Cadzow Nursery School
Day Care of Children
8 Auchingramont Road
Hamilton
ML3 6JS
Telephone: 07814962908

Inspected by: Lynn Clements
Type of inspection: Unannounced
Inspection completed on: 22 November 2013
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Service provided by:
Bill Hyslop

Service provider number:
SP2004004179

Care service number:
CS2003041615

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>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
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<td>Quality of Environment</td>
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<tr>
<td>Quality of Staffing</td>
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<td>Quality of Management and Leadership</td>
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What the service does well

The children were happy, engaged, talkative and content. A variety of activities, toys and equipment were available for the children.

The staff had a good rapport with the children. Their interaction with the children was appropriate. Their tone of voice was reassuring and they praised and encouraged the children.

Written documentation to support the work of the staff was presented and provided very good information about the service.

Methods to involve parents and children had improved since the last inspection. Opportunities to involve children and parents had a positive impact on service development.

A development folder and transfer pack have been devised following parents suggestions.

What the service could do better

Some methods of consultation or gaining feedback are more effective or successful than others. The staff should consider both informal and formal methods that best suit service user’s needs.
Contents of the first aid box should be checked regularly and to ensure they are fit for use.

Children should be further encouraged to be more independent and enabled to make their own decisions.

Some aspects in the environment need addressed.

**What the service has done since the last inspection**

Children sought staffs assistance and were able to influence their own learning, how they spent their time, who they played with, and where they played. Staff observed and identified how to progress children’s learning and development.

Quality assurance in the service is robust and outcomes for people using the service have improved.

Personal plans for the children have been devised.

Nine recommendations made at the last inspection have been addressed.

There have been improvements in each of the inspection themes.

**Conclusion**

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

For the statements considered at this inspection the service is currently performing at:
- a very good level in one quality statement.
- a good level in the remaining quality statements.

**Who did this inspection**

Lynn Clements
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.
- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the act or condition of registration. Where there are breaches of the regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the inspectorate.

Cadzow Nursery School provides a care service to a maximum of 71 children aged between six weeks to those not yet attending primary school. The provider is Bill Hyslop.

The nursery is open 5 days a week, full days, during the calendar year, is located in Hamilton, South Lanarkshire, close to shops, local amenities, and bus routes. Children have access to four playrooms, corridor, cloakroom, toilet, and outdoor facilities. The accommodation is on two levels.

The aim of the service is to provide a safe and friendly environment for all children.

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

Based on the findings of this inspection this service has been awarded the following grades:
Quality of Care and Support - Grade 4 - Good
Quality of Environment - Grade 4 - Good
Quality of Staffing - Grade 4 - Good
Quality of Management and Leadership - Grade 4 - Good

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

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

The level of inspection we carried out

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We wrote this report following an unannounced inspection. Inspector Lynn Clements carried this out. The inspection took place on:

- Tuesday 12 November 2013 from 1:50 pm to 4:50 pm.
- Thursday 14 November 2013 from 9:25 am to 12:30 pm.
- Thursday 21 November 2013 from 8:50 am to 5:10 pm
- Friday 22 November 2013 from 10 am to 11:40 am.

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

We gave twenty care standard questionnaires to the manager to distribute to parents and carers. Fourteen parents/carers sent us completed questionnaires.

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

We spoke with:
- the nursery manager,
- the depute manager,
- the quality assurance manager,
- four senior early years workers,
- six early years workers,
- four parents/carers,
- children individually and in small groups.

We looked at:
- mind maps,
- questionnaires completed by children, parents and staff,
- accident, incident and medication records,
- personal plans and learning journeys,
- staff files,
- appraisals,
- Self-evaluation folders,
- floor books.
- audits,
- evaluations from parents and children,
- newsletters,
- policies and procedures,
- medication folder,
- the handbook,
- monitoring folders,
- risk assessments,
- the environment, resources and equipment.

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

We made nine recommendations in the last inspection report.

1. Fabric chairs should be cleaned after each child’s use. Muslin covers and new chairs have been purchased, cleaning procedures for chairs are appropriate therefore this recommendation is considered addressed.

2. Staff should operate waste bins correctly to reduce the risk of cross infection and reposition bins to ensure they are out with the reach of children eating snack. Bins were out of children’s reach and staff used these appropriately therefore this recommendation is considered addressed.

3. Wall mounted changing mats should be used in accordance with manufacturer’s instructions. Toilet seats should be stored appropriately. Changing mats were used correctly and seats were appropriately stored therefore this recommendation is considered addressed.

4. Children’s involvement in snack should be extended. Involvement had been extended and children enjoyed this therefore this recommendation is considered addressed.

5. Staff should monitor and record the 2-3 room temperatures and ensure the playroom is adequate for children’s use. Temperatures throughout the service were appropriate and monitored therefore this recommendation is considered addressed.

6. Staff should improve the daily routine to ensure it does not interfere with children’s play and provision of care. The daily routine had improved therefore this recommendation is considered addressed.

7. Management and staff should demonstrate how outcomes for children, parents and themselves have improved following the use of quality assurance methods in place. Quality assurance should be robust. There were significant strengths in relation to quality assurance. Parents, children and staff were involved therefore this recommendation is considered addressed.

8. Staff should demonstrate and record how children in the 2-3 room influence the service they receive. The environment should promote independence.
Strategies were in place for the children in the 2-3 room their involvement in the service they receive had improved therefore this recommendation is considered addressed.

9. Staff should extend and observe children’s experiences to identify if they link to children’s individual needs. Observations and next steps are in place and records kept are in progress therefore this recommendation is considered 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. The service provider identified what they thought they did well, some areas for development and any changes they planned.

Taking the views of people using the care service into account
All children were settled and engaged in play. The children chatted to the Inspector about their chosen activities and what they enjoyed doing. They were proud of their achievements and enjoyed the environment, resources and equipment. Staff enabled and cared for the children. Improvement in most areas for the children had occurred.

Taking carers' views into account
We sent out twenty care standard questionnaires for distribution to people who use the service and fourteen were returned to us before the inspection.

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

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

Parents, who took part in the inspection, told us that they were very happy with the service, and felt their children’s needs were being met.
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support
Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths
We found that the performance of the service was good for this statement. The service met most aspects and provided good opportunities for children and their families to influence the care and support the children receive, the environments the children use, the work of the staff and management and leadership within the service. We looked at how children and families are involved and observed the children at play. We spoke with staff, parents, and management and considered information written and verbally presented to us.

Children are consulted through various methods. Their views and suggestions are actioned. Children meet during each day to discuss with staff their plans; staff involve and encourage the children. The children take an active part in making decisions for example in how to make the nursery better. They use the thinking tree and floor books. We saw that the floor books showed children’s involvement. They contained their ideas, suggestions and photographs and demonstrated various experiences the children had participated in. Staff had followed up and responded to the children’s suggestions and comments. Children have started to evaluate the activities, the lending library and the maths project. They have completed questionnaires about the environment, snack, resources and the general service. Children knew the daily routine. Throughout the sessions, they changed toys and equipment to suit their needs. Children had started to direct and determine their own play.

Children at the inspection told us,
"It's good because they let us change things".
"I like coming here to play".
"There are lots and lots of things to do".
A participation strategy with parents is in place linked to the inspection themes. Parents’ evenings have been scheduled. Parents provided written views in questionnaires about the overall service, and provided verbal and written feedback in for example reviewing policies and procedures. They gave suggestions about the resources and equipment, the recruitment of new staff and ways the nursery could improve. They have evaluated home link activities and the lending library. They are currently being consulted about expansion of the service and are kept up to date. A development folder and transfer pack have been devised following parents suggestions. Parents thoughts are clearly displayed and any action taken by staff to address their suggestions. Points of action taken forward by staff were shared with parents including, daily sessions of outdoor activities and children's learning and development is discussed with parents more frequently.

In the care standards questionnaires returned to us parents said:
"The nursery is fantastic, my kids love it".
"The parents consultation was a valuable experience, I was able to gain insight into the way my children behave".
"Staff are keen for suggestions and feedback to improve".

Children and parents influenced their care and support, the environments they used and the work of the staff. Opportunities to involve children and parents had a positive impact on service development. There were important strengths resulting in a grade of good.

Areas for improvement
Some methods of consultation or gaining feedback from parents are more effective or successful than others. The questionnaire to parents is very formal and the same as Care Inspectorate’s questionnaire. Staff should consider both informal and formal methods that best suit service user’s needs.

Floor books showed children’s ideas and how they were involved. They could also demonstrate who decided the topic, children’s evaluation, review and for example if the topic had been revisited by the children at a later date.

Grade awarded for this statement:  4 - 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 good for this statement. The service met most aspects in relation to meeting the health and welfare needs of children effectively. We looked at physical activity including outdoor play, emotional well-being, medication, accidents and incidents, personal care plans and related records kept by the service. We observed the children at play and spoke with staff, parents, children, and management. We considered information written and verbally presented.

The children enjoyed outdoor activities that provided them with access to fresh air and energetic physical play. They played outdoors within secured areas. During the inspection, groups of children took part in outdoor play throughout the nursery day.

In the care standards questionnaires returned to us parents said:
“My child is happy to go”.
“The children get out to play every day”.

Children carried out activities independently such as hand washing and tooth brushing. Children played freely at their own pace, made decisions and applied choice. They were motivated and happy in the staffs care. We found that experiences were enjoyable for the children. Staff supported the children in their decisions. Children were encouraged to share their views and opinions.

Children were encouraged to plan their own learning and plan their daily experiences. We heard staff encourage the children to decide what they wanted to do. Staff informed us that this was an effective way of encouraging children to set their own targets and evaluate their own progress. Staff who cared for children under three observed the children and provides activities related to their individual needs. We found the service had promoted a range of healthy living initiatives. This ranged from good dental care, outdoor learning, to ideas for supporting early literacy at home. The benefit of taking part and promoting these areas had provided children and families using the service with information on making healthy life choices.

Since the last inspection personal plans for each individual child had been created.

Accident, incident and medication forms were reviewed and included relevant information. Medication was appropriately stored and staff were clear about the procedures to be applied. First aid boxes were available in all rooms.

Areas for improvement

Personal plans contained most information. They did not yet set out how a child’s health, welfare and safety needs would be met, what the service will provide over the next 12 months, and what the intended outcome for each child would be. The management team agreed they will decide how these plans will be used, if for example children will have access to them. See recommendation one.
We looked at two first aid boxes; some contents had expired. See recommendation two.

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

**Number of requirements:** 0

**Number of recommendations:** 2

**Recommendations**

1. Personal plans should clearly demonstrate how health welfare and safety needs of individual’s will be met, what the service will provide and what the intended outcome will be.
   National care standards for early education and childcare up to the age of 16, standard 3, health and well-being.

2. Contents of the first aid box should be checked regularly and fit for purpose.
   National care standards for early education and childcare up to the age of 16, standard 2, safe environment.
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 found that the performance of the service was good for this statement. The service met most aspects in ensuring that children and parents participated in assessing and improving care and support children and families receive, the environments the children use, staffing and management and leadership.

The strengths recorded under quality theme one, quality statement one were considered when grading this statement.

Areas for improvement
See the areas of improvement and recommendations in:
- quality theme one, quality statement three,
- quality theme two, quality statement two,
- quality theme three, quality statement three.

Grade awarded for this statement: 4 - 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 found that the performance of the service was good for this statement. Most aspects were met in relation to providing a safe environment where children are protected. We looked at infection control procedures, lighting and heating systems and viewed the premises and how independent the children were in the environments they used.

Children enjoyed meal times and they were unrushed. They were involved, got their own utensils, poured their own water, and choose their own food. We saw staff ask
the children to help set up meal times and staff assisted and sat with the children. Children were helpers and prepared snack. Staff are trained in food hygiene. Good hygiene practice was in place. Snack menus are displayed. A cook is employed. Children were able to access drinking water throughout each session.

Children’s work was displayed and there were good examples of children’s comments and emergent writing. Information presented to parents was informative and clear.

Playroom and surrounding areas are clean and warm with appropriate lighting. Security systems are in place and visitors sign in and are accompanied in the service.

Children have adopted roles as special helpers and are given medals to encourage them to tidy up. Playrooms were attractive and bright and there was a happy atmosphere throughout. Some areas had been painted.

Children moved freely around their own rooms, they accessed a range of activities and experiences. Children sought staffs assistance and were able to influence their own learning, how they spent their time, who they played with, and where they played. Staff observed and identified how to progress children’s learning and development.

Areas for improvement
Children were independent in the service and made their own decisions. Staff should further encourage the children in the environments they use and enable them to:
- choose resources and toys from the store cupboards,
- access outdoor play so this is free flow and not structured,
- be involved in risk assessment,
- set up the play room when they arrive,
- get their own jackets
- influence their daily routine
See recommendation one.

The environment had improved since the last inspection and some aspects still needed attention.
- staff should ensure areas accessed by children are aired appropriately.
- they should reconsider whether paper toilet passes are required and if they promote best infection control,
- they should provide batteries for resources, repair or discard broken outdoor equipment,
- ensure the rugs in the 2-3 room are not hazardous.
See recommendation two.
Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Children should be further encouraged to be more independent and make their own decisions in the environments they use.
   National care standards for early education and childcare up to the age of 16, standard 5, quality of experience.

2. Staff should address areas that need attention in the environment.
   National care standards for early education and childcare up to the age of 16, standard 2, safe environment.
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

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

Service strengths
At this inspection, we found that the performance of the service was good for this statement. The service met most aspects in ensuring that children and parents participated in assessing and improving care and support children and families receive, the environments the children use, staffing and management and leadership.

The strengths recorded under quality theme one, quality statement one were considered when grading this statement.

Areas for improvement
See the areas of improvement and recommendations in:
- quality theme one, quality statement three,
- quality theme two, quality statement two,
- quality theme three, quality statement three.

Grade awarded for this statement: 4 - 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 good for this statement. The service had met most 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 children, staff awareness, knowledge of the children in their care, and how staff shared practice and implemented new initiatives.
Most staff employed had gained the relevant qualifications or were working towards gaining the relevant qualifications. All staff except trainees were registered with the relevant professional body such as Scottish Social Services Council (SSSC).

Staff self-evaluate their own practice against quality indicators to continuously improve. Documentation demonstrated staff evaluations and training.

Staff were motivated and committed to provide a quality service. Staff observe, consult and speak to the children to inform planning. Staff were informed about children’s interests and development. We observed staff interacting with the children. We found them to be caring, considerate and had a professional manner. The children were confident and at ease communicating with them. We concluded that the staff and children had formed positive relationships. This led to children being provided with care and support that met their needs. Staff knew the children and parents well and this was a strength of the service. This resulted in having an ethos of working in partnership and created a welcoming and friendly working environment.

Staff were consulted regularly and this had improved since the last inspection. The staff team had attended in-service days focused on reviewing and developing the service they provided. Parents who took part in the inspection spoke highly of the staff and were satisfied with the service they provided. They told us they felt informed, involved, and particularly liked continuity in the key staff that cared for their children.

At the inspection, staff listened and took on board ideas and suggestions. They were keen to improve.

**Areas for improvement**

Tooth brushing occurs and children who only attend in the afternoon should be enabled to participate in this. Staff should ensure children wash their hands before dinner and assist children to clean themselves following a painting or messy activity. See recommendation one.

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. Staff should ensure children’s personal care is in place at all times and all children are enabled to participate in tooth brushing.
   National care standards for early education and childcare up to the age of 16, standard 3, health and well-being.
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 found that the performance of the service was good for this statement. The service met most aspects in ensuring that children and parents participated in assessing and improving care and support children and families receive, the environments the children use, staffing and management and leadership.

The strengths recorded under quality theme one, quality statement one were considered when grading this statement.

Areas for improvement
See the areas of improvement and recommendations in:
- quality theme one, quality statement three,
- quality theme two, quality statement two,
- quality theme three, quality statement three.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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

Service strengths
At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects in ensuring quality assurance systems and processes involved children, parents, staff and stakeholders.

Since the last inspection a quality assurance manager has been employed. Robust and monitoring systems are now in place and the whole staff team are involved. Parents, children and staff were encouraged to give their views, opinions and
suggestions both in writing and verbally. They influenced the service they received. Documentation supported the work of the staff and demonstrated the views of people who use the service.

A timetable and calendar is in place and monitoring and evaluation of the overall service is continuous.

Priorities and targets to progress the service have been identified and agreed. Staff self-evaluate their practice on an on-going basis. Appraisals and staff meetings are held regularly and demonstrated how staff and management take the service forward.

Learning outcomes for children, their progress, profiles, care routines and consultations are monitored incorporating national guidance.

Staff and management team review and evaluate staff practice through the improvement plan, meetings, observations and by using various self-evaluation tools such as the national care standards and the curriculum for excellence.

Information is collected, audited, recorded, and next steps are made to progress. Reviews occur regularly. Action plans are in place and proposals for improvement.

We found staff could demonstrate how outcomes for children, parents, and themselves had improved following the use of the quality assurance systems already in place. The staff team were realistic about the strengths and how they wanted to progress. They completed floor books and gave ideas and strategies for improvement. Staff also plan to progress assessment of each other’s work. The management team developed parent consultation and encouraged feedback in service policies and procedures.

Staff had attended a variety of training and transferred this knowledge to provide specific care related to children’s individual needs.

Staff and management team meet with outside agencies to support review and take forward best learning for children that require additional support.

**Areas for improvement**
Quality assurance systems are in place and as the service moves forward staff should prioritise what they want to progress such as maintaining service user involvement and improving children’s independence.

**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 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 - 4 - Good</th>
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<th>Quality of Environment - 4 - Good</th>
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## 6 Inspection and grading history

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<td>Management and Leadership</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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