

# Care service inspection report

## Dunblane Nature Kindergarten

### Day Care of Children

Ramoyle  
Dunblane  
FK15 0BD

Inspected by: Kara Doonan

Type of inspection: Unannounced

Inspection completed on: 4 April 2014



## Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	13
4 Other information	23
5 Summary of grades	25
6 Inspection and grading history	25

### **Service provided by:**

Happitots Day Nurseries Limited

### **Service provider number:**

SP2003002955

### **Care service number:**

CS2007167757

### **Contact details for the inspector who inspected this service:**

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## Summary

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

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

### We gave the service these grades

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

### What the service does well

Children were fully engaged in their play and being supported by staff that understood their development and learning needs.

Children had regular access to fresh air and exercise, and had opportunities to take part in a range of outdoor activities from physical to exploratory play.

Meal times were sociable events and staff were working hard to ensure lunch and snack times were a positive learning experience.

The management and staff recognised the benefits of parental involvement and demonstrated a commitment to ensure parent's views influenced the direction of the service.

Staff and children followed good hand washing at all times. Each playroom had designated hand washing sinks and children of all ages were observed to be confident completing the task.

Staff had good awareness and knowledge of the children in their care and conducted themselves in a professional and caring manner.

## **What the service could do better**

When children independently accessed the toilets they did not always close the doors. We have recommended that the service should consider how they ensure children dignity and privacy when using nappy changing and toilet facilities.

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

Since the last inspection the service had met the two requirements and addressed the two recommendations made.

## **Conclusion**

We concluded that the positive impacts from the progress made in implementing the service new vision, values and aims was as a result of all those involved in the service having a shared vision and working together to achieve these.

## **Who did this inspection**

Kara Doonan

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

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

### Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognise good practice.

- A requirement is a statement, which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The Dunblane Nature Kindergarten visions, values and aims include:

- a shared vision to consistently ensure that our ethos of care, respect, kindness and co-operation is effectively embedded in our service and strengthening the impact of the learning, we provide

-to provide high quality care and education for all children

-to work in partnership with all stakeholders and offer support and inclusion

-to continuously assess and improve our service with the input of all who are involved in the nursery and to strive for excellence.

The service is registered by to provide a care service to a maximum of 85 children.

Baby room - 21 children 0 - under 2 years

Toddler room - 15 children 2 - under 3 years

Ante/pre-school room - 29 children aged 2 years 10 months to not yet attending primary school with no more than 5 children aged 2 years 10 months to 3 years at any given time.

upstairs - 20 children of Primary School age

At the time of the inspection the service was not using the ground floor of the main building. This reduced the number of 0- under 2 years children being cared for to a maximum of 9.

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 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](http://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. This was carried out by inspector Kara Doonan

The inspection was completed over three days;

The first visit was on 1 April 2014 between 12:50pm and 5:00pm.

The second visit was on the 3 April 2014 between 8:05am and 5:45pm.

The third visit was on the 4 April 2014 between 7:30am and 2:00pm.

The Inspection was concluded at the feedback session on the 4 April 2014 between 12:30 and 2:00pm.

We sent 50 care standards questionnaires to the manager of the service to distribute to relatives or carers of children who use the service. Relatives and carers returned 27 questionnaires before the inspection.

We provided the manager with 20 staff questionnaires to hand out to staff to complete. We were informed that 15 staff were employed at the time of the inspection of which 10 returned questionnaires providing us with information about staffs experiences of the service.

We asked the manager to inform parents we were carrying out the inspection and that we were available on the 3 and 4 April 2014 if they wished to share their views on the service. No parents requested to speak to us.

This report includes the progress made on the outstanding requirements and recommendations made since the last Care Inspectorate inspection.

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

We spoke with:

- operations manager
- two area managers
- service manager
- assistant service manager

- teacher
- practitioners
- cook
- the children using the service

We looked at

- children's information records
- children and staffs planning
- policies
- risk assessments
- medication records
- staff records
- registration certificate
- insurance certificate

### **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](http://www.firelawscotland.org)



## What the service has done to meet any requirements we made at our last inspection

### The requirement

This requirement was made following a complaint investigation. The Provider must review its complaints procedure and make clear that any decisions taken following disciplinary action are transparent and are shown to be based on the evidence gathered.

### What the service did to meet the requirement

The evidence viewed confirmed the service had notified the Care Inspectorate of any serious accident/incidents. The persons responsible for providing the Care Inspectorate with notifications demonstrated they were fully aware of their responsibilities.

**The requirement is:** Met - Within Timescales

### The requirement

This requirement was made following a complaint investigation. The Provider must notify the Care Inspectorate of any serious accident / incident involving service users and any allegation of misconduct by a member of staff. In order to achieve this the service must be able to demonstrate that;

\* Training has been provided to staff responsible for notifications.

\* Staff responsible for notifications can evidence their knowledge and understanding of the guidance and process.

### What the service did to meet the requirement

The evidence viewed confirmed the service had notified the Care Inspectorate of any serious accident/incidents. The persons responsible for providing the Care Inspectorate with notifications demonstrated they were fully aware of their responsibilities.

**The requirement is:** Met - Within Timescales

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### What the service has done to meet any recommendations we made at our last inspection

1. This recommendation was made following an inspection. The service should demonstrate more fully through written evidence how parents' and children's feedback routinely influences improvement and development of the nursery and out of school care service environment and resources.

Progress: The service had undertaken a major refurbishment of the service environment and resources. We viewed various written evidence to support parents and children had been involved in influencing these changes. The service was still implementing changes which included the improvements for afterschool service. They reassured us that they would continue to involve children and parents in any future plans.

Outcome: Sufficient evidence was presented to address this recommendation.

2. This recommendation was made following an inspection. The service is advised to develop standard audit tools to assess staff performance in following policy and procedure in carrying out care practices.

Progress: The services approach to auditing and monitoring the service provided including staffs performance showed significant improvements. We viewed methods used for auditing and monitoring the service provided involved management and senior staff taking a more hands on approach, working together and regularly reviewing practice. As a result, areas identified for improvements were acted upon and regular reviewed to sure they had positive impacts.

Outcome: Sufficient evidence was presented to address this recommendation.

### The annual return

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

**Annual Return Received:** Yes - Electronic

### Comments on Self Assessment

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

We received a completed self-assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well. They should ensure

that all future submissions reflect the impacts of the areas of strengths and areas for development on the service provided.

### **Taking the views of people using the care service into account**

We spoke with some of the after school care children and observed them during an afternoon session. We found them to be relaxed, confident and happy within the service. When asked about the service, all children that spoke with the inspector gave positive feedback. One child commented 'the ladies are really nice'. They informed us that the resources were alright and that they were kept busy. Two children felt they would like the opportunity to watch television channels rather than just D.V.D's.

We spoke with small groups of children throughout the nursery. The older children spoke very positively about the quality of service, staff and experiences they were offered, they especially enjoyed being outdoors and exploring the local community. The younger children expressed they were happy with their experiences including toys, foods and the staff caring for them.

Through observing children in all age groups over the three day inspection we found all children to be relaxed, confident and enjoying the experiences on offer.

### **Taking carers' views into account**

We sent out 50 questionnaires and 27 were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

- 15 people indicated they strongly agreed, 9 people indicated they agreed and 3 people indicated they disagreed they had been involved in developing the service.
- 16 people indicated they strongly agreed and 11 people indicated that they agreed that they were happy with the quality of the service.
- 17 people indicated they strongly agreed and 10 people indicated they agreed the environment is safe, secure, smoke free, pleasant and stimulating.
- 8 people indicated that they strongly agreed, 10 people indicated they agreed, 1 person indicated they disagreed, 4 people indicated they strongly disagreed, 3 people indicated they did not know and 1 person thought it was not applicable that staff asked their child's views about activities and planning.
- 14 people indicated that they strongly agreed, 12 people indicated they agreed and 1 person indicated they did not know that they had confidence in staffs skills and experience.

Comments included:

'Positive changes to the nursery under new management. The children have lots of time outdoors and often are taken on local walks to parks and looking for wildlife. The children are involved in their learning and have choices using the big learning journals. My children have fun and enjoy their time here.'

'The staff looking after the children have a lovely manner and are very approachable. My only concern is the food being offered.'

'Dunblane Nature Kindergarten has seen some wonderful changes under the new management. The revamped outdoor area is great for the children. The whole nature outdoor ethos is really good. The staff seem really motivated and enthusiastic about the new way the nursery is running. The children are really involved and get a good amount of time outdoors. Its interesting to see how questions the children ask are taken and used as further learning opportunities.'

'While food options are ok they are extremely repetitive. With change of management procedures for being kept informed are improving but still could be better. Large changes to the nursery environment/ policy were undertaken with zero consultation with parents.'

'I found the idea of leaving my child all day a daunting one, but the staff at Dunblane Nature Kindergarten have made the process so easy. My child is thoroughly settled and loves the days when they are in.'

'My child has always been very happy at nursery, which is most important to me. I am delighted with recent changes to the nursery and impressed with the enthusiasm the staff have shown and towards the change in emphasis too.'

'I would like to see more emphasis on the educational side, with the teacher planning mini lessons like a classroom environment in the term before the children start primary school. To create a better academic transition to school. I would like to say since new management the communication has improved 100% and the environment. Staff moral is also better.'

'There has been a significant change in management of the nursery in the last year, and so some of the planned changes are only being realised. E.g more outdoor activities and engagement with local community facilities and people. Communication with parents has been very poor in the past, but is improving under new management (although still some way to go).'

## 3 The inspection

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

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

#### Statement 1

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

#### Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The service met the aspects considered. We gathered evidence from talking to staff, observing children, collating feedback from family members, and information written and verbally presented by the service.

The service had taken positive steps to encourage more parental involvement in influencing the quality of the service provided. This included increased communications through emails, focus group meetings and the introduction of communication books. The management told us how having an increased presence within the nursery and being available for parents at drop off and pick up times had created better opportunities for parents to share and discuss any issues/ideas. Within the care standards questionnaires returned, most parents indicated that the new management approach had been a positive step in improving communications. As a result, we concluded the service recognised the benefits of parental involvement and demonstrated a commitment to ensure parents views influenced the direction of the service.

Staff discussed how they planned and created an environment and activities in response to children's interests. We found through the use of talking and thinking floor books, 3D mind maps and talking and thinking tubs staff consulted with the children, identify areas of interests and created experiences that supported children's on-going interests. Staff informed us that they had found children to be more interested and engaged in their play since using these methods. We concluded after observing practice, talking to children and staff that children's experiences supported and challenged the needs and interests. As a result, we found children to be fully

engaged in their play and being supported by staff that understood their development and learning needs.

We found the service had effective systems in place to gather and share information in relation to children's needs and interests. Records were in place to gather and record information, including medical needs, daily routines and personal preferences. These were regularly reviewed and updated ensuring staff had the most up to date information to plan appropriate care and support.

### Areas for improvement

The service should continue to encourage parents to take an active role in the service to ensure they are providing a service that meets their expectations.

Staff working with the afterschool care should continue to consult with the children and parents when revamping the service offered.

The service should continue to monitor the use of personal plans and e-journals to ensure they are effective in supporting children reach their potential.

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

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 3

We ensure that service users' health and wellbeing needs are met.

#### Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The service met aspects considered. We looked at how the service provided care to meet children's individual needs and the opportunities to promote healthy living.

We viewed four children's records held, demonstrating the information gathered about the children's needs and interests. Staff explained how they used this information to plan children's individual care and support. This included information gathered during enrolment, settling in visits and day-to-day observations. We viewed children's personal plans, medication care plans and electronic profiles. These records demonstrated staff carrying out regular observation and planning next steps to support children reach their potential. We concluded the service had systems in place to support staff to plan children's care and support, taking account of their needs and interests.

The management discussed the systems in place to access additional support services. We concluded that if or when a child required additional support, such as

speech and language therapists, that the service was aware of the procedures to be followed.

The service's increased emphasis on the benefits of outdoor play has resulted in all children having increased opportunities to access the outdoors. The service had taken positive steps to significantly improved children experiences whilst out in the nursery grounds and local community. We found every child had designated all-weather outdoor clothing, staff had undergone training in outdoor play and the nursery gardens had been refurbished. We observed children from all age groups taking part in outdoor play. We concluded children had regular access to fresh air and exercise and had opportunities to take part in a range of outdoor activities from physical to exploratory play.

We observed children over lunch and snack times. We found children were encouraged to develop independence and self-help skills. This included all younger children feeding themselves, with assistance if required, and older children self-selecting foods. As a result, we concluded meal times were sociable events and staff were working hard to ensure lunch and snack times were a positive learning experience.

We observed practice focusing on infection control measures were in place. We found staff and children to be following good hand washing at all times. Each playroom had designated hand washing sinks and children of all ages were observed to be confident completing the task. Staff discussed nappy changing procedures demonstrating awareness of following appropriate safety measures to reduce the spread of infection. Staff confirmed undergoing regular infection control training including hand washing and use of protective equipment such as gloves and aprons. We concluded that staffs practice followed the services infection control policies and procedures and best practice guidance.

### **Areas for improvement**

We discussed further development of children's personal plans with management. Management agreed to review the records and systems to ensure they contained a plan of how the service intends to meet children's health, welfare and safety needs and meets the legislative requirements.

Management and staff demonstrated an awareness of Getting it Right for Every Child and the wellbeing indicators. The service should consider how well these are embedded into the service they provided.

We found one medication consent form that stated the dosage as when required, the medication care plan for this medication gave clear guidance for staff on the dosage and when to administer. The manager agreed to ensure the information on the consent form and medication care plans are the same. The service should consider

not using the wording when required.

We found that staff prepared most of the after school care snacks, including toasting muffins and cutting up fruits. We discussed with the management that they should consider methods to involve children more to develop their independence skills.

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

**Number of requirements:** 0

**Number of recommendations:** 0



## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 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

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

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

In addition, the majority of positive changes since the last inspection had been around the environment and resources. We found evidence to support that management had involved parents and children in all stages of the service refurbishment.

#### Areas for improvement

The service could continue to involve all those involved in the service in future developments.

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

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 2

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

#### Service strengths

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

equipment was used.

We considered how the service ensured children are kept safe through having appropriate safety measures in place to reduce the spread of infection. We found children and staff had access to appropriate hand washing facilities within playrooms, toilets and changing areas. We found the premises and most equipment and resources indoors and outdoors were maintained, clean and fit for purpose.

We viewed the kitchen, spoke with the cook and discussed food safety guidance. The cook told us that appropriate safety measures were in place and recommendations from previous food safety inspections had been addressed and the service kept records as required.

The service were in the process of reviewing the risk assessments in place for the premises, resources and activities. They were using a benefit of risk assessment format. As a result, staff and children were developing increased skills in identifying hazards and safety precautions. The outcome being children and staff were becoming more confident, aware and independent in assessing risk.

The management discussed using best practice documents to review the service policies and procedures for example infection control and nappy changing. Through using guidance documents the management had increased confidence in implementing practices to reduce the risk to children, staff and visitors.

### Areas for improvement

We found areas of the premises that would benefit from further updating such as the after school area and outside grass surface. The manager confirmed awareness of these and that they were in the service refurbishment plan.

We found when children independently accessed the toilets they did not always close the doors. We have recommended that the service should consider how they ensure children dignity and privacy when using nappy changing and toilet facilities (see recommendation one).

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

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The nappy changing and toilet facilities should ensure children's dignity and privacy is maintained at all times. National care standards for early education and childcare up to the age of 16, Standard 3 health and wellbeing

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 1

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

#### Service strengths

At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects considered. We gathered evidence from talking to staff, collating feedback from family members, and information written and verbally presented by the service.

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

#### Areas for improvement

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

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

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 3

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

#### Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The service had met the aspects considered. We looked at staffs communication and interaction with the children and their families, staff awareness and knowledge of the children in their care, and staffs practice and training opportunities.

At the time of the inspection 14 staff were employed to care for the children. All staff were registered with the appropriate professional body. Staff had undergone or had accessed training and development to meet their conditions of registration. The provider had systems in place to monitor and ensure all staff were appropriately

registered.

We observed staff and children's interactions over the three days of inspection. We found staff to be friendly, respectful, caring and having a good rapport with the children. We found staff to be enthusiastic about their roles and responsibilities and having confidence in their skills and abilities. As a result of our observations and talking to children, we felt the children were confident and comfortable with all staff. We concluded that staff had good awareness and knowledge of the children in their care and conducted themselves in a professional and caring manner.

We spoke to most staff during the inspection process. They spoke very positively about the support and motivation to improve their practice. Staff informed us that they had attended a variety of in-house training and received support from the management team. We concluded that staff were progressing well as a team and had taken positive steps to develop their own skills and abilities. Staff informed us that as a result of their development that the children were receiving more a child centred care.

### **Areas for improvement**

The service had a training calendar in place to continue to support staff in their personal development. The service should continue to ensure that training offered meets the staff development needs.

**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

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

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

In addition the services new approach to planning in response to children's interests has resulted in children being more involved in leading and managing their experiences.

#### Areas for improvement

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

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

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 4

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

#### Service strengths

At this inspection, we found that the performance of the service was very good for this statement. We found aspects considered were met. We looked at how the service had evaluated the service provided and identified and progressed with areas for improvements.

The service had undergone a change in management and name since the last inspection. The new management was responsible for putting into place the services new vision and aims. The management demonstrated involving staff, parents, children and other stakeholders in all stages of this process. We concluded that the progress made was as a result of all those involved in the service having a shared vision and working together to achieve the services vision and aims.

We discussed with staff how they felt supported to achieve their roles and responsibilities. Staff indicated formal supervisions did take place, however they found the informal, more frequent support had been as effective in implementing the changes within the service. Staff spoke very positively about the training and support they had received. We concluded that staff felt supported in achieving their roles and responsibilities.

### **Areas for improvement**

The management discussed that the organisation were in process of reviewing the formal tools to monitor and audit services policies and procedures.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

There has been one partially upheld complaint about the service since the last inspection. This resulted in the regarding of quality theme management and leadership.

You can find information about complaints that have been upheld or partially upheld on our website: [www.careinspectorate.com](http://www.careinspectorate.com)

### Enforcements

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

### Additional Information

We provided the manager with 20 staff questionnaires to hand out to staff to complete. We were informed that 15 staff were employed at the time of the inspection of which 10 returned questionnaires providing us with information about staffs experiences of the service.

Almost all staff indicated they were aware of the service policies/procedures with the majority of staff being fully aware of these.

Almost all staff indicated that the service provided them with the opportunity to access education/training in the last 12 months. All staff indicated that they had been given the opportunities to gain the qualification relevant to their roles and responsibilities.

All staff indicated they were registered with Scottish Social Service Council (SSSC) and had a copy of the SSSC codes of practice.

All staff indicated that the service provides good support to the children.

Most staff indicated that had undergone supervision with the manager of the service.

### 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

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings	
4 Nov 2013	Re-grade	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	3 - Adequate
15 Apr 2013	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
21 Apr 2011	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	5 - Very Good

## Inspection report continued

18 Jun 2009	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 2 - Weak Management and Leadership 4 - 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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## Translations and alternative formats

This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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