

# Inspection report

## Glenluce Nursery Day Care of Children

Glenluce Primary School  
Glenluce  
Newton Stewart  
DG8 0JE  
01581 300351

**Inspected by:** Kara Doonan  
**(Care Commission officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 9 March 2010

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**Service provided by:**  
Dumfries & Galloway Council

**Service provider number:**  
SP2003003501

**Care service number:**  
CS2003015486

**Contact details for the Care Commission officer who inspected this service:**

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## Easy read summary of this inspection report

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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:

 <b>6</b>	 <b>5</b>	 <b>4</b>	 <b>3</b>	 <b>2</b>	 <b>1</b>
excellent	very good	good	adequate	weak	unsatisfactory

### We gave the service these grades

Quality of Care and Support  **5** Very Good

Quality of Environment  **5** Very Good

Quality of Staffing  **5** Very Good

Quality of Management and Leadership  **5** Very Good

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 service is provided within a well laid out, resourced playroom with outdoor access.

The children were fully involved in planning their own learning experiences and encouraged to explore and challenge their own thinking.

The parents indicated that they were very happy with the care and service provided. Some parents attended the service 'stay and play' days, providing them with the opportunity to learn about their child's day at nursery.

The staff demonstrated a very good knowledge and awareness of the children attending the nursery and how they supported their individual needs and interests.

### **What the service could do better**

The service could further develop how they involve the children in recording their learning within the big books and how they reflect within the improvement plan how children, parents and stakeholders are involved.

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

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

Since the service's last inspection 'stay and play' days had been introduced to encourage parents into the nursery.

The nursery playroom had a sink installed providing a facility for hand washing and tooth brushing.

A new head teacher had been appointed within the school.

### **Conclusion**

Overall, the service provided care and support for children within a caring, stimulating and motivational learning environment. The staff had very good interactions with the children and parents.

A wide range of activities had been offered meeting the needs and interests of the children. The equipment and playroom were well established and organised to ensure the children gained confidence and independence.

## **Who did this inspection**

**Lead Care Commission Officer**

Kara Doonan

**Other Care Commission Officers**

**Lay Assessor**

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

# About the Care Commission

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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](http://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

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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](http://www.scotland.gov.uk)

You can get printed copies free from:

Booksource  
50 Cambuslang Road  
Cambuslang Investment Park  
Glasgow  
G32 8NB  
Tel: 0845 370 0067  
Fax: 0845 370 0068  
Email: [scottishgovernment@booksource.net](mailto:scottishgovernment@booksource.net)

# What is inspection?

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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

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## **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?

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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

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Glenluce Nursery is based in Glenluce Primary School in Newton Stewart, Dumfries and Galloway. The nursery was registered with the Care Commission in April 2002. The nursery operates between the hours of 9:00am to 11:30am school term only, for children aged of three years to those not yet attending primary school.

Glenluce Nursery aims to provide children with a wealth of experiences which will help them develop self awareness, a high level of self-esteem and equip them with the knowledge, skills and understanding they need to help them achieve their full potential.

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

<b>Quality of Care and Support</b>	<b>5 - Very Good</b>
<b>Quality of Environment</b>	<b>5 - Very Good</b>
<b>Quality of Staffing</b>	<b>5 - Very Good</b>
<b>Quality of Management and Leadership</b>	<b>5 - Very Good</b>

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](http://www.carecommission.com)) to find the most up-to-date grades for this service.

## How we inspected this service

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### **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 by Care Commission Officer Kara Doonan on 9 March 2010 between 8:45am and 1:15pm. As requested by us, the care service sent us an annual return. The service also sent us a self assessment form.

We issued ten questionnaires to relatives or carers of people who use the service. Seven questionnaires had been returned before the inspection.

In this service we gathered evidence from various sources, including the relevant sections of policies, procedures, record and other documents including:

- \* Parent and child questionnaires
- \* Feedback forms
- \* Personal learning plans
- \* Newsletters
- \* Parents handbook
- \* Improvement plan
- \* Risk assessments
- \* Quality standards report

The Officer spoke with the Head Teacher, Nursery Teacher, Nursery Nurse and the parents and children attending on the day of the inspection. The Officer also spent time in the service observing care practice.

### **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](http://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](http://www.infoscotland.com/firelaw)

### **Actions Taken on Recommendations Outstanding**

1. It is recommended that the relevant contact details for referring agencies should be added to the information available for staff.

Progress: the contact details for social services and police had been added to the child protection policy.

Outcome: this recommendation has been met.

### **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 (Scotland) Act 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 us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned.

The service had submitted the self assessments before the letter giving four weeks notice had been received. We suggest that for future inspections the service do not submit the self assessment until requested by the Care Commission.

### **Taking the views of people using the care service into account**

There were 20 children present on the day of the visit. All children were actively involved in their play, taking part in a wide range of activities.

The children discussed with the Officer how they enjoyed attending the nursery and the range of activities offered such as playing outside, the gym hall and their current learning about tadpoles.

A group of children discussed the variety of snacks and how they enjoyed watching the birds feeding at the bird table from the window next to the snack area.

### **Taking carers' views into account**

We sent out ten questionnaires and seven were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

- \* Four people indicated they strongly agreed and three people indicated they agreed they had been involved in developing the service
- \* Seven people indicated they strongly agreed they were happy with the quality of the service.
- \* Six people indicated they strongly agreed and one person indicated the environment is safe, secure; smoke free, pleasant and stimulating.
- \* Six people indicated they strongly agreed and one person indicated they agreed the service provided a well balance diet.
- \* Five people indicated that they strongly agreed, one person agreed and one person indicated they did not know that staff ask their child's views about activities and planning.
- \* Seven people indicated that they strongly agreed they had confidence in staffs skills and experience.

Comments included:

'Glenluce nursery has provided an excellent pre-school basis for transition to primary school. I have found my children have been encouraged in their thirst for knowledge and excited about all activities and the learning process.'

'Excellent nursery, my daughter loves her time spent there and has progressed so much since starting. Staff are excellent and we are always kept fully informed of my daughter's development and progress. Shining example of how a nursery should be - Well Done!'

'..... loves going to nursery and all the activities that they get to do.'

## Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service Strengths

The parents views of the service provided had been gathered using methods such as the parent council, feedback forms, daily discussions and questionnaires. Comments included 'the nursery has a real sense of family and confidence; everyone wants the best for all children' and 'extremely happy with the nursery.' The feedback received had been positive, the head teacher discussed if any issues arise that an agreed an outcome would be reached.

Parents had been encouraged to become more involved through 'stay and play' days. These provided the parents the opportunity to observe their child at nursery and the play experiences offered. The service had gathered feedback from the parents and as a result had continued to offer this service. Dad and Grandpa Day's were in place to encourage the male family members to become more involved in the nursery.

The regular newsletters kept parents informed of events, activities and provided the opportunity for parents to make suggestions on learning topics or activities.

The children were fully involved in planning their own learning experiences. Staff consulted with the children and planned accordingly. Each day the children were explained the activities on offer, allowing them to choose where they wanted to play.

Staff were observed to be responsive to the children, discussing and exploring learning opportunities in which the children had initiated. The daily activities were flexible and changed depending on the children's views.

Each child had a personal learning plan in which both the child and the parents had been involved. Staff worked alongside them in planning their next steps in learning.

After a review of the documentation and discussions with staff, parents and children we found the service to have a very good performance in this area.

#### Areas for Improvement

The service should continue to involve the children and parents in the assessment and improvement of the service.



**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**

The service had policies and procedures in place to ensure the health and well being of the children were met. Good hand washing practice, daily tooth brushing and daily exercise opportunities were provided.

The children were provided with healthy snacks including fruit and milk. Snack time encouraged independence and the opportunity for the children to learn new skills. The children were encouraged to peel their own fruit and pour their own milk. The snack routine and area provided a relaxed and interesting area for further learning.

Daily the children went outside or visited the school gym hall for physical exercise. The children had visits out in the local community and regularly visited the local glen and had taken part in a range of outdoor activities.

The nursery had been successful in providing learning experiences that incorporated both the indoors and outdoors. The activities and opportunities offered had brought the outdoors inside and traditional inside learning to the outdoors.

Staff had very good interactions with the children encouraging discussions, challenging thinking and giving children the sense of wellbeing and that their views were important. Come together time provided the opportunity for information sharing and decision making about the daily activities. Staff continually gave praise and recognition to the children.

The playroom provided a mixture of areas where staff supported the children's learning and where children could work independently on new skills. The activities and topics offered encouraged the children to learn about and become aware of issues important to them such as recycling, nature, animals.

After observing practice and discussions with staff, children and parents we have found the service to have a very good performance in relation to this statement.

#### **Areas for Improvement**

The service should continue to develop methods of encouraging the children in their own learning targets and personal learning plans.

#### **Grade awarded for this statement**

5 - Very Good

#### **Number of Requirements**

0

## Number of Recommendations

0

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

#### Service Strengths

The parent's views on the nursery environment had been gathered using the parent council, questionnaires and daily discussions. Parents had been actively involved in fundraising and improvements as the installation of the sink into the playroom.

The children had been involved in making improvements to the nursery through planning, discussions and the enterprise scheme. The children had fundraised and made decisions such as purchasing the bird table and digital camera.

The children's questionnaire gathered views on the playroom and playground.

The staff regularly evaluated the playroom and resources, changes had been made depending on the children's feedback, observations and usage.

After a review of the documentation and discussion with children, parents and staff we have found the service to have a very good performance in this area.

#### Areas for Improvement

The service should continue to involve the children and parents in the assessment and improvement of the service.

#### 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

The service is provided within a secured entry building. The visitors sign in and identifications are checked. Daily the children were signed in and out and a daily register taken.

The staff carried out regular register checks for example when children used the toilets or moving between play areas. The service had a policy and procedure for absent children and monitored the children's attendance.

Procedures were in place to ensure that no unauthorised persons were left unsupervised with the children. Parents that attended the stay and play days had signed confidentially statements.

The classroom is well laid out and provided space for the children and staff to move around safely. Safety checks were carried out on a daily basis before children attended including the outdoor play areas.

Systems to monitor and maintain the classroom and equipment were in place. All equipment viewed had been well maintain and kept clean. New equipment had been risk assessed before use.

The children had been encouraged to implement the safety rules and kept the play areas tidy following the school ethos of 'Be Careful and Be Considerate' and 'respect for self, others and environment.'

After a review of documentation and observation of the premises and resources we have found the service to have a very good performance in relation to this statement.

### Areas for Improvement

The service should continue to monitor the service environment to ensure the safety of the children including the monitoring of children when accessing the toilets.

### Grade awarded for this statement

5 - Very Good

### Number of Requirements

0

### Number of Recommendations

0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 1

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

#### Service Strengths

The parents and children had provided feedback on the quality of staffing within the service questionnaires. The children had commented on staff being fair and helpful and parents on how staff knew their child, supported them and kept them informed.

Staff regularly evaluated the experiences they offered the children and made changes to ensure the children's needs were met.

The service had an open door procedure allowing parents to raise any concerns they may have. The parents confirmed this.

Parents had commented on staffing within the stay and play day feedback forms.

The parents council had been involved in the recruitment and selection of the Head Teacher.

After a review of the documentation and discussions with staff and parents we have found the service to have a very good performance in this area.

#### Areas for Improvement

The service should continue to involve the children and parents in the assessment and improvement of 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

The provider had a recruitment and selection policy and procedure. This was comprehensive and gave detailed guidelines for recruiting managers. Previous recommendations and requirements had been addressed in the update of this policy and procedure.

Prospective employees were required to complete an application form. Applicants were provided with information about individual services and their aims and objectives as part of the interview process.

Recruitment practice required candidates to undergo a Disclosure Scotland check and provide names of two referees one of which was from the immediate previous employer. Records about Disclosure Scotland checks were appropriately stored and recorded.

There was also a system to ensure that candidates were physically and mentally fit to undertake the work for which they were employed.

### Areas for Improvement

The reference form returned by the referee is not dated. The date the reference is provided should be recorded on the returned reference. See Recommendation 1.

Whilst qualifications were seen to be checked by the recruiting manager, it would be good practice to retain a record of the qualifications held, either a reference number or a photocopy of the certificates attained, in the employee file.

### Grade awarded for this statement

5 - Very Good

### Number of Requirements

0

### Number of Recommendations

1

**Safer Recruitment - Inspection Focus Area (IFA) outcome**

The requirements and/or recommendations below reflect our view of the providers performance in meeting its legal responsibilities when recruiting staff and its compliance with best practice. This is as a result of an audit of the providers recruitment files.

**Recommendation**

1

The reference form returned by the referee is not dated. The date the reference is provided should be recorded on the returned reference. SSSC Code of Practice - Employer - Make sure people are suitable to enter the workplace 1.1 Using rigorous and thorough recruitment and selection processes.



## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

#### Service Strengths

The parents and children were consulted annually about the service including the quality of the management and leadership of the service. Feedback had been given on how well the school is led, had their views been taken into account and how often the head teacher visited the children.

The feedback from parents had been reflected in the improvement plan and initiated the areas such as transitions home to nursery, nursery to primary 1.

The parents on the council and parent teachers association (P.T.A) were regularly involved in decision making such as fundraising, staffing, allocation of funds and policies.

The parents were aware of the complaints policy and confirmed that the Head Teacher and staff were available daily if they wished to speak to them.

The Head Teacher worked in the nursery class regularly and spent time with the children and consulted with the parents. This provided additional opportunity to monitor the quality of the service provided.

After a review of the documentation and discussions with staff and parents we have found the service to have a very good performance in relation to this statement.

#### Areas for Improvement

The service should continue to involve the children and parents in the assessment and improvement of the service.

#### Grade awarded for this statement

5 - Very Good

#### Number of Requirements

0

#### Number of Recommendations

0

## **Statement 4**

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

### **Service Strengths**

The service annually gathered the views of the staff, parents and children covering issues such as staffing, environment, opportunities, behaviour, children's progress and leadership. The findings were used to complete the quality and standard report for the whole school and identified the areas to be addressed in the school improvement plan.

The service had included local and national priorities and feedback for other agencies as HMle in the improvement plan.

The school improvement plan progression had been evaluated using 'How Good is Our School, Child at The Centre and The National Care Standards' documents.

The staff regularly evaluated their practice, the activities offered and the playroom to ensure that they provided a quality service.

The children were involved in evaluating their own learning and experiences through the planning systems and personal learning plans.

The parents that spoke with the Officer confirmed that they had been involved in the development of the service and that they were confident in raising issues.

After a review of the documentation and discussions with staff and parents we found the service to have a very good performance in relation to this statement.

### **Areas for Improvement**

The opportunities for children to become more involved in evaluating the quality of the service will be developed further in relation to their own personal targets.

The improvement plan should include more information on how the parents, children and stakeholders are involved in the self evaluation of the target areas identified.

### **Grade awarded for this statement**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

## Other Information

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### **Complaints**

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

### **Enforcements**

We have not taken any enforcement action against this care service since our 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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<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

## Inspection and Grading History

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## Terms we use in our report and what they mean

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**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

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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

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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

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](http://www.carecommission.com) or by telephoning 0845 603 0890.

## Translations and alternative formats

This publication is available in other formats and other languages on request.

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Improving care in Scotland