

Care service inspection report

Craigroyston Primary School Nursery

Day Care of Children

7 Muirhouse Place West

Edinburgh

EH4 4PX

Telephone: 0131 343 6465

Type of inspection: Unannounced

Inspection completed on: 11 December 2014



HAPPY TO TRANSLATE

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Service provided by:

City of Edinburgh Council

Service provider number:

SP2003002576

Care service number:

CS2003017045

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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	4	Good
Quality of Management and Leadership	4	Good

What the service does well

The children were happy and content. A variety of activities and experiences were available. Children learned life skills such as baking.

Staff were enthusiastic and knew the children and parents very well. People who use the service were involved at a level that suited them.

Children received praise, encouragement and affection from staff. They were treated with respect and dignity, their successes and achievements were celebrated.

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

The staff and the management team had a good awareness of how to improve the service.

What the service could do better

Personal plans should be in accordance with legislation.

Meetings and appraisals for nursery staff should be carried out regularly.

Accidents/incidents should include detailed information.

Children made decisions in the service and this should be extended.

Parents and children's involvement in the service should be extended. Staff should ensure that people who use the service further assess and improve the work of the staff and management and leadership.

What the service has done since the last inspection

The children enjoyed playing outdoors and there was an increase in this type of play.

The opening hours have been extended.

The staff team were aware of service strengths as well as areas of improvement.

A depute head teacher and principal teacher are now in post. The head teacher has clear plans to progress the service.

Floor books have been updated. Learning outcomes are incorporated.

An additional playroom for children is in use.

Conclusion

At this inspection we considered eight quality statements in four quality themes. For the statements considered at this inspection the service is performing at a very good level in four quality statements and at a good level in four quality statements.

A very good level of care is provided, the staff and management team should continue to progress areas of improvement to ensure enhanced outcomes for the children.

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, we may make a recommendation or requirement.

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

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

Craigroyston Primary School Nursery provides day care for a maximum of 60 children aged three to those not yet attending primary school. The service operates from Craigroyston primary school in Edinburgh. It is close to shops, local amenities, and bus routes. The service operates during term time only. The provider is Edinburgh City Council.

The full statement of aims is displayed within the nursery, and is also contained within the parents' handbook.

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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

What we did during the inspection

We wrote this report following an unannounced inspection. Inspector Lynn Clements carried this out. The inspection took place on Tuesday 9 December 2014 from 12:45pm to 4pm and Thursday 11 December 2014 from 9:40am to 2:30pm.

As part of the inspection, we took account of the completed annual return and self-assessment form 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. Nine parents/carers sent us completed questionnaires.

During the inspection process, we gathered evidence from various sources. We spoke with:

- the head teacher,
- the nursery teacher,
- the early years officer,
- three early years practitioners,
- one supply early years practitioner,
- children individually and in small groups
- five parents and carers.

We looked at:

- mind maps,
- accident, incident and medication records,
- profiles,
- newsletters,
- policies and procedures,
- floor and topic books,
- minutes from meetings,
- evaluations and feedback from parents and children,
- the handbook,
- monitoring and planning folders,
- risk assessments,
- folders of evidence about the inspection themes,

- the environment, resources and equipment.

As part of this inspection we have focused on how this service has promoted children's health and wellbeing through infection prevention measures.

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

No recommendations were made at the last inspection.

The annual return

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment

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

We received a completed self-assessment which showed strengths and areas of improvement. We discussed with the staff and management team that all staff should be involved in completing this and that the self-assessment should also include outcomes for children using the service.

Taking the views of people using the care service into account

The children were settled and engaged in play. The children who were able to, 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.

Taking carers' views into account

We sent out twenty care standard questionnaires for distribution to people who use the service and nine 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 standards questionnaires can be found in this report. Views from parents and carers who took part in the inspection can be found in 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: 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

We found that the performance of the service was very good for this quality statement. The service met all aspects and provided very good opportunities for children and their families to influence the care and support the children receive and the environments the children use. We looked at how children and families were involved and observed the children at play. We spoke with staff, children, parents, and management and considered information written and verbally presented by the staff.

Parents who took part in the inspection told us:

"I am really happy with the nursery".

A Partnership with parents' strategy is in place and parents have very good opportunity to become involved. They gave written and verbal feedback about the service. They attended a range of meetings, initiatives, joined the 'Peep Group' and accompanied the children on trips and outings. They can also assist in the nursery.

Children were confident, independent and expressed their opinions well. They talked about their time at nursery excitedly. We could see how their thoughts and ideas were valued by staff who had made changes to reflect the children's choice. They showed a keen interest in outdoor play and were absorbed in the range of activities and experiences. Children took an active part in making decisions for example in how to make the nursery better. Discussions with the children were held to get their views. The children voted and were consulted about resources, toys, equipment, and what to have for snack. Staff enabled children to make decisions in the service. The outcome was that children directed and determined their own play; during free play most experiences were child led, and occurred naturally. They were involved in their own

learning and development. Children were independent in setting their own targets and were confident, able and enthusiastic.

Children and parents influenced the care and support the children receive and the environments the children used. Opportunities to involve children and parents had a positive impact on service development.

Areas for improvement

See the areas of improvement and recommendations in:

- quality theme three, quality statements one and three.
- quality theme four, quality statement four.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

At this inspection, we found that the performance of the service was very good for this statement. The service met all aspects in relation to meeting the health and welfare needs of children effectively. We looked at physical activity, and emotional well-being, medication and accident and incidents 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 by the staff.

In the care standards questionnaires returned to us parents wrote:

"Very friendly staff and very good at keeping me updated with my child's development".

"The service we have received is the best I have experienced".

The children had direct access outdoors from the nursery playroom. They really enjoyed being outdoors and moved between indoors and outside with adult assistance. We could see developments and an increase in the range of activities, challenges and experiences offered. Outdoor play is part of the routine to extend the children's learning experiences and staff were stationed outside. Children were sufficiently clothed and outdoor suits and wellingtons were available for them. Additional trips in the local community have commenced and more are planned. Children also access the school gym hall and surrounding school grounds.

We observed children using their skills, this included moving freely between activities and carrying out activities independently as they moved around the premises. The resources and most experiences created an environment that gave children independence. 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 and stimulating for the children. Staff supported the children in their decisions. Children were encouraged to share their views and opinions.

We heard staff encourage the children to decide what they wanted to do. This was very effective and encouraged the children to set their own targets and evaluate their own progress. The children really liked playing with their friends and on their own. Good manners and positive behaviour were reinforced and children took part in initiatives to help them remember and implement the golden rules.

We found the service promoted a wide range of healthy living initiatives. This ranged from good dental care, outdoor learning and recycling as well as ideas that supporting early literacy at home. They ate healthily and were involved in health and well-being projects. The benefit of taking part and promoting these areas had provided children and families using the service with information on making healthy life choices.

Children had ownership and responsibility, they adopted roles as helpers, assisted their friends, and they tidied up. They were encouraged to care for each other and praised each other when they achieved something.

Staff were very knowledgeable about child protection procedures and were confident in applying these. Relevant policies were in place.

Procedures were in place for emergencies, risk assessments were completed, and incident and accident books were kept. Medication is stored appropriately and documentation supports this.

Areas for improvement

See the areas of improvement and recommendations in:

- quality theme three, quality statements one and three.
- quality theme four, quality statement four.

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

We found that the performance of the service was very good for this quality statement. The service met all aspects and provided very good opportunities for children and their families to influence the care and support the children receive and the environments the children use. We looked at how children and families were involved and observed the children at play. We spoke with staff, children, parents, and management and considered information written and verbally presented by the staff.

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

Areas for improvement

See the areas of improvement and recommendations in:

- quality theme three, quality statements one and three.
- quality theme four, quality statement four.

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 premises met all aspects 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 they were being used.

Children were involved and could influence parts of the environment and how they were used. The premises consist of two main playrooms, a quiet room, toilet and cloakroom facilities and an enclosed outdoor play area. Children were provided with knowledge, understanding, skill and confidence in their ability to cope with new and different challenges. Children were encouraged to participate in opportunities to explore the nursery and community environments. The nursery environment supported them to express themselves in a variety of different ways. 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. We could see that the children experienced appropriate interactions in a warm and nurturing environment. Younger children who needed more support were assisted by staff. Positive relationships between the staff and children were evident.

In the care standards questionnaires returned to us parents wrote:
"Excellent nursery, I have seen improvements in my child".

Information displayed in the corridor and entrance provided information about the service. All visitors are signed into the service and they were not given unsupervised access to the children. The children present were recorded. Staff knew at all times how many children they were caring for including children who accessed outdoors. Risk assessments were completed regularly. Adult child ratios were appropriate and maintained.

Hygiene in the playroom and surrounding areas was of a high standard. There was appropriate heating and lighting. Children accessed the toilets independently, located directly off the playrooms. They were very confident in the hand washing routine and used the waste bins available. Antibacterial soap and paper towels were used. Staff practice and most equipment promoted effective infection control. The nursery environment including outdoors is stimulating, welcoming, bright and attractive. Children at the inspection immersed themselves in the environment. There was a lively atmosphere; children were busy, occupied and engaged.

Snack times were unrushed and seen as part of the nursery day. Significance was given to healthy eating and children prepared and tidied up. They decided what to have for snack, chose their own food and were able to go back to snack many times. Staff assisted the children if they needed help. Staff were trained in food hygiene and good hygiene practice was in place.

Areas for improvement

Some areas in the environment needed attention, we discussed these with staff and these were addressed by the second visit.

See the areas of improvement and recommendations in:

- quality theme three, quality statements one and three.
- quality theme four, quality statement four.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

We found that the performance of the service was good for this quality statement. The service met most aspects and provided good opportunities for children and their families to influence the work of the staff and management and leadership. We looked at how children and families were involved and observed the children at play. We spoke with staff, children, parents, and management and considered information written and verbally presented by the staff.

Areas for improvement

Although children were involved in the service, changed some areas in the playroom and chose resources this should be extended. Although some parental suggestions had been addressed and there were opportunities for parents to be involved this should be extended.

- Some methods such as the suggestion box in use were not wholly successful.
- The questionnaires returned to us showed one parent disagreed that the service had involved them. Questionnaires issued by and returned to the service were not fully effective. We discussed with staff how to make improvements to the wording used.
- A traffic light system is planned to extend children involvement in reviewing and evaluating the service.
- Although methods encouraged parents to give feedback about the work of the staff and management and leadership, staff told us parents and children did not yet fully influence these themes therefore staff could not fully demonstrate improvements made to the service following the use of some of the methods in place.
- Most parents told us communication and contact with the Head Teacher was good. However, some expressed concern over the lack of contact with the Head Teacher. Staff should review methods in use, ensure they are effective and that these methods further involve people who use the service. They should identify barriers/elements that may have contributed or impacted on the service and ensure children and parents can assess and further improve the work of the staff and management and leadership. See recommendation one.

See the areas of improvement and recommendations in:

- quality theme three, quality statement three.
- quality theme four, quality statement four.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Parents and children's involvement in the service should be extended. Parents and children were involved in assessing and improving care and support and the environments the children use and staff should now progress this and demonstrate fully they how they assess and improve the remaining inspection themes including the work of the staff and management and leadership in the service.
National care standards for early education and childcare up to the age of 16,
Standard 5: quality of experience.
Standard 13: improving the service.
Standard 14: well-managed service.

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.

All staff employed had gained the relevant qualifications and were registered with the relevant professional body such as Scottish Social Services Council (SSSC).

Staff self evaluate their own practice against a range of guidance and documentation to improve. Files demonstrated staff achievements, evaluation and training. Staff were motivated and committed to provide a high quality service. They consulted with and used children's interests to plan activities which were challenging and interesting for them.

Staff were informed about children's needs and development, the children were motivated and happy in the staffs care. The care routines in place were appropriate. We observed staff interacting with the children. We found them to be caring, considerate and had a professional manner at all times. The children were confident and at ease communicating with them.

We heard staff reinforcing positive behaviour and they praised the children regularly. The staff and children had formed positive relationships. The children were happy and content.

Children were provided with care and support that met their needs. Staff were attentive in ensuring children felt included and respected.

There was an ethos of working in partnership with people who use the service and this created a welcoming and friendly working environment. Staff supported each other, felt valued, and met regularly. 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. All parents who completed the care standards questionnaires thought that staff were skilled and experienced and treated their child with respect.

In the care standards questionnaires returned to us parents wrote:

"The staff help us relax"

Parents who took part in the inspection told us:

"The nursery staff are amazing".

"We get good advice".

Written documentation to support the work of the staff was presented and provided information about the service. The staff and management team had a very good awareness of how to progress the service while maintaining strengths. There was a strong sense of team work ensuring that children developed and achieved well.

Areas for improvement

We looked at a range of documentation including eight entries in the accident and incident book and five permission forms to administer medication. Recorded information was not consistent and did not yet include all relevant information. We found that:

- only the child's first name was recorded in six entries,
- the place where the accident/incident occurred was not specific, all except one entry recorded the place,
- times were not recorded on any entries,
- audits had not been carried out therefore staff were unable to identify common triggers to reduce or assist children in managing risk.

The permission forms showed that:

- one form had no date,
- one form had no signature,
- documentation wasn't completed by staff once medication was administered.

See recommendation one.

Some bins throughout the environment did not promote effective infection control.

See recommendation two.

Children made decisions in the service and this should be extended. The routine should contribute positively in creating an environment that further involves the children and promotes their independence. They should be further encouraged to:

- decide where to play, for example use outdoors the way the inside is used.
- identify and manage risk, for example at the front door, while involved in accidents and while using the quiet room.
- use their skills during for example arts and crafts, activities should be child led where possible and displays should reflect this.

See recommendation three.

See the areas of improvement and recommendations in:

- quality theme three, quality statement one.
- quality theme four, quality statement four.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 3

Recommendations

1. Accidents/incidents should include detailed information. Staff should review accidents and incidents regularly to identify common triggers to minimise risk. Medication forms should be completed by staff once medication has been administered.
National care standards for childcare and education up to the age of 16:
standard 2: safe environment.
standard 3: health and well-being.
standard 14: well-managed service.
2. The waste bins should promote effective infection control.
National care standards for early education and childcare up to the age of 16:
standard 2: safe environment.
standard 3: health and wellbeing.
3. Children made decisions in the service and this should be extended.
National care standards for early education and childcare up to the age of 16,
standard 5: quality of experience.
standard 13: improving the service.
standard 14: well-managed service.

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

We found that the performance of the service was good for this quality statement. The service met most aspects and provided good opportunities for children and their families to influence the work of the staff and management and leadership. We looked at how children and families were involved and observed the children at play. We spoke with staff, children, parents, and management and considered information written and verbally presented by the staff.

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

Areas for improvement

The areas of improvement and recommendations recorded under quality theme three, quality statement one were considered when grading this quality statement.

See the areas of improvement and recommendations in:

- quality theme three, quality statements one and three.
- quality theme four, quality statement four.

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 good for this statement. The service met most aspects in ensuring quality assurance systems and processes involved children, parents, staff and stakeholders.

Staff and management had a clear vision for the nursery and this is shared with families who use the service. Monitoring systems are in place and the whole staff team are involved. Staff told us they felt more involved in whole school development. Parents, children and staff were encouraged to give their views, opinions and suggestions both in writing and verbally. They influenced aspects of the service they received. Documentation provided information and supported the work of the staff and demonstrated the views of people who use the service.

A monitoring timetable and calendar is in place. Priorities and targets to progress the service have been identified and agreed. Staff self-evaluate their practice on an ongoing basis. Girfec is implemented in accordance with policies and procedures. Staff were aware of Care Inspectorate developments and publications.

Learning outcomes for children, their progress, profiles, care routines and consultations are in place incorporating national guidance. Staff and the 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. Formats for personal plans had started to be devised. Information about aspects of the service is collected, audited, recorded, and next steps are made to progress.

We found staff could demonstrate how outcomes for children and parents had improved following the use of the quality assurance systems already in place. Staff had attended a variety of training and transferred this knowledge to provide specific care related to children's individual needs.

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

Areas for improvement

Formats for children's personal written plans had started to be devised and we directed the staff to legislation relating to these. We recommend that staff ensure the plans are specific to each child's health, welfare and safety needs. For example they could demonstrate how children think about or manage risk. Each plan should include a statement of intent about what the service will provide and include detailed reviews with people who use the service. They could include what children have developed or

achieved. As methods to involve people were at times unsuccessful the staff could consider using plans as a tool to self-evaluate the service. See recommendation one.

During the first visit the registration certificate displayed was invalid. By the second visit this had been addressed.

Although the nursery staff met with each other regularly, the head teacher told us that she will implement regularly meetings with the nursery staff and appraisals for staff now that staffing at a senior level is in place. This would enable the staff and management team to contribute jointly. See recommendation two.

There had been six outbreaks of infectious disease and we had yet to be notified electronically. See recommendation three.

See the areas of improvement and recommendations in quality theme three, quality statements one and three.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 3

Recommendations

1. Personal plans should include a statement of intent, be specific to health, welfare and safety needs and demonstrate robust reviews.
National care standards for childcare and education up to the age of 16:
standard 3: health and well-being.
standard 14: well-managed service.
2. The head teacher should regularly carry out meetings and appraisals for nursery staff.
National care standards for childcare and education up to the age of 16:
standard 13: improving the service.
standard 14: well-managed service.
3. The staff should inform us electronically when there are two or more outbreaks of infectious disease.
National care standards for childcare and education up to the age of 16:
standard 14: well-managed service.

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

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

6 Inspection and grading history

Date	Type	Gradings
31 Aug 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
9 Oct 2008	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 4 - Good 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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ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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Telephone: 0345 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com