

Care service inspection report

Fairhill Nursing Home

Care Home Service Adults

Fairhill

3 Fletchers

Letham Grange

Arbroath

DD11 4QT

Telephone: 01241 890774

Type of inspection: Unannounced

Inspection completed on: 1 May 2015



HAPPY TO TRANSLATE

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	11
4 Other information	27
5 Summary of grades	28
6 Inspection and grading history	28

Service provided by:

Melanie Cash

Service provider number:

SP2009010693

Care service number:

CS2009235211

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	6	Excellent
Quality of Environment	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

What the service does well

Fairhill continues to provide excellent care and support based on expertise, consistency and hard work.

Fairhill provides an excellent example of person centred values and care.

Very good communication between the providers and people using the service and their visitors, has been maintained. The process of consultation is a fundamental part of every activity and aspect of this service.

This home continues to provide a warm and welcoming atmosphere within an excellent environment.

Care plans contain a very high level of relevant detail. All record keeping reflects the same very high standard seen with all aspects of this service.

What the service could do better

Although this service provides us with an example of an excellent service, the provider continues to recognise the need to access best practice guidance and up-date policies and procedures. This will continue to involve ensuring that the necessary training and resources continue to be accessed.

The staff recruitment policy in place to guide and support the recruitment process, is currently under review.

What the service has done since the last inspection

Participation Policy document has been reviewed and revised to include the wishes of the family members and carers and any other visitors to the home.

Two profiling beds have been purchased.

Conclusion

As recorded within our last report, this is an excellent service with unique advantages for people living here. It is evident that Fairhill continues to successfully provide person centred care and support within a very well designed and maintained environment. The atmosphere remains one of quiet comfort and nursing care is provided very discreetly.

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.scswis.com.

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.

Fairhill Nursing Home is registered to provide 24 hour care and support to a maximum of three older people. The service provider and registered manager is Melanie Cash (Mel). Mel along with her husband John, live with the people using the service and are directly involved in the delivery of all aspects of service provision. Care is provided within an adapted family bungalow and located within a setting of trees and golf course. This service provides expert care and support for older people with physical and cognitive impairment. Direct care here reflects a 1-to-1 model. All service users and permanent staff members live together and share the same communal areas.

Recommendations

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

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Act, its regulations, or orders made under the Act, or a condition of registration.

Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of Care and Support - Grade 6 - Excellent

Quality of Environment - Grade 6 - Excellent

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - Grade 6 - Excellent

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

This report was written after an unannounced inspection of the service carried out on 1 May 2015. The visit took place between 10.30am – 5.30pm and feedback was given to the owners at the end of the visit.

We received information from relatives. We spent time with the people currently living here to gather their views. This has been used to inform this report.

During this inspection evidence was gathered from a range of sources including:

- A sample of policies, procedures, records and other documents the provider must keep.
- Personal plans of people who use the service.
- Discussions with the manager, her husband, two care staff and the three people living here.
- Observation of practice and environment.

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

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 service submitted an electronic self assessment as requested by the Care Inspectorate. The self assessment was completed to a high standard reflecting a wide range of evidence and examples of service strengths as well as some areas for improvement. The service recorded their progress over the years and were able to identify a variety of positive outcomes for residents, showing how they are supported within the home.

Our inspection verified the information contained within this self assessment.

Taking the views of people using the care service into account

We were able to spend time with all three people living in Fairhill. We spoke with one person within their own room and two people together in the lounge.

Two of the people we spoke to could not give their views directly but their words, expression and body language reflected their comfort and happiness. They responded positively to the owners, demonstrating recognition and rapport. It was evident that the positive interactions between the owners and the people who could not give me their views directly, supported the ease with which they spent time in our company and offered responses as confidently as they did.

The views of the third person living in Fairhill, reflected their recent admission. They confirmed staff were patiently getting to know them, allowing for their questions and worries. They gave a positive account of the meals and day-to-day routines, explaining they preferred to remain in their room at the moment but had enjoyed getting out on one occasion. They were especially pleased with their room and the view of the surrounding countryside.

Taking carers' views into account

We were able to speak with one visiting relative and we had two completed Care Standards Questionnaires returned before the visit. Overall, feedback was very positive with a high level of satisfaction with all aspects of the service being reported.

Written comments included:

".... where (my relative) is capable of rational input I am sure the care staff make considered use of it."

".... we the family find Mr and Mrs Cash very able and accommodating to (my relative) - (My relative) is quite frail and needs assistance with (their) mobility but seems to be settling in ok. Being and also a very independent person - life in any care home no matter how good, is not ideal".

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: 6 - Excellent

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

Following discussion with residents and staff, a review of a sample of documentation and observation of practice, Fairhill day activity and the value placed on views given when decisions are being made.

Throughout the inspection, a strong culture of inclusion within the service was evident. Observation of practice showed that everyone working in the service continues to promote a strong, positive value base with choice and opportunity being offered to all residents.

Communication is a real strength here. Staff speak to residents very skilfully, with respect, patience and in a friendly manner. Effective communication is supported by use of short sentences, commonly understood terms and knowledge of effective individual strategies.

In discussion, the owners described a holistic approach to care, based on a strong belief in the value of each person in their care.

The unique size of this care home allows the small staff team to know the people living here very well, promote continuity and, monitor the effectiveness of care and support, in detail.

There is high quality information about all aspects of the service available to people using the service, relatives and other stakeholders. Examination of service user information and information available on the home's website was checked and found to accurately reflect the service. The information is good and assists people making the decision to move into Fairhill and, how well the service meets their expectations.

Observed interactions between the owners and the people in their care verified very good relations. The positive impact of staff contact on emotional wellbeing and, the ease with which people with significant cognitive impairment could make their feelings known was also confirmed. This in turn allowed the owners to gauge agreement or retreat for the time being. This was supported by comments from a visiting relative. They described their comparison of Fairhill with other care services. They reflected on the model of care here allowing for flexibility in approach, a service adapting to the person being cared for and not where people have to fit in with staff routines or staffing arrangements.

The provider's aims and objectives place people using the service firmly at the heart of all activity. All the evidence seen reflected a person centred approach to care. As a result, we saw well-informed relatives and valued residents influencing all aspects of care and support. This coupled with the extremely high standards demonstrated by the owners, supported excellent outcomes for people living here.

The written participation policy is founded upon establishing good relationships with people using the service, their families and representatives and, other stakeholders. The service provider is committed to ensuring people using the service and their relatives, are supported in making choices on a day-to-day basis and, as changes in needs occur or/are anticipated. Information from observations, care records, minutes of meetings and, people using the service confirmed good relationships and a high level of satisfaction with the care and support provided.

Care records examined contained signatures of people using the service and/or relatives in a variety of places, confirming their involvement and agreement. All required information regarding Guardianship, Power of Attorney and/or Adults with Incapacity were in place. This reflects a good framework of compliance and supports the safeguarding of vulnerable people.

Care records also reflected rigorous efforts to ensure that preferences and wishes had been identified prior to admission and support staff in continuing to support people who may no longer communicate directly. There was also recognition of changing cognition impacting on the level of activity now enjoyed by people living in Fairhill.

The standard of all record keeping is excellent and can be seen as a reflection of excellent care and support being delivered.

There is no need for laundry to be labelled as individuals' clothes are dealt with individually. Weekly meetings for menu planning and activities for the coming week are minuted and show meals are planned and shopping done in partnership. All three people living here gave a very positive response to queries about the food, the house and staff.

Comments included: "It's good here, it's all good." The importance of the surrounding garden was emphasised by one person who described the birds and squirrels as "great entertainment". Feedback from relatives verified their involvement and satisfaction with all aspects of the service.

This inspection also benefited from the opportunity to witness a social work review for one person living here. It was evident the person was fully involved in the process. The manager skilfully supported the person to understand the process and manage their anxiety. This along with the support from a family member allowed the review to go ahead. Feedback from the reviewing officer and family member verified their satisfaction with this and all aspects of the service they had witnessed.

Overall, the service has shown that they have maintained a high level of service user involvement and continue to review and develop ways that promote positive participation and inclusion. This service demonstrates excellent outcomes for people. The owners' commitment to continually improve has continued to have positive results including, maintaining independence and a sense of identity and, reducing agitation and distress.

Areas for improvement

The provider recognises the need to continue exploring ways of involving people using the service in promoting improvements in the service.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service strengths

Following discussion with residents and staff, a review of a sample of documentation and observation of practice, Fairhill was found to have an excellent performance in relation to supporting people in making choices, maintaining a sense of who they are and, their independence. Central to this is the holistic and person centred approach to care demonstrated by the owners and, evident in all record keeping.

The evidence recorded within Theme 1, Statement 1 is also relevant here.

Examination of care records verified that person centred plans and needs assessments are being used for everyone living here. One person who was able to give their views directly, confirmed that they were given time to consider options and could change their mind regarding what they are doing.

The provider's self assessment states that people living in Fairhill have a say in all that we do and what they wish to do, that they have real choice. We were able to verify the evidence contained within the provider's self assessment in terms of all that is done to provide a range of meaningful options and support people making decisions.

Getting to know the people in their care is integral to staff assessment of behaviour and, supporting communication. Information from relatives confirmed they are asked to assist in providing good information about their loved one, their past life, interests and things important to them. This can assist, develop and maintain an understanding staff team and, good relations/rapport.

We confirmed there is a regular activities plan. There was also recognition of changing cognition impacting on the level of activity now enjoyed by some of the people living in Fairhill.

Areas for improvement

The provider recognises the need to continue exploring ways of enabling people using the service in making choices and achieving their potential.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 – Excellent

Statement 2

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

Service strengths

Following discussion with the owners, a review of a sample of documentation and observation of practice, Fairhill confirmed.

Great emphasis is placed on the safety of people using the service and very detailed records kept, reflecting diligence and an excellent balance between maintaining safety, preserving dignity and promoting independence.

A comprehensive range of relevant policy documents is in place and regularly reviewed in order to support practice. This service offers an auditable trail of improvements to policy and practice based on access to training, good practice guidance and lessons learned from people using the service and others with an interest in the service. The recruitment policy is currently under review.

Time spent with people living here confirmed that they felt safe and secure without being overprotected. The atmosphere was very relaxed and homelike.

Records of risk management and safety checks were complete, up-to-date and reflected consultation with external agencies. There is excellent record keeping.

All areas of the home were observed to be spotlessly clean, free from offensive odours and very well maintained.

The adaptations to the bungalow have demonstrated the provider's commitment to ensuring a pleasant, domestic, safe environment.

Ever increasing specialised equipment to meet the individual and assessed needs of people using the service is in place. The providers have experienced end of life care provision and aim to provide extra care and support with the minimum of fuss, maintaining normal life as much as possible.

General environmental and individual personal risk assessments are in place and are supported by effective review.

Examination of staff files verified an excellent process of induction and practice supervision is maintained. This is key to the provider's quality assurance and control system.

We can be confident that Fairhill has reliable systems in place to maintain standards.

Overall, people living here are safe and protected. This is both in a physical and emotional sense.

Areas for improvement

The owners should continue to ensure that the high level of practice in this area is maintained.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

The environment allows service users to have as positive a quality of life as possible.

Service strengths

Following discussion with staff, a review of a sample of documentation and observation of practice, Fairhill was found to have an excellent performance in relation to supporting a positive quality of life enjoyed by the people living here.

We acknowledge much of what is recorded elsewhere within this report contributes to this statement and the grade awarded.

Ensuring people are safe and physically well is fundamental to supporting social interaction and activity which in turn promotes wellbeing and happiness. We verified the home is run in a way that promotes the safety of people living here. Social interaction and activity is integral to daily routines. Choice and opportunity was seen as consistently being provided by a couple who demonstrated a commitment to caring for people using the service. As a result, people living in Fairhill were enjoying a positive quality of life.

The environment offers a very high standard of accommodation. The climate of care is very homely and reflects a domestic model that does not compromise standards.

All service users and staff members live together and share the same communal areas which are clean, serviceable and safe, as well as homely. The provider's self assessment emphasises the importance of enabling choice.

The service provider has established a participation policy based upon good relationships with people using the service, their families and representatives and other stakeholders. The service provider is committed to ensuring people using the service and their relatives, are encouraged and supported to participate in assessing and improving the quality of the environment. The whole approach to assessment and meaningful activity determines a service tailor-made to the three people living here.

The accommodation provides a very pleasant place to live. Rooms are personalised and this process/partnership is clearly in evidence. Information from observations, care records, minutes of meetings, relatives and people using the service confirmed good relationships and a high level of satisfaction with the environment.

As recorded within Theme 2, Statement 2;
Specialised equipment has been sourced to meet the needs of people as their care and support needs change. The provider demonstrates effective individual strategies that promote independence and enhance safety and wellbeing. The provider has proved Fairhill can provide a home for life.

Areas for improvement

The provider recognises the need to maintain current standards.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 – Excellent

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths

Following discussion with staff, a review of a sample of documentation and observation of practice, Fairhill was found to have an excellent performance in relation to this statement.

This service has a comprehensive staff recruitment policy in place to guide and support the recruitment process. Changes in the terms and conditions of employment enjoyed by relief staff had prompted the current process of review.

Examination of records confirmed that the recruitment process had involved Disclosure Scotland checks, taking up references and cross-reference to professional organisations, where appropriate.

Staff files were seen to be confidential and were kept in a locked filing cabinet at all times.

The induction booklet is built up over weeks and months and staff are introduced to all policies and procedures throughout their induction, including health and safety, fire safety and vulnerable adult policies.

Examination of records confirmed Fairhill includes people using the service in the process of staff selection.

The service user questionnaire also addresses staff selection.

Evidence of how staff members interact with people using the service, and how they deliver care on a daily basis is evidenced in the Staff Supervision Records.

There are Training and Development Plans for all staff members. Each time any training is undertaken a training and development form is completed and filed against their personal training record in the Teaching and Training Records folder. Records confirmed the service carries out exit interviews.

Service user information makes reference to policies and procedures that cover all aspects and legal requirements governing the running of the home and staff training. These can be made available along with staff support should anyone wish to read and discuss them.

Areas for improvement

The provider recognises the need to ensure that the process of recruitment and induction continues to support new staff and protect people using the service.

Grade awarded for this statement: 6 - Excellent

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

Following discussion, observation and examination of records this service was found to have maintained an excellent performance with regard to this statement. The grade awarded at our last inspection visit is re-confirmed.

One of the main strengths of this service is the effectiveness of communication. This is based upon and reflected in, a philosophy of respect and high standards. Everyone with an interest in this service benefits from this. As a result, the relief staff enjoy very good support and involvement which enables them to deliver holistic person centred care and support. The manager leads by example, her verbal and written communication is excellent. Observed practice verifies exceptionally high standards and attention to detail which provides a very good role model. As a result of a professional, trained and motivated team, people living here experience excellent outcomes.

The model of care demonstrated in Fairhill relies on the commitment and investment of the owners.

The belief that good care makes good business sense results in continuing commitment. As a result the standard of staff practice is excellent.

The unique model of service delivery allows staff to know the people living here very well and monitor outcomes in detail. This is evidenced by an excellent standard of record keeping and a real commitment to providing the best possible care and support.

The comprehensive range of policy documents has been reviewed and developed by the provider to support excellent staff performance. This review also reflects the provider's access to training and good practice guidance.

A comprehensive range of training reference files has been compiled and training accessed. This resource has also been reviewed since our last inspection. The skills and knowledge of the owners, their application of good practice guidance and access to external training events has resulted in the continual development of the service.

We received three completed care service staff questionnaires before this visit.

Written comments included:

"My role as a care assistant at Fairhill Nursing Home is enhanced with the training I receive here".

"Fairhill is a nice place to work with ample training and support".

"I am relatively new to the post of relief manager but I have been made to feel part of the team. The induction programme was very comprehensive and provided me with all the information required to meet the needs of this post. I completed shifts prior to the position to ensure continuity of care, to provide the residents with a familiar face, and ease the transition for them of manager to relief manager. I find the environment extremely good to work in. The carers were very professional in all aspects of their work. I was left with all information with regards to, should an emergency arise and of whom to contact. This gave me a positive experience".

Areas for improvement

The provider continues to recognise the need to access best practice guidance and up-date policies and procedures. This will continue to involve ensuring that the necessary training and resources are in place to build on already excellent practice.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 – Excellent

Statement 2

We involve our workforce in determining the direction and future objectives of the service.

Service strengths

This service was found to perform well with regard to this statement.

We recognise the unique size of this service is reflected in the small number of staff involved in the delivery of care and support. Evidence to support our evaluation of this statement was gathered from staff records, an informal conversation with one care assistant, discussions with the owners and, observation of practice. We also benefited from completed staff questionnaires as recorded under Quality Theme 3, Statement 3. As a result we found that the workforce benefits from a similar framework in place to support the involvement of people living here, their relatives and representatives and, other people with an interest in the service.

Records held by the service included; minutes from staff meetings, staff supervision and appraisals and individual staff professional development and training records. These confirmed staff have frequent opportunities to discuss all aspects of their role and responsibilities. The focus for these discussions is consistent in relation to the three people living in Fairhill. The future objectives of the service were found to be directly related to the anticipated care and support needs of the people living here. Their current and anticipated needs were discussed in detail and, influenced training, equipment purchase and improving partnerships with community based services.

Information from staff described a very positive climate in which to work and continued learning opportunities.

Discussions with the owners verified their insistence on consistently high standards in practice and systems in place to support this aim. There are clearly defined roles and responsibilities as evidenced through contracts and supervision records. It was clear from these that all staff are involved in the management of change. Most of the changes in practice stem from the changing care and support needs of the people living here with a little originating with external regulators, for example the SSSC.

Observations of practice verified all staff working in partnership ensuring consistently high standards and for the benefit of the people living in Fairhill

Areas for improvement

The service recognises the need to provide staff with training, access to best practice guidance and up-to-date policies and procedures. This will involve the continuing monitoring and discussion with everyone with an interest in the home, to ensure that the necessary training and resources are in place to meet the changing health and wellbeing needs of people using the service.

Grade awarded for this statement: 6 - Excellent

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

Following discussion with staff, a review of a sample of documentation and observation of practice, Fairhill was found to have an excellent performance in relation to this statement.

As recorded throughout this report, the provider and staff have a strong commitment to providing a high quality service that continues to meet the needs of residents.

We can be confident that Fairhill has reliable systems in place to maintain standards.

People living here have unique access to the owners, resulting from their direct and day-to-day involvement with the delivery of every aspect of the service.

The direct contact people using the service and their relatives/representatives have with the owners, lends itself to an effective exchange of views on all aspects of the service including staff performance.

There is evidence of management working closely with the small team of care staff. This supports their detailed knowledge of all individual circumstances and good relations.

The measurement of performance is based on self assessment and feedback from everyone with an interest in the service.

The owners demonstrate their own professional and very high standards in all aspects of service delivery.

A system of well established internal audits and evaluations are in place to ensure quality control, influence practice and promote further improvements.

Information from observations, care records, minutes of meetings, relatives and people using the service confirmed good relationships and a high level of satisfaction with all aspects of this service.

The home has a complaint procedure. Information from people using the service and their relatives/representatives confirmed awareness of the complaints procedure and a very high level of satisfaction.

The provider's aims and objectives emphasise the importance of the experience of people using the service and their relatives/representatives, in shaping the delivery of the service. This is evident from observations and feedback from people living here and their relatives.

People who spoke with the Inspector all reported their confidence in management and their ability to approach them with concerns or suggestions and requests. Information from relatives described good communication from the provider and that they were encouraged to give their views on the service and whether anything could be done to improve their experience.

Areas for improvement

The provider remains committed to developing their quality assurance systems and ensure they best fit the service.

Grade awarded for this statement: 6 - Excellent

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

N/A.

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 - 6 - Excellent	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
Quality of Environment - 6 - Excellent	
Statement 2	6 - Excellent
Statement 3	6 - Excellent
Quality of Staffing - 6 - Excellent	
Statement 2	6 - Excellent
Statement 3	6 - Excellent
Quality of Management and Leadership - 6 - Excellent	
Statement 2	6 - Excellent
Statement 4	6 - Excellent

6 Inspection and grading history

Date	Type	Gradings
2 May 2014	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent
14 May 2013	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent
30 Nov 2012	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent

Inspection report continued

24 Feb 2012	Unannounced	<div>Care and support</div> <div>5 - Very Good</div> <div>Environment</div> <div>Not Assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and Leadership</div> <div>Not Assessed</div>
29 Aug 2011	Unannounced	<div>Care and support</div> <div>5 - Very Good</div> <div>Environment</div> <div>5 - Very Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and Leadership</div> <div>5 - Very Good</div>

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0345 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0345 600 9527.

Translations and alternative formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایں تہہ سہ ہونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

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

ی.رخأ تاغل بو تاقي سن تب بل طلا دن ع رفاو تم روشن مل اذه

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0345 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com