

scottish commission for
the regulation of care



Inspection Report

Angela Elizabeth Nursery Day Care of Children

The School House
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Wilkieston
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Inspected by: (Care Commission officer)	Tracey Goddard
Type of inspection:	Unannounced
Inspection completed on:	30 July 2009

Improving care in Scotland

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Service provided by: Angela Elizabeth Nursery	
Service provider number: SP2003002926	
Care service number: CS2003012029	
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Easy read summary of this inspection report

We grade all the Quality Statements for a service at each inspection. Each grade describes how well we think the service is doing based on what we inspected.

We can choose from six grades:



We gave the service these grades

Quality of Care and Support	 4	Good
Quality of Environment	 4	Good
Quality of Staffing	 5	Very Good
Quality of Management and Leadership	 5	Very Good

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

What the service does well

Angela Elizabeth Nursery aims to: be aware of each child's individual needs and cater to these in an atmosphere where they can play safely. We found that staff at Angela Elizabeth Nursery offer a warm nurturing environment for the children, and are responsive to the needs of individual children.

What the service could do better

The service need to consider other ways of recording how they identify the next steps for learning in children's profiles, and show clearly that they are evaluating the planned activities for the children.

The management team should develop an action plan and have clear priorities for improving the overall environment of the premises.

What the service has done since the last inspection

Angela Elizabeth Nursery have continued to involve parents and children in assessing the overall quality of the nursery. We could clearly see that they were trying to make changes based on what parents and children ask for.

Conclusion

Angela Elizabeth Nursery continues to offer children a good level of care and is supportive

toward the needs of individual families. Where staff are committed to developing positive relationships with parents.

Who did this inspection

Lead Care Commission Officer

Tracey Goddard

Other Care Commission Officers

N/A

Lay Assessor

N/A

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at:
www.scotland.gov.uk

You can get printed copies free from:

Blackwells Bookshop
53-62 South Bridge Edinburgh
EH1 1YS
Telephone: 0131 662 8283
Email: Edinburgh@blackwells.co.uk

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

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

- 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 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 Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

Quality of Care and support: how the service meets the needs of each individual in its care

Quality of environment: the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);

Quality of staffing: the quality of the care staff, including their qualifications and training

Quality of management and leadership: how the service is managed and how it develops to meet the needs of the people it cares for

Quality of information: this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

We registered Angela Elizabeth Nursery on 1 April 2002.

The nursery is located in a Victorian building in the village of Wilkieston. The building consists of three playrooms, one enclosed play area and children's toilets, changing areas and kitchen.

The nursery provides full day care for a maximum of 41 children between the ages of three months to five years of whom no more than nine children shall be aged three months to two years, five children aged 15 months to two and a half years or 27 children aged two to five years.

The nursery is open from 7:30am until 6:00pm. At present there are 63 children on the register who have different patterns of attendance.

The nursery aims to "ensure a high standard of warm and consistent care at all times in a safe, happy and secure environment which allows parents to leave their child in the knowledge that they will be well cared for".

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

Quality of Care and Support	4 - Good
Quality of Environment	4 - Good
Quality of Staffing	5 - Very Good
Quality of Management and Leadership	5 - Very Good

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

We wrote this report after an unannounced inspection that took place between 8:30 am and 3:00pm on 30 July 2009. At this inspection we gathered evidence from various sources including:

- Policies and procedures
- Risk Assessment
- Issues Log
- Accident and incident records
- Certificate of Registration
- Public Liability insurance
- Activities planner
- Children's profiles
- Newsletters
- Questionnaires issued to parents
- Questionnaires issued to staff
- Minutes of staff team meetings
- Appraisal and supervision records
- Observation of staff practice and interaction with the children
- Observations of the environment and equipment available to the children

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2009/10 we will focus on:

- Meaningful activity for all adult services
- How care services assess the health of people with learning disabilities
- Involving parents for children's services
- Medication for looked after children for residential accommodation for children
- How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care Act (Scotland) 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

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

The service provider identified what they did well, some areas for development and any changes they planned. The service provider told us how people who used the care service had taken part in their self-assessment process.

Taking the views of people using the care service into account

There were 26 children present on the day of the inspection visit. We saw that the children were involved in a range of activities. Relationships between staff and children were observed to be warm, engaging and supportive.

Taking carers' views into account

We sent out 15 questionnaires and 19 were completed and returned to us before our inspection. When we asked about the quality of care their child receives in the service all parents indicated that they were very happy.

The comments we received included:

"Sending our child to this nursery has been a very positive experience for us, and helped his development immensely".

"Quality of staff is excellent. A first class nursery".

"I have been very happy with the service and the care they provide".

"I feel that since my child has been at nursery, she has come on leaps and bounds".

Quality Theme 1: Quality of Care and Support

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 care and support provided by the service.

Service Strengths

We found that the nursery provided parents and children with very good opportunities to participate in improving and assessing the quality of care and support provided by the service.

Staff told us how they did this. Questionnaires issued to parents asked for their views on the care and support that their child received. We looked at the questionnaires and found the comments from parents to be complimentary with no areas for further improvement. We saw that the questionnaires were audited. We could clearly see that staff told parents how their views and ideas would be used to further improve the nursery.

It was obvious that the nursery team were committed to working in partnership with parents. We found that they were offering them a range of opportunities to make comment on all aspects of the nursery. For instance, they gave parents the nursery development plan and asked them if they could think of anything else to add to it. Regular newsletters kept parents up-to-date with what was happening in the nursery.

Daily diaries, which were used for the under two-age group gave parents the chance to tell the staff how they wanted their child to be cared for on a daily basis. This effective method of communication meant that there was continuity of care for these children.

We saw staff speaking to parents and passing over information about how their child had settled. Staff told us "We encourage parents to phone us if they are worried about their child during the day". We confirmed this during the inspection visit when we heard staff reassuring a parent who had called them.

Twice yearly parents' evenings allowed further opportunities for parents to comment on all aspects of the nursery.

A suggestion box and folder was well placed to encourage parents to use it if they wanted to. We spoke with a parent who told us "There's a suggestion folder on the wall that I can use if I want to. But to be honest I would just speak to staff because they're so approachable and we have a really good relationship with them".

Circle time effectively encouraged the children to give their ideas and make suggestions about what they wanted to play with that day.

Areas for Improvement

The nursery should continue to maintain the very good practice of providing parents and children with opportunities to assess and improve the quality of care and support that the nursery offers.

Grade awarded for this statement

5 - Very Good

Number of requirements

0

Number of recommendations

0

Statement 3

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

Service Strengths

We saw that the nursery was committed to meeting the children's health and well being needs.

We found that their revised aims and objectives reflected how the staff would deliver the care and support to both parents and children. Their policies and procedures confirmed this. One parent told us "We think that staff are very caring toward our daughter. We have a really good relationship with our Key-worker".

We watched the interaction between staff and children and saw that they provided a nurturing environment for the children. Children were happy to approach staff for comfort and reassurance. We saw staff comforting children appropriately and at the same time encouraging the children to become independent individuals.

It was evident that staff knew the children well; they demonstrated a good understanding of why it was important to try to meet the needs of individual children. One parent told us in our returned questionnaire: "My child has allergies and has also needed extra help with her speech and social interaction. She is progressing very well thanks to the individual attention and encouragement from staff".

Another parent told us "I feel that if I needed to discuss anything with staff about my child this would be dealt with in confidence and they would try and help any way that they could".

Staff could tell us how they prevented the spread of infection within the nursery. We looked at the infection control policy and found that it was clear and easy for staff to read. We saw that staff were encouraging children to develop an awareness of good personal hygiene through frequent hand washing. Posters within the toilets further reinforced the importance of this. We saw that the newsletters contained a section to inform parents of childhood ailments and how to prevent the spread of infection.

The policy and procedure for monitoring sleeping babies was reflected in staff's knowledge and understanding in relation to this. And we saw that staff were doing this.

It was clear to see that staff placed a great deal of emphasis on promoting healthy diets. They told us in their self-assessment that both parents and staff had reviewed the nutrition policy. They sent home healthy eating information from a course that they had been on to help parents provide healthy options. We confirmed that the children were involved in helping to prepare their snack, and saw that staff sat with children when they were eating to model appropriate table manners.

Nearly all staff had received training in food hygiene. Their awareness of these procedures reflected their practice. For instance, they wore appropriate clothing, such as aprons and gloves. We noted that the fridge temperatures were accurately recorded and food temperatures maintained.

We saw in some of the forward plans and newsletters that the nursery accessed specialist staff to support families and children; including a speech therapist and dental support worker.

Staff demonstrated a good understanding of how they would manage any concerns about a child in their care. They could clearly explain the nursery policy and procedure for protecting children.

Areas for Improvement

During feedback both the manager and depute manager told us that they intended to offer staff ongoing training in a variety of areas. This will be reviewed at the next inspection.

When we looked at the children's individual profiles, we could see that there was some evidence that staff had identified the next steps for individual children's learning and evaluated these. However, this was not consistent throughout the nursery. We spoke to the manager and depute manager about this. They told us that they were going to give each member of staff half a day each week. This would allow staff the time to write up their observations and plan for individual children accordingly. We will review this at the next inspection.

See Recommendation 1

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1

It is recommended that the nursery develop a more consistent approach to planning. Forward plans and children's profiles should clearly identify next steps for learning and show that staff and children have been evaluating these.

NCS 5 Early Education and Childcare up to the age of 16 - Quality of Experience. Children and young people can experience and choose from programmes and day-to-day activities that are planned, designed, evaluated and put into practice by staff, taking account of national and local guidelines.

Quality Theme 2: Quality of Environment

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 environment within the service.

Service Strengths

In addition to the strengths identified in Quality Theme 1 and Statement 1

We found that the nursery provided parents and children with very good opportunities to participate in assessing and improving the quality of the environment.

Regular communication between staff and parents allowed parents to comment on the quality of the environment.

We confirmed in our returned questionnaires that the nursery were trying to improve the baby and tweenie room environments as a direct result of comments made by parents.

The nursery told us in their self-assessment that because they were trying to reduce their carbon footprint they were now e-mailing parents the nursery newsletter. We spoke to a parent who told us: "It's great because they use e-mail to let us know what's happening in the nursery".

We could clearly see in some of the planning where staff had provided resources based on the needs and interests of children. For instance, one child who was interested in motorbikes went shopping with staff for a toy motorbike.

Areas for Improvement

The nursery should continue to maintain the very good practice of providing opportunities for parents and children to participate in assessing and improving the quality of the environment.

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 nursery staff made sure that the environment was safe and service users protected.

Well-placed notice boards kept parents up-to-date with a variety of useful information. For example, updates on preventing infection, nursery development plan and a clearly written uncollected child procedure.

Staff showed a good awareness of why it was important to follow the nursery cleaning procedures and told us that this also helped them to prevent the spread of infection in the nursery. We looked at the records and could confirm that the staff were regularly following the nursery's policy in relation to this.

Staff were knowledgeable about the need to have risk assessments and had comprehensively completed them for all areas of the nursery and for child's outings.

It was evident that children's safety was of paramount concern to staff. For example, the security in the nursery was good, visitors signed the visitor's book and there was a secure door entry system into the nursery.

Staff gave a clear account of what they would do if they had any maintenance issues. The nursery policy and procedure confirmed this.

We saw staff encouraged the children to tidy up the nursery. This was clearly an everyday event for the children as they did this with very little staff support.

We could see from photographs and some of the planning that the children were being involved in environmental projects and initiatives. For instance, they went pond dipping and were learning about the cycle of life. The nursery had a composting bin. This introduced the children to the idea of waste awareness.

Children's artwork was attractively displayed, and there were a variety of posters to extend their learning.

The toilet facilities were suitable for the children attending.

The told us in their self-assessment that they were planning to upgrade and make bigger the garden area for the children. We think that would be a very good idea, because at present children cannot readily access the garden due to its small size.

The manager did tell us that they used the common area across the road from the nursery to make sure that children could access bigger play area.

Areas for Improvement

We found that although the playrooms were well organised and managed, children in the tweenie room frequently had their play stopped because of children from the other room coming through to use the toilets or go out into the garden. We discussed this during feedback with the manager who told us that she knew this was not ideal. She said she had spoken with the nursery provider about trying to have an extension built. This would mean that there would be a new baby and tweenie room.

See Recommendation 1

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1

It is recommended that the management team continue to liaise with the nursery provider with a view to updating and improving the premises.

NCS 2 Early Education and Childcare up to the age of 16 - Children and young people enjoy the service in an environment that takes account of the space standards in Annex A and makes effective use of space, including outdoor play areas. The layout allows for areas where they can play and work independently, meet with a small number of others or be part of a larger group.

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

In addition to the strengths detailed in Quality Theme 1 and Statement 1

We found that the nursery was providing parents and children with very good opportunities to participate in assessing and improving the quality of staffing within the service.

They told us how they did this. Newsletters contained a 'staff profile', this innovative idea allowed parents to get to know a bit more about the nursery staff. Newsletters also kept parents informed about training courses the staff had completed. And gave them useful information about the role of the Scottish Social Services Committee (SSSC) and the Care Commission

Staff photographs on the parents' notice board told them staff 's job title and the qualifications that they held. A staff training folder was on view for any parent to look at. This held all the training certificates of courses that staff had been on.

It was clear that the nursery team placed a great deal of emphasis on working in partnership with parents. They had asked parents to sit on their selection and recruitment panel. Although they had not recruited anyone for a while, the manager told us that they would ask this person to be a part of the interview process.

Areas for Improvement

The nursery should continue to maintain the very good practice of providing parents and children with opportunities to participate in assessing and improving the quality of staffing within the service.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

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

We found that the nursery had a rigorous selection and recruitment policy in place. When we looked through all staff files, we confirmed that they the procedure was being accurately followed.

We could see that the appropriate checks had been undertaken before staff were allowed to start, these included medical checks, two references and contract of employment. and that there was an expectation that staff would do a self disclosure on a yearly basis. This policy very clearly explained to staff their responsibility to inform the management team of any changes that may affect this.

It was clear that the management team were aware of the benefits of making sure that all new staff followed a comprehensive induction programme. The manager told us that the depute manager was responsible for inducting new staff. The depute manager told us she signed to confirm that staff had successfully completed their induction programme. Once she was confident that they understood their roles and responsibilities within the nursery.

All staff were either registered or awaiting confirmation of their registration with the SSSC. The manager told us that she had on occasion contacted them to check their professional register when a new member of staff had started at the nursery.

Areas for Improvement

The nursery should continue the very good practice of recruiting and inducting staff in a safe , robust manner to protect service users and staff.

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

In addition to the strengths identified in Quality Theme 1 Statement 1

We found that the nursery provided parents and children with very good opportunities to participate in assessing and improving the quality of management and leadership of the service.

The manager told us that they gave parents a copy of the nursery development plan. They asked parents to give their comments and make suggestions as to what changes they would like to see within the nursery for the coming year.

The management team had involved parents in their self-assessment, by using the results of the audited questionnaires.

A parent told us in the returned questionnaire "Quality of staff is excellent. Manager is an asset".

Areas for Improvement

The nursery should continue to maintain the very good practice of providing parents and children to participate in assessing and improving the quality of management and leadership.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2

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

Service Strengths

We found that the management team were involving their workforce in determining the direction and future objectives of the nursery.

Staff told us that they had delegated responsibility within the nursery. We looked at meeting minutes and confirmed this.

Speaking with staff it was clear to hear that they felt supported by their managers and valued for the contribution that they made to the running of the nursery.

One staff member told us: "We always have opportunities to do further training. The manager promotes this".

When we spoke with the manager, it was evident that she was committed to working with her staff and identifying with them where their skills and abilities would be best used. This was confirmed when we spoke to individual staff who said to us: "We get a chance to say what age group we want to work with, because that is where our interests and skills lay". Effective appraisal and supervision records of individual staff showed that they could make suggestions to further improve the running of the nursery.

Questionnaires issued to staff gave them further opportunities to contribute to the nursery vision and evaluate both the deputy and manager's performance.

The manager had begun the very good practice of encouraging the staff to visit other nurseries. This gave staff the chance to speak with other professionals, share ideas and bring new concepts back into the nursery.

Areas for Improvement

The management team should continue to maintain the very good practice of involving their workforce in determining the objectives and future direction of the nursery.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

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

Enforcements

We have taken no enforcement action against the 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 Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

Summary of grades

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

Inspection and grading history

Date	Type	Gradings
23 October 2008	Unannounced	Care and support 4 Environment 4 Staffing 4 Management and Leadership 4

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- . upheld - where we agree there is a problem to be resolved
- . not upheld - where we don't find a problem
- . partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

scottish commission for
the regulation of care



The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ক্রম্যেটি এবং অন্যান্য ভাষায় পাওয়া যায়।

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Improving care in Scotland