 3: health and wellbeing and Standard 2: safe environment

2. The nursery should be clean and fresh for every nursery sessions. This includes ensuring bins are emptied and floors are brushed and vacuumed. The carpets should be maintained and not be ingrained with sand or malleable play resources.

   National Care Standards Early Education and Childcare, Standard 3: health and wellbeing and Standard 2: safe environment
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
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects in relation to providing opportunities for children and their families to give feedback and make suggestions for improving the service. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members of children using the service, and information written and verbally presented by the service.

We viewed a display of children’s comments on staff in the entrance hall. This gave all visitors the opportunity to view children’s views on the staff that cared for them.

We have reflected our findings for children and parents involvement in the service self evaluation under quality theme one, statement one.

Areas for improvement
We have reflected our findings under quality theme one, statement one.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
At this inspection, we found that the performance of the service was very good for this statement. The service had met all aspects in relation to a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice. We looked at staffs communication and interaction with the children,
staff awareness and knowledge of the children in their care, and how staff shared practice and staff training opportunities.

We observed staff and children’s relationships throughout a nursery session. We looked at how staff talked, responded and interacted with the children. We found staff to be respectful, very caring and having a very good rapport with the children. Parents informed us that the quality of staff is one of the service’s strengths. They described staff as being approachable and very supportive.

As a result of our observations and talking to children and their families we felt the children were confident and comfortable with all staff. We concluded that all staff had very good awareness and knowledge of the children in their care.

We spoke to some staff during the inspection process. The nursery operated job share positions for staff. The service had very effective systems in place to ensure all staff communicated and planned well to ensure this did not affect the care children received. Parents informed us that this had never been an issue. Staff informed us that they all worked well together to achieve the service’s aims and objectives. They felt supported by management and each other. They informed us that they held regular staff meetings to discuss nursery issues. We concluded that staff had successful communications systems in place to make plans and share information related to the service.

Areas for improvement
On arriving at the service we were informed that a new head teacher was in post. South Lanarkshire Council had not notified us of this we have made a requirement under quality theme four, statement four.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

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

Grade awarded for this theme: 4 - Good

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

Service strengths
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects in relation to providing opportunities for children and their families to give feedback and make suggestions for improving the service. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members of children using the service, and information written and verbally presented by the service.

We have reflected our findings under quality theme one, statement one.

Areas for improvement
We have reflected our findings under quality theme one, statement one.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0
Number of recommendations: 0

Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths
At this inspection, we found that the performance of the service was adequate for this statement. We found that most aspects we considered were met. We looked at the quality assurance systems and processes being used to assess and improve the service being provided.

We found the service had an annual improvement plan in place that identified the service’s priorities for improvement. These included the children, staff, parents and
other stakeholders suggestions. The management presented clear and concise evidence to support the progress and impacts made as a result of these improvements. We concluded that the service had successful systems in place to identify how well they were doing and where they should go next.

We viewed management monitoring of staffs planning for children’s learning and development. We found that the management regularly reviewed staffs plans and identified forward plans for each staff member. These were monitored to ensure improvements identified had been made.

The management team demonstrate a very good understanding and awareness of self evaluation and the importance of this. The benefits for those using the service are that the nursery is continually striving towards improving the quality of service they receive.

Areas for improvement
On arriving at the service we were informed that there was a new head teacher in post. As the provider must notify us of this we have made a requirement (see requirement one). This has led to the grade of 3 being awarded for this statement.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 0

Requirements
1. The provider must notify the Care Inspectorate of absent or changes to care service managers. This should include the expected length of absence and the arrangements in place for the running of the care service during the absence.

This is to comply with:
The Public Service Reform (Scotland) Act 2010 section 53 (2) (6) and SSI 210 (6)

Time scale: End of August 2013.
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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
5  Summary of grades

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6  Inspection and grading history

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<td>6 Jan 2011</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<td></td>
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<td>Environment 4 - Good</td>
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<td>Management and Leadership 5 - Very 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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