Inspection report

The Meadows (Care Home)
Care Home Service Adults

Dornoch
IV25 3SF
01862 811133

Inspected by: Jill Macdonald
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 13 January 2010
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**Service provided by:**
Dornoch Medical Care Ltd

**Service provider number:**
SP2004005108

**Care service number:**
CS2003048911

**Contact details for the Care Commission officer who inspected this service:**
Jill Macdonald
Telephone 01463 227630
Email enquiries@carecommission.com
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:

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

We gave the service these grades:

- Quality of Care and Support ☺️ 4 Good
- Quality of Environment N/A
- Quality of Staffing ☺️ 4 Good
- Quality of Management and Leadership N/A

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
The Meadows Care Home continues to provide a homely, caring and supportive environment.

The service welcomes visitors to the home and staff have good relationships with people using the service and people who visit the care home.
Staff try hard to meet the individual needs of the people using the service.

Staff are provided with training opportunities to improve their knowledge and skills.

The manager leads the staff team, and sets high standards for the care and support that is provided.

**What the service could do better**

The service noted in the self-assessment, completed prior to the last inspection, that they would continue to encourage the involvement of people using the service and their carers in the development of the service at all levels.

They also noted that they would continue to provide training and support for staff and review the new care file documentation.

Developing themes for the different bedroom corridors was ongoing and people who used the service and their relatives/carers were being involved in this.

**What the service has done since the last inspection**

Due to the relatively short period of time since the last inspection, the service is still working on many areas for improvement identified at the last inspection.

A team of staff are in the process of producing a quarterly newsletter, which will be available to all people using the service and their relatives/carers.

Activity plans are now displayed on the notice boards and people using the service are reminded about the activities that are available.

Improvements have been made to the recruitment and selection policy, to ensure that it clearly identifies current practice.

The service continues to upgrade the premises and have painted one of the sitting rooms and some of the bedroom corridors. Work continues to develop themed corridors, involving people who use the service in giving
their ideas. Internet access is now available on a computer which is available for people using the service; staff also use this computer for learning activities.

**Conclusion**

The quality of care provided by all staff at The Meadows Care Home is of a good standard. Staff welcome visitors to the care home. People using the service and their relatives/carers are generally happy with the service that is provided. The manager welcomes new ideas and continues to make improvements.

**Who did this inspection**

Lead Care Commission Officer
Jill Macdonald

Other Care Commission Officers

Lay Assessor

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

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<thead>
<tr>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>6</td>
<td>excellent</td>
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<tr>
<td>5</td>
<td>very good</td>
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<tr>
<td>4</td>
<td>good</td>
</tr>
<tr>
<td>3</td>
<td>adequate</td>
</tr>
<tr>
<td>2</td>
<td>weak</td>
</tr>
<tr>
<td>1</td>
<td>unsatisfactory</td>
</tr>
</tbody>
</table>

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

The Meadows (Care Home) is registered to provide a care home service to a maximum of 40 older people.

The Meadows Care Home is a purpose built two storey, privately operated care home set in spacious lawned gardens, in the coastal town of Dornoch in Sutherland.

The care home provides 40 single bedrooms with en-suite toilet and wash hand basin and shared assisted bathroom and shower facilities. There are two main sitting rooms, a dining room and a room where people using the service may smoke. There is also a computer corner, a room that may be used by visitors and a dedicated hairdressing salon. There is a lift suitable for use by people with disabilities and this enables people using the service to access the upstairs bedrooms. A mobile telephone is also available to allow people using the service some privacy when making phone calls.

The garden grounds were easily accessible to people using the service and seating and a summer house are available, which can be enjoyed during the better weather. Adequate car parking is available at the front of the building.

The service is provided by Dornoch Medical Care Ltd., a private care provider.

The care home was registered by the Care Commission on 1 February 2004.

The Meadows' aims are to:
'Offer elderly people the opportunity to enhance their quality of life by providing a safe, manageable and comfortable environment, plus support and stimulation, to help them to maximise their potential physical, intellectual, emotional and social capacity.'

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 | N/A |
| Quality of Staffing | 4 - Good |
| Quality of Management and Leadership | N/A |

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
This report was written following an unannounced inspection which took place on 13 January 2010. The inspection was carried out by Care Commission Officer Jill Macdonald. At the end of the inspection the findings of our inspection were reported back to the manager of the service.

During this inspection we gathered evidence from a number of sources including:
- Documentation and records relating to the requirement, recommendation and areas for improvement from the last inspection
- Registration certificate
- Staff duty rota
- Discussion with the manager and a range of staff
- Observation of staff with people who used the service
- Examination of the environment
- Discussion with people using the service and a relative

All of the above information was taken into account during the inspection process.

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

**Has the service had to take any actions as a result of or since our last inspection?**

The provider must ensure that staff providing activities either solely or as part of their post, are appropriately skilled and trained. 
SSI 2002/114 Regulation 13 (a) Staffing - A provider shall, having regard to the size of the service, the statement of aims and objectives and number and needs of service users (c) ensure that persons employed in the provision of the care service receive (i) training appropriate to the work they perform. 
Timescale: Within 3 months of receipt of this report.

**Action taken on the Requirement**
The Activity Co-ordinator had received appropriate training relating to providing activities and reminiscence therapy, but had unfortunately recently left her post. The care home was to recruit for another Activity Co-ordinator. The service had also become a member of the National Association for Providers of Activities for Older People (NAPA), in order to receive newsletters with ideas for good practice and subsidised training events.

**The requirement is:**
Met

**Actions Taken on Recommendations Outstanding**
The service had made appropriate progress with the recommendations from the last inspection, this will be detailed within the quality statements of this report.

**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
Comments on Self Assessment
We received a fully completed self assessment document from the service, prior to the last inspection. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the statements that we grade them under. This contained information on what they thought they did well and how they thought things could be improved.

Taking the views of people using the care service into account
We spoke with some of the people who were living in the home when we visited. People that were able to express their views said they were very happy living in the home. We observed how staff spoke with people living in the home and everybody was treated with respect and dignity. Comments included: 'The lounge is now more homely. I am very happy and have some friends here.' 'We are well fed and the food is very good.'

Taking carers' views into account
One relative spoke to us during the inspection and one relative sent us a letter following the inspection. Both relatives were very positive about the care received at The Meadows. Comments included: 'We feel my mother's general condition has improved greatly since admission to The Meadows, due to the perseverance on the part of the staff.' 'The staff are welcoming and inform us of any changes.'
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 the care home gave people using the service and their relatives/carers good opportunities to give their views and make suggestions about the care and support they received. The service was continuing to make improvements in this area.

In this quality statement the focus was follow up of progress with the areas for improvement from the last inspection. The areas for improvement were ongoing.

The service continued to hold meetings for people using the service and for relatives/carers. They had held a joint meeting in November 2009. Questionnaires about the quality of care provided within the care home had been issued to relatives, these had been evaluated and this information had been shared with relatives.

Areas for Improvement
The service intended to continue to further develop ways in which people using the service and their relatives/carers could be encouraged to participate in assessing and improving the quality of care and support provided by the service. They intended to issue a questionnaire about the quality of care within the care home to people using the service, in the near future.

A team of staff were making good progress with the development of a newsletter about the care home. It was intended that the newsletter would be produced each quarter and would be available to all people using the service and their relatives/carers. Copies of the newsletter could also be sent by e-mail to those relatives/carers who lived far away.

Grade awarded for this statement
4 - Good

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
We found the service provided good opportunities for people using the service to make individual choices and that people using the service were supported to achieve their potential.

In this quality statement the focus was follow up of progress with the requirement and areas for improvement from the last inspection.

The requirement from the last inspection had been met:
The provider must ensure that staff providing activities either solely or as part of their post, are appropriately skilled and trained.
SSI 2002/114 Regulation 13 (a) Staffing - A provider shall, having regard to the size of the service, the statement of aims and objectives and number and needs of service users (c) ensure that persons employed in the provision of the care service receive (i) training appropriate to the work they perform.
Timescale: Within 3 months of receipt of this report.

The Activity Co-ordinator had received appropriate training relating to providing activities and reminiscence therapy, but had unfortunately recently left her post. The care home was to recruit for another Activity Co-ordinator. At the time of the inspection care staff had dedicated time each afternoon to allow them to support activities with people using the service. The service had also become a member of the National Association for Providers of Activities for Older People (NAPA), in order to receive newsletters with ideas for good practice and subsidised training events.

One area for improvement had been met and the other was ongoing:
Activity plans were displayed on the notice boards and people using the service were reminded about activities that were available. There had been a variety of events over the Christmas and New Year period. These had included musical entertainment, lunch at a local restaurant, Christmas party, Christmas lunch and buffet, New Year celebrations.

Areas for Improvement
The service had identified within the self assessment, prior to the last inspection that they were in the process of developing themes for the bedroom corridors and had begun to involve people using the service and their relatives/carers in this. There had been some progress, but this area for improvement was ongoing.

Grade awarded for this statement
4 - Good
Number of Requirements
0

Number of Recommendations
0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service Strengths
We found the service provided good opportunities for people using the service who were able to, and their relatives/carers, to be involved in giving their views and making suggestions about the quality of staffing within the service.

In this quality statement the focus was follow up of progress with the area for improvement from the last inspection.

The service continued to encourage people using the service and their relatives/carers to make comments about the quality of staffing, through questionnaires, meetings and by their involvement in the recruitment of staff.

Areas for Improvement
The service intended to further develop ways in which people using the service and their relatives/carers could be encouraged to participate in assessing and improving the quality of staffing.

Grade awarded for this statement
4 - 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 the service recruited and inducted staff in a very safe and robust manner.

In this quality statement the focus was follow up of progress with the recommendations and area for improvement from the audit of the recruitment procedures.

The following recommendations from the last inspection had been met:
The staff recruitment and selection policy is to be amended to include the following details:
* From whom the written references must be obtained
* Renewal of Enhanced Disclosure Scotland checks every three years
* Checking of professional registers for all care staff.
This is to ensure clarity and consistency of practice.
National Care Standards: Care Homes for Older People (2007) Standard 5 Management and Staffing Arrangements

Written records are to be kept of all job interviews as detailed in the staff recruitment and selection policy.
National Care Standards: Care Homes for Older People (2007) Standard 5 Management and Staffing Arrangements

The manager had updated the staff recruitment and selection policy, to ensure clarity and consistency. An interview notes form was now used when interviewing applicants and this provided details of their suitability.

The area for improvement relating to keeping more detailed records about recruitment of staff had also been met. This information was now recorded, to provide evidence on decision making.

Areas for Improvement
The service is to maintain the very good practice in this area and continue to make improvements.

Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0
Other Information

**Complaints**
The Care Commission has not received any complaints about this service since the last inspection.

**Enforcements**
There has been no enforcement action against this 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

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<thead>
<tr>
<th>Quality of Care and Support - 4 - Good</th>
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<td>Statement 1</td>
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<td>Statement 2</td>
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<th>Quality of Environment - Not Assessed</th>
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<th>Quality of Staffing - 4 - Good</th>
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<tr>
<td>Statement 1</td>
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<td>Statement 2</td>
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<table>
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<tr>
<th>Quality of Management and Leadership - Not Assessed</th>
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Inspection and Grading History

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tbody>
<tr>
<td>3 Sep 2009</td>
<td>Announced</td>
<td>Care and support 4 - Good</td>
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<tr>
<td></td>
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<td>Environment 4 - Good</td>
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<td>Staffing 4 - Good</td>
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<td>Management and Leadership 4 - Good</td>
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<tr>
<td>13 Mar 2009</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<td></td>
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<td>Environment 4 - Good</td>
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<td></td>
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<td>Staffing 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
</tr>
<tr>
<td>11 Nov 2008</td>
<td>Announced</td>
<td>Care and support 3 - Adequate</td>
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<tr>
<td></td>
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<td>Environment 4 - Good</td>
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<td>Staffing 3 - Adequate</td>
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<td></td>
<td></td>
<td>Management and Leadership 3 - Adequate</td>
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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.
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
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Translations and alternative formats
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Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nìthear iarrtas.

 koş : بیانیت یس ریم روناپز رگیم روا پوشکش رگیم رپ شرازگ تیگر می

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Improving care in Scotland