Headstart Nursery School
Day Care of Children
64 - 68 Morningside Drive
Edinburgh
EH10 5NU

Inspected by: Donna Conroy
Sarah Connell

Type of inspection: Unannounced

Inspection completed on: 16 January 2014
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## Service provided by:
Headstart Nursery Schools Ltd

## Service provider number:
SP2008009639

## Care service number:
CS2007167740

## Contact details for the inspector who inspected this service:
Donna Conroy  
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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 4 Good
Quality of Environment 4 Good
Quality of Staffing 5 Very Good
Quality of Management and Leadership 5 Very Good

What the service does well
Headstart Nursery School is an established good quality service within the local community.

The staff support children well in their learning and development.

The service continues to strive to allow children and their families to have a voice in making improvements in the nursery.

What the service could do better
The service have worked hard to meet the areas for improvement and recommendations made in the last report.

What the service has done since the last inspection
The service should continue to build on their existing positive practice and consider how they will meet the recommendations in the report.

Conclusion
Headstart Nursery School provided a safe and stimulating environment in which children can learn and develop through play while having fun. It was clear that staff
had very good relationships with the children. The children chatted happily to staff and seemed relaxed in their play.

Who did this inspection
Donna Conroy
Sarah Connell
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.

Requirements and recommendations

If we are concerned about some aspects of the service, or think that 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 a condition of registration. Where there are breaches of Regulations, Orders or conditions a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Headstart Nursery School is registered to provide a care service to a maximum of 52 children aged between three months and primary school age entry, with a maximum of 12 children aged three months to two years. The care service will operate between the times of 8:00am and 6:00pm, Monday to Friday.

The nursery is located in the Morningside area of Edinburgh. It consists of two buildings. The children aged between two to five are in the original building. The under twos are in the adjacent building. Each building benefits from having its own kitchen and changing/toilet area. The nursery does not have a garden however, it is located next to a park that the children have regular access to.

The nursery is in partnership with the City of Edinburgh Council to provide pre-school education.

The nursery’s aims and objectives are shared with parents. Some are detailed below:

“Headstart Nursery aims to provide the highest standard of childcare from 0-five year olds in a safe, bright and colourful environment.”
Our aim is to create a learning environment which balances indoor and outdoor educational activities thereby promoting a healthy body and mind.

We aim to nurture happy, confident children with day-to-day practical knowledge, whilst instilling a sense of respect both for each other and the environment.

Headstart Nursery believes that every day is a learning experience and that learning should be fun. To this end we try to help children discover new things and to prepare them for school with resourcefulness, confidence and enthusiasm for learning.

We aim to spend as much time at the park as possible. Natural light is not only vital to everyone’s health, but gives children greater contact with nature, a better understanding of the environment and teaches them responsibilities towards the care of plants and animals as well as issues such as recycling and litter control.

Here at Headstart Nursery, we recognise the importance of social skills and respect for each other and feel that our style of teaching provides positive encouragement and discipline where it is beneficial.

We encourage parents to take an active interest in their child’s development by sharing information through regular newsletters, reports and notices.

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 5 - Very Good  
**Quality of Management and Leadership** - Grade 5 - Very Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
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 compiled this report following an unannounced inspection that took place on Thursday 16 January 2013 between 9:30am and 16:45pm. We fed back our findings to the manager at the end of our visit. The inspection was carried out by Care Inspectorate Inspectors, Donna Conroy and Sarah Connell.

During the inspection we gathered evidence from a number of sources including the following:

- Discussion with the manager and staff
- Evidence from the most recent annual return and self assessment
- Observing staff practice
- Information notice boards
- News letters
- Policies and procedures
- Children folders - Learning stories
- Planning sheets
- Our own Care Standards Questionnaires

We also observed the toys, resources, equipment and interaction between staff and children.

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

It is recommended that the nursery involve the parents and children throughout the year in gaining their ideas and suggestions regarding all aspects of the nursery. National Care Standards for Early Education and Childcare up to the age of 16.

Standard 13 - Improving the service.

The parents and children were given opportunities throughout the year to provide their ideas and suggestions to improve the service.

This recommendation is met.

It is recommended that some policies and procedures need to be updated or the wording changed. This should include the child protection, absent child and whistle blowing policy. National Care Standards 6 Early Education and Childcare up to the age of 16:

Standard 13 - Improving the service.

All policies and procedures had been reviewed and updated.

This recommendation is met.

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 had completed this and with the relevant information included for each heading that we grade services under. The provider identified what it thought the service did well, some areas for improvement and any changes it had planned.
Taking the views of people using the care service into account

We spoke with and observed the children during our visit. We saw that most children were happy and confident in approaching staff for help. The interaction between staff and children was warm and caring.

Taking carers’ views into account

Fifteen parents responded to the care standard questionnaires. All agreed with the statement: “Overall I am happy with the quality of care my child receives in this service”.

Parent/carers comments to our questionnaires are included throughout this report.
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**

The nursery was very good at involving children and parents/carers. At this inspection, we focused on planning for play, personal plans and records of involving parents/carers in the improvement of the service.

The manager and staff of Headstart nursery clearly valued and respected the parents and children attending the nursery. They provided them with a variety of opportunities to be involved in the life of the nursery and to make comments and suggestions, which staff used to improve what they were doing and to meet the needs of the children effectively.

Staff kept parents well-informed about the nursery. They gave them a useful information handbook when they first started using the service; regular newsletters and correspondence about the nursery and staff were available to talk to parents at the beginning and end of sessions. Parents were welcome to meet with staff at other times, as well.

The under 3’s children had a daily sheet that informed parents about their day. This included information on what the child had eaten, how long they had slept, toileting and any activities they participated in. This meant parents were kept up to date with how their child’s needs were met on a daily basis.

Parental consultation nights were held twice a year. This gave the parents the opportunity to discuss their child on an individual basis with staff. This ensured that staff shared with parents information about their child’s progress and achievements.
Staff welcomed feedback from parents and asked them for their opinions about the quality of the nursery, and for suggestions for improvements, for example they asked parents about the change to planning in the pre-school room, key worker system, the development plan and the ejournal trial.

In the baby room an ejournal had been trialed and feedback from parents was positive. This allowed parents to view photographs, read observations and leave comments for nursery staff online. Parents felt this was a good idea as it allowed them to view the document at any time. Staff also used it as a way to reassure parents that their child had settled into nursery, especially if they had been upset at dropping off time. Staff made parents feel included in their child’s day at nursery.

The manager told us that she now had some parents who were keen to become part of the parents committee. The manager should continue to develop and support this group.

Parents who responded to the care standard questionnaires, which we issue as part of the inspection process, all agreed that the nursery had asked for their ideas and feedback on the service provided.

**Areas for improvement**

We felt that the pre-school children are now capable of developing greater responsibility, particularly in relation to their own learning. Staff should make better use of children’s learning stories and planning to help children reflect on their play and begin to plan their next steps. This will help children to understand how the activities they take part in contribute to their learning and improving the service. This will allow the children to become effective contributors.

(See recommendation 1)

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. We recommend that staff ensure that children are given more opportunities to contribute to their own learning and the development of the service.
   National Care Standards Early Education and Childcare up to the age of 16: Standard 12: Improving the Service
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 nursery met the health and wellbeing needs of children effectively. We looked at medication records and discussed child protection procedures with staff and the information recorded about allergies.

The staff had a warm and caring manner with the children. We saw that staff demonstrated a good knowledge of the children in their care and their stages of development. They were sensitive to the children’s individual needs. Throughout the inspection visit we saw that staff offered appropriate support and reassurance to the children and that children were confident in approaching them. This enabled staff to make the children feel safe and nurtured.

The service had effective child protection procedures in place. Speaking to staff highlighted their good knowledge and understanding of their responsibility for protecting the children in their care. We confirmed this to be good practice and found that staff’s knowledge and practice contributed to children’s safety.

Nursery staff gathered information from parents to enable them to settle the children effectively. The information collected was sufficient to enable staff to provide a service which met the care and support needs of children. For example parents informed staff about their child’s favourite books, songs and any likes and dislikes. This ensured that the staff knew the children and were able to support them to become more confident and develop independence skills. Transition between rooms in the nursery were well managed and this helped the children to settle quickly making them feel more secure in their new surroundings.

The children’s health was promoted in various ways. The children went on daily walks and used the local park for more energetic play. Healthy eating was promoted and snacks always included fresh fruit with milk or water to drink. The children also had access to water throughout the day.

Children were polite and well-mannered. We heard staff use praise effectively and reinforced good behaviour. This encouraged the children’s social skills and helped them care about others.

Parents who responded to the care standard questionnaires, which we issue as part of the inspection process, all agreed that the nursery ensured the children’s health and wellbeing needs were being met.
Areas for improvement

We observed some staff members monitoring handwashing before the pre-school children had snack. However, we discussed with the manager that all children should be monitored to ensure appropriate handwashing takes place especially before eating. The manager agreed to ensure that staff monitored handwashing. This will help to minimise the spread of infection.

We noted that the behaviour management policy did not reflect current good practice, it included using a 'time-out' approach. We discussed with the manager that this was not current best practice and she agreed to look for other ways to manage children’s behaviour. The behaviour management policy should be reviewed and updated with these changes. This should also be discussed with all staff.

We saw that snack in the pre-school area was not prepared by the children. Crackers had been provided both for morning and afternoon snack. We noted that there was no snack menu for the pre-school area. We discussed with the manager that the children should be helping with the preparation of snack and pouring their own drinks. This would give the children a sense of independence and responsibility. Staff could discuss with children about healthy choices and active lifestyles. A menu plan should be devised taking into account the 'Nutritional guidelines'. This should ensure that all staff are aware of the snacks to be provided for the children on a daily basis.
(See recommendation 1)

Looking at the nursery fridge and cupboard’s we found that food was opened but not dated. We discussed this with the staff and spoke about the importance of following the appropriate procedures in relation to the safe storage of food.
(See recommendation 2)

We found a tube of un-named teething gel in the baby unit fridge. The service also had a bottle of communal ‘Calpol’. The service had appropriate permission sheets signed by parents.
There was no medication audit that informed the management team what medications were on the premises and the expiry dates for these medications. We advised the manager to ensure that she read the updated best practice guidance ‘The management of Medication in Daycare and childminding services’ and review the medication stored on the premises. A medication audit should be devised. A care plan should be stored with the medication for each child.
(See recommendation 3)

Grade awarded for this statement: 4 - Good
Number of requirements: 0
Number of recommendations: 3
Recommendations

1. We recommend that the service ensure children help to prepare the snack. A snack menu should be devised.
   National Care Standards 3 Early Education and Childcare up to the age of 16:
   Standard 3 - Health and Wellbeing.
   Standard 5 - Quality of experience.

2. The provider should ensure that all staff are aware of the appropriate food hygiene procedures that they should be using within the service.
   National Care Standards 3 Early Education and Childcare up to the age of 16:
   Standard 3 - Health and Wellbeing.

3. All medication must be stored separately with a care plan provided. A medication audit must be devised.
   National Care Standards 3 Early Education and Childcare up to the age of 16:
   Standard 3 - Health and Wellbeing.
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
This statement is graded as 5 - very good and comments made under statement 1.1 are relevant to this statement.

Areas for improvement
Please refer to statement 1.1.

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
At this inspection, we found that the performance of the service was very good for this statement. The service made sure that the environment was safe and children were protected.

On the day of our visit we confirmed that children were being cared for in a bright and welcoming environment. The premises had adequate and suitable ventilation, heating and light and was in a good state of repair.

Staff undertook daily risk assessments. This ensured they were aware of any changes to the environment that may cause harm and put measures in place to address these. The staff also kept daily record’s of the temperature of the play rooms. This contributed to keeping the children healthy and aided their comfort.

Children in the under three’s area had the opportunity to explore their playroom and resources on offer. Staff encouraged this through appropriate intervention. This allowed the children to develop their skills and gain a sense of independence and achievement.

We felt that staff undertook appropriate infection control measures to ensure that children were kept healthy in a safe environment. This included appropriate nappy changing procedures, the cleaning of resources and equipment and the washing of bedding and soft furnishings.

The service does not have access to a garden. However, the children are taken on daily walks and given the opportunity to develop their motor skills by playing on the park equipment. The staff also encourage active play by developing children’s throwing, catching and kicking skills through group games. We observed that the staff have appropriate safety measures in place when they take the children outdoors. This included appropriate number of staff, an up to date register and risk assessing the park equipment before allowing the children to use it.

Parents who responded to the care standard questionnaires, which we issue as part of the inspection process, all agreed that the service ensured the environment was safe and children were protected. Comments included:
“l am confident my child is well cared for”.
“We are confident that our children are in extremely safe hands when at the nursery”.

Comments included:
Areas for improvement

We observed in the preschool room that most resources were out of the children’s reach. Some areas of the room had not been ‘set up’ properly. For example the technology area did not have any writing paper, pens or pencils. The art and craft area did not allow children to access different sizes, colours and shapes of paper, scissors and junk resources were not readily available. Staff told us that if children asked for these resources then they would be given to them. We discussed with staff that children should be able to choose from a range of resources and equipment throughout the day. We also discussed the general layout of the pre-school room and gave suggestions on how to encourage more free flow play. This would allow staff to promote the children’s skills to progress in their own learning. We advised staff of the publication ‘I made a unicorn’ by community play things to help them in this area.

We felt that the older children’s day was very routine driven. Play and story time were often interrupted because it was snack or group time. Staff missed learning opportunities because of the large group of children sitting down to snack. We discussed with the manager that they should review the daily routine to encourage more child centred periods throughout the day. This would support children to become confident and independent individuals. (See recommendation 1)

Grade awarded for this statement:  4 - Good

Number of requirements:  0

Number of recommendations:  1

Recommendations

1. We recommend that the service review the routine of the children’s day to make it a more child centred approach. The layout of the pre-school room should be reviewed and changed to encourage more choice for children.

   National Care Standards 12 Early Education and Childcare up to the age of 16: Standard 5 - Quality of experience.
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
This statement is graded as 5 - very good and comments made under statement 1.1 are relevant to this statement.

Areas for improvement
Please refer to statement 1.1.

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
At this inspection, we found that the performance of the service was good for this statement. The service had a professional, trained and motivated workforce that operated to National Care Standards, legislation and best practice.

The staff team are enthusiastic, professional and committed to providing the best quality of care and experience for children and their families. They work well together, with each member of the team sharing roles and responsibilities.

All staff are qualified and are registered with the appropriate registering body, including the Scottish Social Services Council. This meant that staff had a duty to undertake training and this should enhance the outcomes provided for the children because it keeps staff up to date with current best practice. Staff have annual appraisals, which are led by the nursery manager who also provides support and supervision. Staff are confident about attending new training and sharing their ideas with each other which informs and improves their practice.

Most staff were confident in the procedure to follow if they had a concern regarding a colleague’s poor practice. Staff were confident that the manager would deal with this in an appropriate manner. This improved outcomes for the children as it meant that they were kept safe and staff were competent in their role.

Staff meetings are regularly held within each of the playrooms. All meetings were minuted and the full team meeting had an agenda that staff could add items to be discussed. These were available for staff to access.
Staff had also been asked to discuss the National Care Standards. The staff team were working through each standard. They documented the strengths of the nursery and also highlighted areas for improvement. The manager discussed these findings with the staff and they made improvements if necessary.

Parents were regularly asked for feedback on the staff. This information was used in to inform the staff’s appraisal. Staff described how their annual appraisal enabled them to identify their training needs for the coming year.

Parents who responded to the care standard questionnaires, which we issue as part of the inspection process, all agreed that the service ensured the staff were appropriately trained and had a relevant qualification. Some positive comments included:
"As a working mum I can not stress how much I value not only the quality of care my son receives but the consistency over 7 years is to be admired".
“The staff are very interested in the children and seem to know them very well”. “We have been consistently impressed by the high quality of staff”.

**Areas for improvement**

During the inspection we saw that staff often interrupted the children's play so they could go for snack or have group time. On one occasion it was noticed that a staff member did not finish a story because it was "lunch time". We discussed with the manager that this was not good practice and staff should be aware of giving the children time to finish the activities they are participating in. 
(See recommendation 1 in quality theme 2, statement 2.)

**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: 5 - Very 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
This statement is graded as 5 - very good and comments made under statement 1.1 are relevant to this statement.

Areas for improvement
Please refer to statement 1.1.

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
At the inspection, we found that the performance of the nursery was very good for this statement. The nursery used quality assurance systems effectively. The Local Authority carries out quality assurance visits to the nursery. The nursery was working on priorities for their Development Plan. This is a tool used by the local authority to enable services to evaluate and make improvements to the nursery. Staff and parents were involved in its development. Evidence within minutes of staff meetings reflected that they were reviewing all aspects of the service. This meant that staff could promote children’s welfare and interests to ensure that the service they were providing was meeting children’s needs.

The manager informed us that she was constantly evaluating the nursery and the outcomes for children through monitoring planning for children’s play, children’s learning stories and observing staff at work. This ensured that the manager was aware of improvements that needed to be made.

Most of the planning and evaluations ensured that staff were meeting children’s individual needs. Observations made by staff determined the effectiveness of the activities and resources they provided. This enabled staff to respond to the immediate needs and interests of the children they were working with.

Regular support and supervision sessions enabled the manager to identify training needs. This helped staff to improve the quality of their work, because they could attend training courses to develop their practice.

Parents who responded to the care standard questionnaires, which we issue as part of the inspection process, all agreed they were happy with the quality of care their child received from the service. Some positive comments included:
“My child loves the days he spends at nursery. I am confident that he is well cared for and always comes home full of stories”.
“I have two children at Headstart, we are really pleased with the care”.
“Having used the services for both our children, we are consistently impressed by the standard of care provided”.

Areas for improvement
The nursery should continue to monitor and maintain the high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.
Grade awarded for this statement: 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
No 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 Environment - 4 - Good</th>
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### 6 Inspection and grading history

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| 2 Aug 2012 | Unannounced  | Care and support 5 - Very Good  
Staffing 5 - Very Good  
Management and Leadership 5 - Very Good |
| 14 Dec 2010| Unannounced  | Care and support 5 - Very Good  
Environment Not Assessed  
Staffing Not Assessed  
Management and Leadership Not Assessed |
| 10 Mar 2010| Unannounced  | Care and support 5 - Very Good  
Environment Not Assessed  
Staffing 4 - Good  
Management and Leadership Not Assessed |
| 7 Jan 2009 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | 5 - Very Good |
| | | Management and Leadership | 5 - Very Good |

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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