

Care service inspection report

Gullane Playgroup

Day Care of Children

Old Primary School

East Links Road

Gullane

EH31 2AF

Telephone: 07729436336

Type of inspection: Unannounced

Inspection completed on: 11 December 2014



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Service provided by:

Committee Of Gullane Playgroup

Service provider number:

SP2003002867

Care service number:

CS2003011931

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	5	Very Good

What the service does well

The playgroup provides a caring, supportive and flexible service to the children and families in the local community. The playgroup has developed strong relationships with parents, carers and children. We found that the playgroup was very good at communicating information and involving parents/carers in the day to day work of the playgroup and in assessing and improving the service.

What the service could do better

The provider should ensure children's 'personal plans' are developed further to include information on all children's learning and development and that the entrance area to the building must be secure at all times. Refer to Quality Theme 1 Statement 3 and Quality Theme 2 Statement 2.

What the service has done since the last inspection

We found the service had met the one recommendation from the previous inspection.

* The provider has employed a new manager for the service.

* The playgroup has continued to consult with parents and their feedback has were taken on board to make improvements in the service.

Conclusion

We saw that the staff were committed to their work with children. We concluded after speaking with the parent committee, parents and children that strong relationships had been developed with staff. Their ideas, feelings and views were valued and used to improve the quality of the service.

1 About the service we inspected

The Care Inspectorate (CI) 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.

Requirements and recommendations

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

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

* A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") 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.

Gullane Playgroup is registered to care for a maximum of 24 children at any one time, age two - five years. The service operates Monday to Thursday between 9am - 11.45am.

The playgroup is situated in the old primary school building, in Gullane. The children can access a large playroom and an enclosed garden. The playgroup also benefits from separate toilets and changing area. The building is maintained by East Lothian Council.

The aims of the service are:

To provide Pre- school aged children in our community with a happy, caring, secure environment where they can participate in fun play activities and are encouraged by staff parents and carers to develop skills and grow in confidence.

Objectives are:

- Create a welcoming environment where staff build positive relationships with the children, treating them with respect and protecting them from harm.

- Meet the needs of the individual as well as the community, encouraging those with additional support needs to participate in the group and welcoming all races, religions and cultures.

- Plan a range of activities which are suitable for the needs and interests of the children and to provide accommodation which is secure, clean and well maintained.
- Work with parents and carers to promote positive behaviour and deal with difficult behaviour, acting with sensitivity and not using physical punishment or verbal abuse.
- Recruit staff using staff practices, offer appropriate training opportunities and ensure the required adult:child ratio is maintained.
- Operate according to written policies which are communicated to staff/parents and which are reviewed regularly with opportunity for comment and feedback.

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 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 after an unannounced inspection that took place on the morning of Monday 8 December and a further announced visit on the morning of Thursday 11 December 2014.

As requested by us, the service completed and sent us their annual return. They service also sent us a well completed self assessment form. The document identified areas of strengths and areas for further development.

We sent eight questionnaires to the service to give to parents and carers who used the service. Six completed questionnaires were returned to us prior to the inspection.

In this inspection we gathered evidence from a number of sources, including the relevant sections of policies, procedures, records and other documentation, including:

The service most recent Annual Return and Self Assessment documents.

Samples of children's registration forms.

Observation of staff's practice and interactions with the children.

Observation of the environment, resources and play experiences available in relation to safety and hygiene.

Observation of interaction between staff and the children.

Discussion with manager, staff and members of the committee.

Conversation with some parents and carers.

Conversation with some children.

Review of records related to planning for children's needs and interests.

Review of policies relating to the areas covered by this inspection.

Reference to parent consultation.

Reference to parent questionnaires returned to the Care Inspectorate.

This information was taken into account during the inspection process and reported on.

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

The one recommendation made at the last inspection had been met.

The annual return

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment

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

The Care Inspectorate received an electronic self assessment document from the service. The document identified areas of strengths and areas for improvement. This reflected our findings during our inspection.

Taking the views of people using the care service into account

During both our visits to the service we saw children were busy with a range of play experiences on offer. Children chose the activities and resources they wanted to play with.

We saw relationships between staff and children were good. We observed the interaction between the staff team and found the staff were caring and responsive to the individual needs of the children. They communicated well with the children at their level. This provided good outcomes for children.

Taking carers' views into account

All parents who returned our questionnaires strongly agreed that they were happy with the quality of care their child received in the service. Their comments are included within 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 Gullane playgroup had Very Good systems in place to ensure that parents, carers and children were involved in assessing and improving the quality of care and support provided by the service. These included:

- * Effective use of notice boards.
- * Informal and formal chats and meetings.
- * Parents evening.
- * Playgroup open days.
- * Parent questionnaires.
- * Fundraising events and activities.
- * Flyers and memos.
- * Suggestion box.
- * Parent management committee.
- * Big books.
- * Community board and information.
- * Newsletters, including a fundraising newsletter.

An 'Information Booklet' for new parents provided very good information about the playgroup's aims and policies. For example, the booklet included information about Parental Involvement and the Committee and stated that 'all parental contributions were welcomed'. The committee and staff also used email, whiteboards, Facebook and the playgroup website to keep parents informed of playgroup activities. All six parents who returned our questionnaires prior to the inspection strongly agreed with the statement 'I am kept informed about what is happening in the service, for example through newsletters and information boards.'

Daily informal contact allowed parents to speak with staff and share information about their child or discuss their support and care needs. Parents valued the playgroup and highly appreciated the work of the staff. They made very positive comments about the care provided to their child and the service they received.

We saw Facebook was used to update parents on activities their child was involved in, for example, after the Christmas Nativity photos were uploaded to Facebook. We saw many parents had responded, making positive remarks about the Nativity and their child's experience.

We found the playleader and staff to be responsive to the individual needs and interests of the children in their care. We saw they actively listened to children and were quick to react, for example, they provided resources and support at the request of children. 'Big Books' supported children to make comment on the activities they took part in.

Parents had the opportunity to be involved in the work and life of the playgroup in a variety of ways. For example:

- * Becoming a member of the parent committee.
- * Attending committee meetings.
- * Being part of the fundraising committee and supporting the playgroup in fundraising events.
- * Taking part in the playgroup parent rota and observing how staff cared for their child.
- * Supporting playgroup activities for example, a parent regularly joined staff and children to play the guitar for music sessions and for the Christmas and Easter concerts.
- * Donations of a range of resources, for example wipes, and tissues.
- * Viewing playgroup 'Big Books' and making comment.

A well established and active committee helped with the running and decision making of the playgroup. This very good practice provided opportunities for parents to feedback their thoughts and suggestions about all aspect of the service. The management committee's photos were on the notice board so that parents would recognise who they were. Parents were able to contact the committee in confidence if they wished. This 'open door' approach promoted very good communication between families, staff and the committee. Parents we spoke with confirmed they were aware of the committee and their role.

We spoke with parents during our visit and found they all spoke highly of the manager, staff and quality of the service provided. Parent's comments included:

"The service is fantastic. They give you a report especially when your child is settling

in. Really friendly service, the information the staff give you is great. My children love it.

It is perfect. The staff helped to settle our child. They talk to me every day about my child. My child loves to come to the playgroup.

My children love the playgroup. It was the first time away from me and they settled in quickly. They had one visit and I stayed with them to settle them in gently. The playgroup is parent, child lead. Very welcoming environment always chat informally I am really happy with the service which has been a positive experience. My child settled in really quickly and they love it. My child is always very excited about coming to playgroup. There is a good range of activities. My child has grown in confidence. The staff are brilliant and they keep us up to date with informal chats at drop off and pick up times and by email. Facebook is great, there are nice pictures. My husband likes it as he is not around he can see what our child is doing at playgroup via Facebook."

Areas for improvement

Gullane playgroup should continue to monitor and maintain the very good standards of quality for this statement. They should ensure they continue to identify areas of improvement and implement action plans to address these.

The service identified the following area for improvement in relation to this quality Statement:

"Although children are at the heart of all of the planning and decision making at Gullane Playgroup, and therefore their views are highly valued, there is not a formal daily system of recording their opinions. We will start to record comments in the Learning Log Book."

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

We found that the playgroup had Very Good systems in place to ensure children's health and wellbeing needs were met. These included:

Registration procedures allowed the playgroup to gather detailed information with regards to each child's personal care and support needs. These included information on emergency contact, medication details, GP, allergies and dietary needs. Parental permission was given for children to undertake emergency treatment, to go on routine outings, photographs to be taken. and to allow staff to carry out observations

relating to children's development. This provided the information staff needed to plan how they would care for each child in their care.

Each child had a folder which contained 'all about me' information, children's photos and artwork. These were shared with parents so that they could see what they had been doing at playgroup and share their development.

Healthy eating was promoted in the playgroup. The snack menu was displayed on the parents' notice board. We observed children came together for snack which was a social time. They were offered a healthy snack during both play sessions. Good hygiene procedures were followed by staff in preparation of snack. These approaches meant that children were learning about healthy food choices and personal care routines.

Children had regular access to fresh air and exercise in the outdoor area. A selection of equipment and toys encouraged them in to engage in active physical play. Both days we visited children enjoyed outdoor play. We saw children had enjoyed a range of local nature walks and visits to the Library, shops and coffee shops. The children had displayed their art exhibition, within the Post Office, for their families and local residents to see. In addition, children had the opportunity to take part in Jo Jingles, music, and movement sessions and Physi-ball skills program.

A Child Protection Policy was in place. We spoke with staff and found they were clear about their role and responsibilities in protecting children in their care.

We found children were encouraged by staff to be thoughtful and caring towards each other. Staff were aware of the individual needs of children and dealt with behaviour issues in a positive way. Parents confirmed their children were treated fairly and with respect.

There were a range of policies in place to guide staff in their practice to promote a safe environment for children. These included; health and safety, Infection control, illness, and the administration of medication.

We could see the relationships with parents, carers and children were positive. Parents we spoke with during our visit spoke highly of staff and care provided. They told us:

"My child has only recently started playgroup, but have settled in better and more quickly than I could have hoped for, largely thanks to the skills and care of the playleader and the staff. As well as the wide range of fun activities which have helped to distract my child as I leave. My child loves it and I am delighted with my child's progress already."

"I have always been happy with Gullane playgroup and I am confident that my children have been happy, safe and well cared for."

Areas for improvement

We discussed with the playleader the changes in legislation which states that each child must have a 'personal plan' which should be updated at least every six months or before as changes take place. We found some information was in place however these needed to be further developed to record and allow staff to share information on each child's learning and development. See recommendation 1

The service identified the following areas for improvement in relation to this quality Statement:

"Although children are at the heart of all of the planning and decision making at Gullane Playgroup, and therefore their views are highly valued, there is not a formal daily system of recording their opinions. We will start to record comments in the Learning Log Book."

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. We recommend that the provider should ensure all children's personal plans are updated to allow staff to keep written information on all children's learning and development. These should be shared regularly with parents.
National Care Standards for Early Education and Childcare up to the age of 16:
Standard 3 Health and Wellbeing.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 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

The areas of strength noted in theme one, statement one also apply to this statement.

Areas for improvement

Gullane Playgroup should continue to monitor and maintain the very good standards for this quality statement. They should ensure they continue to identify areas of improvement and implement action plans to address these.

In their self-assessment Gullane Playgroup identified the following area for improvement:

"We are going to make a clear photographic display of our Playgroup Rules, written in conjunction with the children.

We have also made a number of requests to East Lothian Council to update the existing toilet facilities and we will continue to pursue this.

The garden may need some more work in the long term."

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 there was a range of ways in which the playgroup ensured children were safe and protected.

All areas used by the playgroup were clean, and well maintained. Daily checks of the

environment were being carried out. This meant that staff were aware of what needed to be done on a daily basis to ensure that the room was clean and safe for children. We found children were accompanied to the toilet by staff.

The parent duty rota supported the staff to ensure that a comfortable and happy environment for children. We spoke with parents on duty and they confirmed they were aware of their role and enjoyed taking part on the rota.

Parents and children were welcomed into the playgroup by staff. All staff wore tabards to help children and their parents identify with who they were. The large playroom was bright, well ventilated, organised and stimulating. We found the area was used effectively to allow children to play independently, in small and in large groups. There were very good equipment and resources available which staff utilised well. These were suitable for the children attending. Children used all areas well including the physical area which was safety surrounded by padded safety mats.

We found a good range of resources were in place and were accessible to the children. The flexible layout of the playroom allowed children to move freely between activities of their choice. Play experiences on offer were varied each session and included basic play materials such as; sand, water and painting activities.

Parent's information at the entrance and in the cloakroom contained relevant up to date information. These included: fundraising and community boards and photo displays of recent events. This led to parents and carers being kept informed about what was happening in the playgroup.

There was a good range of wall and interactive displays. These included children's art work and photos which were linked to topics and children's recent interests. These helped to recognise children's successes and achievements.

We saw some children were enjoying the physical area throughout our visit. We observed staff provided challenge for children while ensuring their safety. At the end of the first session the majority of the children were encouraged to take part in preparing for the playgroup's nativity.

There was a fully enclosed and well maintained outdoor area which was used well by the children.

We looked at the playgroup's accident and incident recording system and found them to be satisfactory. Parents were fully informed about what had happened and action taken by staff. They were asked to sign these records.

The playgroup had shared responsibility for the maintenance of the building. There was a daily checklist in place which helped staff to check over and ensure a safe environment.

We found the playgroup was performing very well in the areas covered by this Quality Statement.

Areas for improvement

Both days we visited the playgroup we were able to access the building. This was due to parents leaving the entrance door open. The staff did however have a system in place for meeting parents at the playgroup door in the morning and keeping the door locked once all children had arrived. We discussed with the staff and the management committee during our visit that this system should always be in operation and parents should be reminded to close entrance doors to ensure children's safety. The manager and committee had taken immediate action to ensure a safe environment for the children.

The service identified the following areas for improvement in relation to this quality Statement:

"We would like to investigate the possibility of refurbishing the toilets and the storage facilities, both of which are in need of updating to accommodate all the user groups of the hall.

We are considering repainting the hall to freshen it up."

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: 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

The areas of strength noted in theme one, statement one also apply to this statement.

Areas for improvement

Gullane Playgroup should continue to monitor and maintain the very good standards of quality for this statement. They should ensure they continue to identify areas of improvement and implement action plans to address these.

In their self-assessment Gullane Playgroup identified the following area for improvement:

"Ensure that annual appraisals are completed.
Buy new uniform for staff.
Organise new keyworkers."

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

We found the service provided Very Good evidence of how they met this Quality Statement.

The playgroup committee had recruited a new manager in January 2014. There was evidence to show the manager was skilled and experienced in their role. They were committed to their work alongside the other staff and the children in their care. All

staff we spoke with spoke highly of the new manager. We found all staff had an awareness of the lines of communication and accountability.

We found staff and playleader's relationships were good and they worked very well as a team. The staff held appropriate childcare qualifications and were registered with the Scottish Social Services Council (SSSC). The manager was registered with the General Teaching Council, (GCT).

The committee were responsible for keeping staff files. We saw these were well organised and up to date. These included recruitment, inductions, staff training certificates and appraisals.

Training plans evidenced the commitment of staff who undertook training to support the service and the needs of the children they cared for. Relevant training included: Autism, Promoting Positive Behaviour and Getting It Right for Every Child, (GIRFEC). Future training needs for staff had been identified through staff appraisals; these included updating some of the staff mandatory training.

The playgroup's 'Code of Conduct 'stated "The playgroup always put the care, welfare and safety needs of a child first." We saw this was a true reflection of the staff caring for the children." The staff were knowledgeable in the aspects of care we were looking at. The small team supported and worked well together sharing tasks based on their strengths. This ensured the best outcomes for children in their care.

The six parents who returned our questionnaires confirmed that they were confident the staff had the skills and experience to care for their child. They also told us the staff supported their child's learning and development. Parents' comments included:

"Gullane playgroup is a fantastically managed group under the direction and leadership of the playleader and the team. Play and learning opportunities are varied and plentiful which has enabled my two year old to develop their social interaction and learning in a stimulating environment. I cannot praise the facility enough.

The staff are brilliant and really care about each child as an individual, they really know their personalities. There are always lots of well thought out activities and themes for the children.

I am extremely happy with every aspect of Gullane Playgroup. The staff are friendly and caring. The environment is inviting, safe and fun. The children have been introduced to a massive range of activities and my child absolutely loves going.

Staff are very friendly and welcoming. They helped my child settle into the playgroup, come out of their shell and bring them own in their development. This is a very good stepping stone into nursery."

Areas for improvement

We found planning was based more on structured theme work that based on children's observations, interests or development. We discussed this with the manager and they agreed to include more responsive planning

Gullane Playgroup should continue to monitor and maintain the very good standards of quality for this statement. They should ensure they continue to identify areas of improvement and implement action plans to address these.

In their self-assessment Gullane Playgroup identified the following area for improvement:

"Staff training to be reviewed regularly by committee members and the Playleader."

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

The areas of strength noted in theme one, statement one also apply to this statement.

Areas for improvement

Gullane Playgroup should continue to monitor and maintain the very good standards of quality for this statement. They should ensure they continue to identify areas of improvement and implement action plans to address these.

In their self-assessment Gullane Playgroup identified the following area for improvement:

"We will review our policies to ensure that our high standard continues."

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

We found the playgroup had Very Good quality assurance systems in place to regularly monitor and evaluate the service provided.

On the second day we visited the playgroup we were able to speak with three members of the parent management committee. They chatted with us about areas of improvement which had already taken place and future plans for the service. The group spoke highly of the playleader and staff team.

The staff confirmed that they felt supported and valued by the playleader.

A Development Plan was in place to support the future delivery and improvement of the overall service. The Development Plan for 2014 had been reviewed and shared with staff and parents. We could see from observation, written information and from comments from parents that their views had been taken on board and actioned.

Key areas for improvement included:

- * Experiences for children in the playgroup.
- * Infrastructure.
- * Communication.
- * Administration.

Parents, and carers were consulted on how the service could be improved through questionnaires. The results from May 2014 which had a 63% return, identified what parents, carers thought their child liked most about the playgroup.

A sample of comments included:

"The staff are positive, engaged with the children and very approachable.

Caring and sensitive staff.

The staff are lovely and friendly and look after the children really well.

I feel the staff are competent and kind, I feel safe leaving my child at the playgroup.

I have been really impressed with all of the recent changes, especially the boards in the cloakroom and library trips, music sessions etc.

My child is happy and safe at the playgroup.

The playleader has hugely improved the communication between parents and playgroup have organised lots of lovely events for the parents to enjoy.

The variety of activities, it is fun, a community for the children and families."

The committee, staff and parents made comments about improvements which had been made in the service since the new manager took up her role. Their comments included:

"The manager has brought a lot of good ideas into the playgroup as they are very artistic. The manager is great for playgroup planning as she is a teacher and her principles are at the forefront of what we do. She has been great, very approachable.

The whole playgroup has improved immeasurably since last Christmas when the current playleader joined. There is considerably more thought and planning goes into the topics and activities. Marvellous use is made of local people and places (e.g. with visits from specialists and outings to local woods, cafes and the library). The children have a high-quality experience. The playgroup is attractive, with lovely and ever changing displays of the children's work. Communication between staff, parents and the committee is better, e.g. regular newsletters, new website, regular use of

Facebook, twitter and a whiteboard in the cloakroom which is updated daily and lots of photos of children enjoying themselves."

Areas for improvement

Gullane Playgroup should continue to monitor and maintain the very good standards of quality for this statement. They should ensure they continue to identify areas of improvement and implement action plans to address these.

In their self-assessment Gullane Playgroup identified the following area for improvement:

"Our 'Quality Assurance' document outlines the areas we have identified for development and improvement. This document will be reviewed by the new Playleader."

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

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

Additional Information

Action Plan

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

5 Summary of grades

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 - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
11 Dec 2012	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
16 Dec 2010	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed
11 Mar 2010	Unannounced	Care and support 4 - Good Environment Not Assessed Staffing 2 - Weak Management and Leadership 4 - Good

Inspection report continued

3 Mar 2009	Unannounced	Care and support 4 - Good Environment 5 - Very 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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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 بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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