Cherry Blossom Nursery School
Day Care of Children
33 Seafield Road
Dundee
DD1 4NR
Telephone: 01382 526258

Inspected by: Clare Cartwright
Type of inspection: Unannounced
Inspection completed on: 12 August 2013
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### Service provided by:
Daisies Kindergarten Limited

### Service provider number:
SP2003000113

### Care service number:
CS2010270080

### Contact details for the inspector who inspected this service:
Clare Cartwright  
Telephone  01382 207200  
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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

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<tr>
<th>Area</th>
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What the service does well

The service provides a caring and nurturing environment for children and a good range of resources and activities to choose from. The service has very good outdoor provision so that children can get regular fresh air and exercise. The service also makes very good use of the local community.

What the service could do better

The service should continue with its very good consultation with parents and further develop methods of consultation with the young children.

The service should continue to develop a more systematic quality assurance system and ensure that parents, carers and children contribute to self-assessment. We felt that the service had a clear focus on continuous improvement.

What the service has done since the last inspection

The management and staff have continued to make improvements in all areas of the service since the last inspection.

Conclusion

The service is very well thought of by parents and carers. The staff team are motivated to provide a nurturing and stimulating learning environment for children.
Who did this inspection
Clare Cartwright
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, 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 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.

Cherry Blossom Nursery School is registered to provide a day-care service for a maximum of 45 children of whom 27 are aged between zero - under two years and 18 children are aged between two and three years.

Based close to the centre of Dundee this purpose built nursery opened in February 2011 and provides full and part-time places. Cherry Blossom Nursery specialise in the care of babies and children up to ante-preschool age. They aim to provide a quality childcare service in a safe, secure and welcoming environment. They aim to ensure that the individual needs of each child is met in a stimulating learning environment by offering a range of resources to suit the ages of the children.

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 5 - Very Good
Quality of Staffing - Grade 4 - Good
Quality of Management and Leadership - Grade 4 - Good
This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

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

What we did during the inspection
We wrote this report following an unannounced inspection. This was carried out by Inspector Clare Cartwright. The inspection took place on Friday 9 August 2013 between 9.25am and 3.55pm. Feedback was given to the manager and both deputy managers on the morning of 12 August 2013.

As part of the inspection, we took account of the completed annual return and self-assessment that we asked the service to complete and submit to us. Eleven completed questionnaires were returned before the inspection.

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

- Observations of staff working with children
- What the service told us they do well in their self-assessment
- Personal plans of the children using the service
- Samples of policies and procedures
- Accident and incident records
- Administration of medication records

Discussions with the manager, deputy managers, children and staff.

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

There were no recommendations made at the last inspection.

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 provider. We were satisfied with the way the provider completed this and with the relevant information included under each heading that we grade the services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned.

Taking the views of people using the care service into account

Due to the young age of the children their formal views were not requested at this time.

We observed the children playing and interacting with staff during the inspection. Most of the children were engaged in various play activities either inside the playrooms or out in the garden. They appeared to be having fun and enjoying their experiences.
Taking carers’ views into account

We received eleven questionnaires from parents and carers of children attending the nursery. Eleven parents “strongly agreed” that they were happy overall with the quality of care their child receives. We have included parents’ comments throughout this report.

Additional comments included:

“My son has been in this nursery since he was eight months old, I am incredibly happy with the level of care I wish they did three - five years as I don’t want to move him. Staff are so professional at all times and he is always outdoors.”

“It will be great if children can stay at Cherry Blossom Nursery until they can enter school (five years).”

“Cherry Blossom has been a great nursery for both my children. The staff are always open and warm with children and staff. I couldn’t have picked a better environment for my children. My only criticism is that they only take children up to three years old because my daughter will have to leave soon and that will be a sad day.”

“Very happy with nursery - wouldn’t be there otherwise. Have had no problems. My son is really happy. Lovely, well-used garden - children always out there. Happy with staff and office staff - all very professional and helpful.”

“I am very happy with Cherry Blossom my son has been there since he was four months but I will be disappointed to move him when he turns three years as Cherry Blossom is only zero - three years. He loves exploring in the garden and he is provided with great learning opportunities. Staff excellent with him and he loves all the staff.”

“I will be sad for him to leave Cherry Blossom next year but have spoken to lots of parents that they have moved their child to Daisies and are very happy, so it won’t be such a problem and he will be with other children he knows. Overall, I am very happy, my son is very happy and that is really what it is all about. Staff very friendly and helpful. Laura, Cheryl and Lorna always welcoming. Lovely garden. Lovely building. And my son has come on so well - what more could I want!”
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
Not all aspects of this quality statement were evaluated. Having looked at written records, spoken with children and staff, we found the service to have a very good level of performance in this quality statement.

We found the nursery had implemented a range of ways that children and their parents and carers could contribute to assessing all areas of the service.

The children were brought into nursery by parents who had the opportunity to speak with staff as they dropped off and collected their children. This was a time when information was shared between the parent and staff.

A parent commented in the Care Standards Questionnaire:
"My son has been at the nursery since a baby. I have been very happy with the staff since he started. I have always been made welcome, always spoken to and made aware of what he has been up to! Laura is always available and stops to chat, as was Lucy - it will be lovely to see her back."

Daily diary sheets ensured that the parents were informed of what their children had been involved in during their day at the service.

There was a suggestions and complaints box at the nursery entrance, where parents were encouraged to put any comments anonymously and this gives parents who feel uneasy the opportunity to contribute to the service.
There were information walls for parents which included, for example, dates for the diary, staff team photographs and information about the pre-birth - 3 key principles. Also displayed were two emails, one from a parent thanking the staff for taking their child on an outing and the other from a member of the public praising specific staff for their care of the children when they were waiting at a bus stop for their journey back to nursery.

Each playroom had a whiteboard at the entrance to the playroom where staff informed parents of the themes and learning their children were participating in.

The service also displayed “question of the month” where parents and carers were asked to contribute their views regarding a particular question posed by the nursery.

Parents had been encouraged to give feedback about all aspects of the nursery through questionnaires. The responses were collated and responded to through wall displays to keep parents and carers informed.

Displays of photographs of children involved in a range of activities helps parents to see what their children have been doing at nursery and as the photographs and children’s artwork are all displayed at the children’s height they too can look at them and see themselves and their friends in the photographs.

The nursery had formed a parent’s participation committee which provided more opportunities for working in partnership with parents to develop the nursery.

Progress and development reports are provided twice a year to inform and update parents on their child’s progress and development.

Parents are encouraged by staff to read their child’s portfolio and share their child’s learning.

Parents were also invited to parent’s evening twice a year at which they had the opportunity to discuss their child’s progress with staff and look at the photographs and artwork to see what their child had been doing while at nursery.

The staff were responsive to the children and observed and listened to them which influenced the planning and activities provided for the children.

The older children contributed their views through mindmaps which displayed around the playroom, for example, the children had given their thoughts to a mindmap about clouds.
Areas for improvement
The nursery should continue to consult with parents, carers, children and staff to seek their views and suggestions in assessing and improving the service. We discussed with management how the nursery could develop more formal methods of gaining the older children’s views and suggestions, for example, through using visual questionnaires.

The deputy manager showed us an end of topic review system which they hope to develop. It records the child’s knowledge and learning of a topic and would be shared with parents. The nursery should further develop this as it would benefit them in their assessment of the children’s learning.

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
Not all aspects of this quality statement were evaluated. Having viewed the children’s environment, looked at appropriate records and had discussions with staff, we found the service had a very good level of performance in this quality statement.

The children were relaxed, happy and well-stimulated throughout the day. We saw that there were positive, warm interactions with staff, and that nursery was an enjoyable experience. Even the very young, new to nursery children were settled and comfortable in the nursery environment.

Children’s health and wellbeing are recorded on a detailed application form before the child starts the nursery. These included emergency contact details, any dietary and medical requirements and GP contact details.

We saw the nursery encouraged good hand washing and tooth brushing routines, thereby promoting good infection control and good dental hygiene habits.

We sampled a range of children’s personal plans from the various playrooms in the nursery. The plans were based on best practice guidance and included care routines which allowed staff to gather information about the individual child’s needs and how these could be met and also provided continuity with home. The portfolios also contained observations of the child and identified their next steps in learning and development.

We found these plans had very up to date information about the child’s learning, experiences and on-going development. We saw that the plans contained children’s artwork and photographs of them involved in a variety of activities.

We saw that the children enjoyed a healthy snack during the session and staff were supporting children to be as independent as possible in accessing this. On the day of inspection children enjoyed a variety of fruit and milk and water for snack and homemade tomato and basil soup for lunch with a choice of main dishes including a vegetarian option.

The nursery had an infection control policy and procedures in place. We saw aspects of this in practice, for example, staff used appropriate disposable gloves and aprons when changing nappies and the children were supported in good handwashing practices therefore minimising the spread of infection.
The service had comprehensive policies and procedures in place ensuring that children were monitored and staff knew what to do if they had a concern about a child. We saw that the service kept records of any accidents or incidents that took place in nursery and the parents signed the record when they were informed.

We saw that the service had a policy and procedures in place for the storage and administration of medication. Medication administered to children was appropriately recorded following best practice guidance. This minimised the risk of mistakes being made when administering medication to children.

There were areas within all playrooms which contained cushions and soft furnishings where children could rest and have quiet time.

Those babies and children who required a sleep could do so safely in cots and on mats. They were monitored closely by staff to keep them safe and all had their own bedding and cosy blankets to minimise the risk of infection.

The children had access to regular outdoor opportunities and fresh air throughout the session. We saw that children are supported to access the outdoors in most weathers. On the day of the inspection children were seen to be getting lots of energetic play and having fun playing in the garden.

A parent commented in the Care Standards Questionnaire: “The children always seem to be out in the garden or to the library etc. He loves nursery - would go in on a Saturday if he could!”

On the day of inspection, the three year old children who were leaving the nursery went for a picnic to the Botanic Gardens and the younger children went out for walks in their pushchairs.

The children’s involvement in planting and growing vegetables in the garden was helping them to develop a sense of where food comes from and giving them some responsibility.

Areas for improvement

The service should review and update the child protection policy to include the contact details for the child protection team. (See Recommendation 1)

It would be best practice to ensure that all staff undergo child protection annually to ensure that they keep up to date with knowledge and procedures and therefore continue to keep children safe.
The nursery should continue to record children’s care routine, likes and dislikes and review at least every six months to ensure the children’s individual needs are being met.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should review and update the child protection policy to include the contact details for the child protection team.

   National Care Standards, 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: 5 - Very 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
Not all aspects of this quality statement were evaluated. Having looked at written records, spoken with staff, we found the service to have a very good level of performance in this quality statement.

See the evidence documented in Quality Theme 1, Statement 1.

Areas for improvement
See the comments made in Areas for Improvement 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
Not all aspects of this quality statement were evaluated. Having viewed the children’s environment, looked at appropriate records and had discussions with staff, we found the service had a very good level of performance in this quality statement.

The service evidenced very good outcomes for keeping children safe and protected when they are using the nursery. There was a secure system which effectively controlled access to and from the nursery. A camera system in place at the door helped staff identify who wanted to gain entry. The visitors’ book was completed by people visiting the nursery. This system helped make sure that the children were kept safe and staff were aware of who was in the building.

The nursery had systems in place for ensuring that it was clean and hygienic and well-maintained. On the day of inspection the nursery was observed as clean and tidy throughout the day. Staff encouraged children to tidy up after themselves and show respect for the resources they were using. This ensured that the nursery was well maintained.

The spaces throughout the nursery were being well used and well laid out. This had clearly been thought through to ensure that children used the space to its best potential. The resources were appropriate for the ages and stages of the babies and young children attending the nursery. The furniture was of child height throughout the nursery. Baby toys and equipment were all on the floor within easy reach of the babies.

There is an enclosed garden which is accessed by all children in the nursery. Each room had an individual space to play in with a variety of outdoor toys and equipment. The separate spaces for the children allowed the babies and youngest children to settle into the environment away from older children running around and allowed for staff to offer them the close support they needed.

The outside areas were observed to be secure and in good condition and were well used throughout the inspection visit.

Risk assessments are in place for all areas of the nursery and daily checks are performed in each playroom and in the outdoor area.

We observed staff follow the infection control policy, as they used disposable gloves and disposable aprons when they changed nappies, ensuring that the spread of infection and cross contamination was minimised.
One parent who returned a Care Standards Questionnaire commented: “It is of great benefit to the service that Cherry Blossom is a purpose built facility. The staff are very friendly and enthusiastic about the care they provide. My children look forward and enjoy their days at nursery, reflecting the positive environment it has.”

**Areas for improvement**

The service should continue to develop the very good practice observed under this statement.

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

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

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

Service strengths
Not all aspects of this quality statement were evaluated. Having looked at written records, spoken with staff, we found the service to have a very good level of performance in this quality statement.

See the evidence documented in Quality Theme 1, Statement 1.

Areas for improvement
See the comments made in Areas for Improvement in Quality Theme 1, Statement 1.

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
Not all aspects of this quality statement were evaluated. Having observed staff working with the children, sampling records and discussions with staff, we found the service to have a good level of performance in this quality statement.

We found that this staff team is happy, supportive and motivated and committed to working in line with National Care Standards, legislation and best practice guidance.

A parent commented:
"The staff are always friendly and helpful and I have no concerns about leaving my daughter in their care. They will contact myself or my husband if they have any concerns about my daughter."

We observed staff to be friendly and approachable and children responded well to them. The children were observed to be relaxed and comfortable being supported by staff. Staff were warm and nurturing when babies and children needed reassurance and the children sought staff out when they needed additional support. We found that staff were positive in their interactions and language with children and each other.

All new staff starting at the service underwent an induction process which ensured they were aware of the health and safety procedures in the nursery and allowed the new staff to get to know the children and families using the service.

Staff were appropriately qualified or undergoing training towards qualifications and were registering with Scottish Social Services Council (SSSC) as they gained their qualifications. The manager and deputy manager were undertaking the BA in Childhood Practice which they said was benefitting the service.

We found that staff were given regular one to one supervision which supported reflective practice. Staff were also given appraisals every six months which identified training needs. The manager’s appraisal was carried out by the provider of the nursery.

There were opportunities for staff to access in-house and external training and professional development, such as, first aid and infection control training. No staff member we spoke to felt they had gaps in their training.
The staff held regular staff meetings where they talked about all aspects of the provision and shared best practice. These meetings had minutes taken to accurately reflect what was discussed. There were also room based planning meetings held where activities were evaluated and children’s needs discussed by staff to ensure that the team were continuing to meet the children’s needs.

We were told the staff had access to a range of up to date reference materials and good practice guidance to support their professional development based at the sister nursery.

Management carried out room monitoring in order to monitor staff skills, practice and knowledge.

**Areas for improvement**
The manager should develop a training plan for the service which should include all staff members’ developmental needs. (See Recommendation 1)

Although the staff reflect and evaluate their practice informally, the manager should consider developing a more formal record of evaluation of individual practice and professional development. This would benefit the staff as individuals and the manager.

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The manager should develop a training plan for the service, which should include all staff members’ individual needs.
   
   National Care Standards, Early Education and Childcare up to the Age of 16, Standard 12: Confidence in staff
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
Not all aspects of this quality statement were evaluated. Having looked at written records, spoken with children and staff, we found the service to have a very good level of performance in this quality statement.

See the evidence documented in Quality Theme 1, Statement 1.

Areas for improvement
See the comments made in Areas for Improvement in Quality Theme 1, Statement 1.

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**

Not all aspects of this quality statement were evaluated. Having looked at written records and spoken with staff, we found the service to have a good level of performance in this quality statement.

We saw that the nursery was led by a dedicated and supportive management team. We found that they were committed to ensuring that children had the best possible experiences whilst they were at nursery.

We found staff were motivated and enthusiastic and worked well as a team to provide quality experiences in a nurturing environment.

We saw that self-evaluation was part of the ongoing routine of the nursery. The system of evaluation was based on “The Child at the Centre 2”, a framework of quality indicators developed for use in settings providing early education and childcare. The management team also carried out yearly audits which helped them identify areas of improvement within the nursery.

There were various ways of obtaining the views of parents, carers and children as detailed in Quality Theme 1, Statement 1. Parents and carers have been asked for their views about all aspects of the service. The nursery analyses the feedback and informs parents of their responses through wall displays to ensure all parents are informed of the impact their suggestions have on the development of the nursery.

The service’s system for staff development allowed the service to reflect on their practice and support their continued learning, for example, by means of training. We spoke with staff who commented positively on the accessibility of their training and how their development needs were met.

The nursery had a complaints policy in place which detailed how a complaint could be made and how the nursery would respond to it.

Management carried out room monitoring in order to monitor staff skills, practice and knowledge.

Staff we spoke with during the inspection said management were approachable and that they felt their views and suggestions were listened to and valued.

One parent who returned a Care Standard Questionnaire commented: “Management excellent, always available and very friendly and supportive.”
Areas for improvement

The nursery should continue to evaluate the service using The Child at the Centre 2 and identify areas which will lead to the development of an improvement plan. (See Recommendation 1)

The nursery should continue to involve parents in the self-assessment of the service.

The nursery should develop methods to gain the views and suggestions of the stakeholders in assessing and improving the service. The findings should be collated and feedback shared with the stakeholders.

The nursery is supported by a parent’s participation committee; it would be good practice to share the minutes from these meetings with all parents to keep them informed of what is happening in the nursery.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The nursery should continue to evaluate the service and identify areas for improvement which will lead to the development of an improvement plan.  
   National Care Standards, Early Education and Childcare up to the Age of 16, Standard 13: Improving the service.
4 Other information

Complaints
The complaint made was not upheld.

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

Additional Information
None

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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<th>Quality of Care and Support - 5 - Very Good</th>
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6 Inspection and grading history

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<td>Environment 4 - Good</td>
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<td>Management and Leadership 4 - Good</td>
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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