

Care service inspection report

Midlothian Residential Service for Young People

Care Home Service Children and Young People

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Gorebridge
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Type of inspection: Unannounced

Inspection completed on: 28 October 2014

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Service provided by:

Midlothian Council

Service provider number:

SP2003002602

Care service number:

CS2003011085

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at enquiries@careinspectorate.com

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	4	Good

What the service does well

The service were good at supporting young people. They provided care to match the young people's varied needs.

Staff were warm and friendly and tried to make the young people feel welcome.

What the service could do better

The manager needed to make sure that systems of quality assurance were consistent and effective.

Risk assessments needed to be kept updated, particularly following any incidents.

Systems for keeping records needed to be streamlined so that they are easily accessible.

What the service has done since the last inspection

Since the last inspection there had been a change of manager and some staff. The manager was developing her role within the staff group.

The service had worked hard to improve care planning arrangements and in ensuring young people were involved in the process.

Conclusion

We saw improvements within most of the Quality themes.

Midlothian Council continues to demonstrate that they are committed to improvement of the services for accommodated 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.

Requirements and recommendations

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (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."

Midlothian Residential Services consist of three small residential homes in Penicuik, Dalkeith and Gorebridge. Each home cares for a maximum of four young people who are aged between 10 and 18 years who cannot safely stay with their own family, or in any substitute family, and whose needs would best be met in a residential setting.

The homes in Penicuik and Dalkeith are purpose built single storey houses. The home in Gorebridge is an older property on two levels. All of the homes are close to local amenities and have good transport links. At the time of this inspection only the homes in Penicuik and Gorebridge had young people staying there.

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 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 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 that took place on 23 and 24 October 2014. We gave feedback to the external manager and the unit manager on 28 October 2014.

As requested by us, the provider of the service sent us an annual return. They also sent us a completed self assessment.

During this inspection we asked the service to show us evidence to support their self assessment. We looked at records:-

- * care plans and young people's files
- * risk assessments for young people
- * computer records
- * training records
- * meeting minutes
- * rotas
- * incident records

We spoke with four young people during the inspection. We sent eight Care Standard questionnaires to be given to the young people so that they could tell us their views about staying at Midlothian Residential Services. We received six completed questionnaires.

We met seven staff and observed their practice with the young people.

We took all of the above evidence into consideration when writing this report. We also took into account the Public Services Reform (Scotland) Act 2010 and associated Statutory Instruments, the National Care Standards for care homes for children and young people, and the Scottish Social Services Council (SSSC) Codes of Practice for Social Service Workers and Employers.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

There were no requirements made at the last inspection. Recommendations made at the last inspection have been commented upon within the body of the report.

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 fully completed self assessment document from the service. In this they had identified where they thought they showed strengths in the quality statements we were looking at, and some areas where they could make improvements.

Taking the views of people using the care service into account

We spoke with four of the young people during the inspection. Although not all of them would have chosen to be living there, they were generally very positive about the care they received. We heard mixed views about the food.

Comments included:

'It's OK. Some staff are better than others'

'Staff have time for me'

'The food is good'

'I don't like some of the food'

Taking carers' views into account

Carers include parents, guardians, relatives, friends and advocates. They do not include care staff. We did not receive any views from carers at this inspection.

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 the last inspection we graded this quality statement as good. At this inspection we graded this quality statement as very good. We did this because we found that the service had made improvements to the ways they consulted with young people. For example, they had strengthened links with Who Cares. A Who Cares worker visited the homes every week and met with young people. This meant that young people could speak to someone out with the home and the Council and share any concerns or suggestions. In addition some of the young people played an active part in Who Cares events and brought information back to other young people about changes they could make to the way they were cared for. A young adult care leaver was also involved in promoting advocacy within the homes and provided another opportunity for young people to discuss their care experience and what would make it better. We saw that the service had introduced residents meetings. Some young people liked to attend these meetings and used them to present ideas. Other young people preferred not to attend and this was respected by the staff.

Examples of consultation included:

Young people told us they had enjoyed an event where local residents were invited for a barbecue in order to strengthen community links and present the positive aspects of residential services for children and young people in Midlothian.

Young people had requested internet access in all of the homes. At the time of the inspection we saw that this had moved forward significantly.

In addition, the service continued to use the strategies we identified at previous inspections, including:

- * Looked After and Accommodated Children (LAAC) reviews
- * One to one sessions with keyworkers
- * Informal discussion with young people
- * Internal complaints and suggestions system
- * Participation group for looked after young people (KICK - Kids In Care)
- * Looked after children's thematic task group
- * Midlothian Youth Platform

:

Looked After and Accommodated Children (LAAC) reviews provided a forum for making plans for the young person's future. We saw evidence that staff supported the young people at these reviews and at Children's Hearings, either by attending with them or helping them to complete 'Have your say' forms.

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Each young person had a keyworker who worked with them in a variety of ways such as:-

- * attending meetings with the young person, for example, reviews or Children's Panel Hearings
- * keeping contact with other professionals such as social workers or workers from other support agencies
- * working individually with the young person to help them develop their skills
- * working with the young person to identify areas where they need more support and then making sure that this happened
- * providing support and encouragement
- * linking with the young person's family if this was appropriate

We saw that the staff helped young people to plan their day-to-day activities and talked to them about their achievements and goals.

During the inspection we observed staff with the young people. The dining room table provided a forum where young people could talk about what would make their lives better. The young people were confident when speaking to staff and well prepared to give their views about how they were cared for. We saw that the staff were sensitive and considerate towards the young people and were respectful of their personal views.

In addition to the local authority suggestions and complaints procedure Midlothian had developed number of strategies to support young people to give their views. The KICK participation group for Looked After Children had been operating for some time and young people from Midlothian Residential Services represented the views of young people who are accommodated. In addition the local authority had initiated some new strategies.

They had begun seeking the views of young people who had previously been Looked After to find out what they thought could be done better. All of this fed into the Midlothian Youth Platform which is a diverse group of young people who come together to present their views about how Midlothian could be a better place for them to live. This group had direct access to the Executive Directorate of Midlothian Council.

In addition to Who Cares? Scotland, the young people also met with Investors in Children as part of a wider consultation exercise.

At the last inspection we made a recommendation that the service should continue to develop the participation strategy and ensure that it is embedded in everyday practice within the home

In response to the care standard questionnaires two young people strongly agreed and four agreed with the statement

'Manager and staff ask me for my ideas and use them to make things better'.

One strongly agreed, four agreed and one disagreed with the statement:

'Managers and staff ask me for my ideas often enough'

One strongly agreed four agreed and one young person indicated it was not applicable in response to the statement:

'I get to choose things about how I look, like what clothes I wear and how I do my hair'.

Areas for improvement

Midlothian Council was reviewing its process for dealing with formal incident reporting within the houses. They hoped that this would make the system easier to use and more accessible to young people. It is expected that the new system will be in place by the next inspection.

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

From discussion with the staff and young people and from our observations during this inspection we found that the service continued to meet the very good standard awarded for this statement at the previous inspection.

We found that the service was performing very well in the areas covered by this statement.

We found that evidence reported at the last inspection about how the service promotes the health and wellbeing of the young people was still in place.

This included:-

- *an identified health link worker continued providing information for young people and staff about health care so that everyone was up to date with good practice. This also enabled staff to direct young people to services they needed and offer advice about where to get support
- * young people had benefited from good relationships with staff
- * staff encouraged the young people to treat each other with respect
- * the service encouraged young people to develop healthy lifestyles
- * staff tried to encourage young people to eat healthy and nutritious food
- * young people had opportunities to take up energetic activities, such as gym
- * staff worked positively to help young people address addictions, such as smoking
- * each young person had a healthcare plan which identified health needs and resulted in appropriate appointments with other health professionals
- * weekly diaries helped young people to organise their time and plan their appointments
- * staff were trained in 'Team Teach' to use skills to de-escalate difficult situations and minimise physical interventions
- * staff had links with appropriate health professionals to help them work with the complex needs of the young people e.g MYPAs
- * staff were knowledgeable about how to protect children and what to do if they had concerns about child protection
- * the Looked After Children's Teacher helped young people in Midlothian Residential Services to access education or seek employment
- * medicines were stored and administered safely
- * a cook worked alongside young people and staff over the three homes preparing menus and managing food provision. This meant that young people could influence menus and get the food they liked whilst the professional input of the cook focused on making this healthy and balance. Young people also had the opportunity to buy their food and cook meals to improve their independence skills.

Since the last Inspection the service had achieved Health Promoting Unit 2 status which indicated that they had a sound understanding of the health and wellbeing needs of the young people. We saw evidence that young people had been included in the assessment for the award and that staff actively worked with them to improve their health and wellbeing.

We looked at care plans and saw that they were written in a way which was easy for young people to read and understand and reflected young people's feelings, wishes and goals. Most of the young people knew about their care plan and most said they felt they could influence future plans. Most of the care plans reflected the principles of Getting It Right For Every Child (GIRFEC). GIRFEC is a Scottish Government Policy that sets out what agencies and practitioners need to do to come together and work with children, young people and their carers/families. The care plans identified aspects of the young people's lives which they needed to work on. They identified tasks which would help them achieve the outcomes they wanted and they then demonstrated progress or changes to the plan.

We saw Risk Assessments for individual young people, most of which were written from a positive perspective and identified how to help young people manage risk and advised staff of the actions to take when young people put themselves at risk.

Replies to the Care Standard questionnaire showed that two young people strongly agreed and four agreed with the statements:

'I feel protected from abuse'

'I feel protected from bullying'

'I have a care or personal plan'

Five young people strongly agreed and one agreed with the statements:

'Staff understand the things that are important to me'

'Staff have enough time for me'

'Staff help me to stay in touch with people who are important to me'

'Staff try to get me to choose healthy food'

Three young people strongly agreed, two agreed and one disagreed with the statement:

'Staff treat me fairly and with respect'

Three young people strongly agreed, two agreed and indicated it was not applicable in response to the statement

'Staff help me to go along to any activities I want to do like hobbies, clubs and sports'.

Four young people strongly agreed, one agreed and one disagreed with the statement:

'I get food when I need it'.

Two young people strongly agreed, one agreed two disagreed and one strongly disagreed with the statement

'I get the kind of food I ask for'

Areas for improvement

At the last inspection we made a recommendation that the service should continue with the review of care plans making them more relevant and accessible to all of the young people. Any information stored in computer format should be easily identifiable and accessible to staff. At this inspection we saw that the service had developed care plans which were accessible and relevant to young people and we comment on this within the strengths.

However, we again found it very difficult to navigate around the documents within the computer system. When we asked staff about this they also encountered difficulties. We found duplications of documents and some incomplete records.

We were unable to look at incident reports at this inspection because of authorisation access issues; however staff told us that they completed incident forms and showed us examples of these. When we spoke with the manager we identified that the process for managing incidents was overcomplicated. We were not confident that the system provided sufficient management overview of incidents or that all incidents resulted in the review of risk assessments. We also saw that there was some confusion in recording. Whilst we identified some very good and well written risk assessments, we also saw that there were a variety of forms that staff could use. We identified that the risk assessment process needed to be streamlined and linked to Team Teach practice. See recommendation 1.

Sometimes young people moved between houses. Whilst we recognised that in most cases, this was for the benefit of the young people we identified some circumstances where the moves were not beneficial. We discussed this with the manager and the external manager at feedback. They recognised that this sometimes happened and discussed how they would progress a better gatekeeping process to ensure that all placements take into account the needs of all young people who are resident.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that managers should review recording processes. They should consider why records are kept and streamline the process of recording. They should discuss with their Information technology department how the systems could support their needs and how documents could be better identified.
National Care Standards - Care homes for children and young people - Standard 4 - Support arrangements

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

Evidence found in Quality of Care and Support, Statement 1, also applies to this statement. We found that the service used the same processes to consult parents and young people about the environment.

We saw examples where young people had directly influenced the environment in which they are cared for. All of the young people who were accommodated at the time, were consulted about soft furnishings in the communal areas and personal decoration of their bedrooms. All of this helped young people to recognise where they were staying as their home.

Areas for improvement

Evidence in Quality of Care and Support, Statement 1 also applies to this statement.

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

We found that the service continued to meet the very good standard awarded for this statement at the previous inspection.

All of the homes were decorated to a high standard and were comfortable places to live. They were clean and tidy, and the staff encouraged the young people to play their part in keeping the home pleasant.

We saw systems within the environment of the home to protect the young people.

These included:

- * visitors were greeted by staff upon arrival and identification checked. A Visitors' Book was in place. This meant that staff always knew who was in the building
- * there was a system to make sure that any necessary repairs were carried out
- * some risk assessments were in place for young people, as well as for the premises and for trips and outings
- * staff were aware of their role in Fire Safety. All staff had completed First Aid training
- * each young person had their own bedroom which provided a personal private space
- * communal areas were spacious and allowed for different activities to take place without impacting upon others
- * two of the homes had ensuite bathrooms which further improved privacy and personal safety for the young people
- * the staff team were aware of their responsibilities in relation to child protection, safe care generally and 'whistle blowing'
- * staff were aware of incidents of low-level bullying among the young people and addressed this as required
- * a range of policies were in place covering health, safety and wellbeing issues; for example, complaints, confidentiality, food handling, health and safety and non smoking.

Areas for improvement

We saw that all of the homes were safe and of a very high standard. The service should continue to ensure that the environment is safe and service users are protected.

Whilst we saw many positives in the environment, responses to the Care Standard questionnaires were very mixed and needed to be considered by managers to address young people's dissatisfaction.

Three young people strongly disagreed, one did not know and one felt it was not applicable in response to the statement:

'I can get access to computers with internet access.'

Two strongly agreed, one agreed and three disagreed with the statement:

'People do not take my things without permission'.

Three young people strongly agreed, one agreed, one disagreed and one strongly disagreed with the statement:

'This is a nice place to stay'.

It was evident that following an incident involving a young person, their Risk Assessment had not been updated. The service should make sure that they have systems in place to make changes to risk assessments and care plans promptly in response to changes in young people's circumstances. (See recommendation 1)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that the service implements effective systems to make sure that care plans and risk assessments are updated promptly following any incidents or changes in young people's circumstances.
National Care Standards for care homes for children and young people Standard 6 - Feeling safe and secure and Standard 7 - Management and staffing

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

Evidence found in Quality of Care and Support, Statement 1, also applies to this statement. We found that the service used the same processes to consult parents and young people about the quality of staffing.

Areas for improvement

Evidence in Quality of Care and Support, Statement 1 also applies to this statement.

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

From discussion with the staff and young people, and from our observations during this inspection we found that the service continued to meet the very good standard awarded for this statement at the previous inspection as outlined below:

All of the staff were registered with the Scottish Social Services Council (SSSC) and were aware of their Codes of Practice. The SSSC are the body who regulate care staff and decide the level of qualification for each post. We found that all of the staff were either qualified, or working towards qualification within an identified timescale in order to meet the qualification requirements of the SSSC. Staff also knew about the National Care Standards and had access to information which informed their practice.

We were advised of recruitment arrangements that ensured all relevant checks were carried out prior to appointment.

A staff Professional Development System was in place and incorporated within supervision. We saw that training needs had been identified through supervision and appraisal.

Staff had opportunities to attend training, relevant conferences and seminars. Training opportunities had included:

- * Attachment
- * Child Protection
- * Drugs and alcohol misuse
- * Team teach
- * Psychoactive substances

The cook had been involved in a health fair and had visited other services in order to develop her practice and provide healthy food options for young people.

Individual staff had specific tasks such as health link and team teach representative. They fed back to the staff team, providing information regarding up to date practice. This also motivated staff in researching their particular responsibility.

We saw that very good staff meeting arrangements were in place. From minutes, we saw that matters were addressed appropriately within this forum.

We found that staff were very committed to the young people in their care and were enthusiastic and motivated regarding their work.

A new rota system was now fully embedded and provided staff cover to meet the needs of the young people using a consistent staff team.

Areas for improvement

The service should continue to build on the very good standard found at this inspection.

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: 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

Evidence found in Quality of Care and Support, Statement 1, also applies to this statement. We found that the service used the same processes to consult parents and young people about the quality of management and leadership.

Areas for improvement

Evidence in Quality of Care and Support, Statement 1 also applies to this statement.

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 last inspection we graded this Quality Statement as adequate. At this inspection we have continued to grade this Quality Statement as adequate. At this inspection we saw evidence of improvement and graded this quality statement as good.

The new manager had settled into post and was establishing systems to support her management style. She continued to use many of the systems as directed by Midlothian Council.

For example:

- * The manager had worked on the self assessment for the Care Inspectorate and had identified areas of good practice and areas for development
- * staff had regular supervision where managers overviewed practice and professional development
- * LAAC reviews provided an opportunity for the young person and a range of professionals to formally share their views of the service
- * staff had taken on specific roles, such as Health Promotion and rotas which were then overseen by the manager
- * staff meetings and senior meetings took place regularly which allowed the staff to be consulted and informed about aspects of the service
- * Midlothian Council provided an intranet system where staff could access all the necessary policies and procedures and use these to inform practice
- * the service had a complaints system which was known to the young people and issues of dissatisfaction were recorded in the complaints book, along with the resolution and action taken
- * the external manager visited the home regularly and had a very good overview of the running of the service
- * information was sent to the external manager so that they had an overview and opportunities for analysis
- * we identified at the last inspection that there had been changes to the roles of the senior team. They had established a new work rota to enable senior staff to work alongside residential care officers to observe and influence practice. We saw that this was having a positive impact on the service.

Areas for improvement

The manager had recently taken up post at Midlothian Residential Services. It was now time for the provider to ensure that there was a period of management and staff team stability, to allow some of the systems of quality assurance and improvement to be embedded. This would allow for the service to continue developing the aspects of the service which were working very well, as well as facilitating their identifying where improvements were needed. See recommendation1

The Care Inspectorate had not received some notifications from the service. We discussed this at feedback and the manager was then clear that she should notify the Care Inspectorate of incidents as detailed within 'Records that all registered care services (except childminding) must keep and guidance on notification reporting OPS-0212-119'.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The management team should continue to develop quality assurance processes and clearly identify areas for development and progress. National Care Standards - Care homes for children and young people - Standard 7: Management and staffing

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

None

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

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 - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 4 - Good	
Statement 1	5 - Very Good
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
7 Mar 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate
23 Sep 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate
26 Feb 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and Leadership 3 - Adequate

Inspection report continued

17 Aug 2012	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 4 - Good Management and Leadership 2 - Weak
12 Jan 2012	Unannounced	Care and support 5 - Very Good Environment 3 - Adequate Staffing 4 - Good Management and Leadership 4 - Good
21 Mar 2012	Re-grade	Care and support Not Assessed Environment Not Assessed Staffing Not Assessed Management and Leadership 3 - Adequate
5 Mar 2012	Re-grade	Care and support Not Assessed Environment Not Assessed Staffing Not Assessed Management and Leadership 1 - Unsatisfactory
7 Jun 2011	Unannounced	Care and support 5 - Very Good Environment 3 - Adequate Staffing 4 - Good Management and Leadership 4 - Good
21 Dec 2010	Unannounced	Care and support 5 - Very Good Environment 2 - Weak Staffing Not Assessed Management and Leadership Not Assessed
18 May 2010	Announced	Care and support 5 - Very Good Environment 4 - Good Staffing Not Assessed Management and Leadership Not Assessed
10 Feb 2010	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing Not Assessed Management and Leadership Not Assessed

Inspection report continued

16 Sep 2009	Announced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good
31 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
11 Feb 2009	Announced	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 2 - Weak 2 - Weak

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایں تسد یم ونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

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