Inspection report

Bonnyrigg Playgroup
Day Care of Children

Waverley Pavilion
Waverley Park
Bonnyrigg
EH19 3BU

Inspected by: Sarah Hermiston
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 22 September 2010
## Summary of this inspection report

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## Section 2: The inspection

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### Service provided by:
Bonnyrigg Church Playgroup Management Committee

### Service provider number:
SP2003002779

### Care service number:
CS2007149983

### Contact details for the Care Commission officer who inspected this service:
Sarah Hermiston
Telephone 0131 653 4100 Lo-call: 0845 600 8335
Email enquiries@carecommission.com
There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:

- 😊 Excellent
- 😊😊 Very good
- 😊😊😊 Good
- 😊😊😊😊 Adequate
- 😊😊😊😊😊 Weak
- 😊😊😊😊😊😊 Unsatisfactory

We gave the service these grades

- Quality of Care and Support 😊😊😊😊😊 Excellent
- Quality of Environment 😊😊😊 Very Good
- Quality of Staffing N/A
- 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 Manager of Bonnyrigg Playgroup was committed to working with her staff team to deliver the highest possible care to the children who used the service.

The playgroup offered children a variety of exciting and challenging learning opportunities in a safe and stimulating environment.
The playgroup staff regularly evaluated and reflected on their practice to make sure that it was meeting the needs of the children.

**What the service could do better**  
Bonnyrigg Playgroup should continue to encourage parents to become involved in the service and be part of the management committee and attend parent forum meetings.

**What the service has done since the last inspection**  
Since the last inspection, Bonnyrigg Playgroup had purchased a portable hand washing system and a new toy kitchen from money raised by parents.

A new system had been put in place for parents to work with staff to amend policies and procedures.

**Conclusion**  
Bonnyrigg Playgroup was held in high regard by the parents who used it.

The ethos of team work and building on each others strengths was extremely important to the staff team and we saw how this was of great benefit to the running of the playgroup.

**Who did this inspection**

**Lead Care Commission Officer**  
Sarah Hermiston

**Other Care Commission Officers**  
None

**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:

Booksouce
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksouce.net
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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<tr>
<td></td>
<td>excellent</td>
<td>very good</td>
<td>good</td>
<td>adequate</td>
<td>weak</td>
<td>unsatisfactory</td>
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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

Bonnyrigg Playgroup registered with the Care Commission on 1 April 2002 under the name of Bonnyrigg Church Playgroup. The Playgroup changed premises in August 2007 to Waverly Pavilion in Waverly Park, Bonnyrigg when the name was changed.

They are registered to care for a maximum of 26 children between the ages of two and five years. They operate 9.30 am - 12 noon on Monday, Tuesday and Wednesday. Term time only.

At present there are 28 children on the register. On the first day of the inspection there were 22 children, three staff and one parent helper present.

On the second day of the inspection, 19 children were being cared for by three staff and one parent helper.

The aims of the playgroup include:

"We aim to provide a fun, positive environment where each child can develop their physical, social and communication skills through play."

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

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<thead>
<tr>
<th>Quality of Care and Support</th>
<th>6 - Excellent</th>
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<tbody>
<tr>
<td>Quality of Environment</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of Staffing</td>
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<td>Quality of Management and Leadership</td>
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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.

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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 one unannounced inspection visit to the nursery between the hours of 9.20am and 11.15am on Tuesday 22nd September 2010 and one announced visit on Wednesday 23rd September 2010.

We issued twelve questionnaires to the service to give to parents who used the service. Five completed questionnaires were returned to us before the inspection and we used the feedback in these to inform our inspection.

As requested by us, the service sent us an annual return. They also sent us a self assessment form.

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

Evidence from the service's most recent self assessment
Certificate of registration
Service parent questionnaires
Committee meetings minutes
Parent rotas
Comments/suggestions book
Visitor's book
Photographs
Child Protection policy
Staff training records
Service Care Commission evidence folder
Behaviour policy
Children's 'all about me' sheets and registration files
Newsletters
Examination of equipment, resources and environment

During our inspection visit we spoke with:

• All staff
• Five parents
• Some of 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 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

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

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

The provider should ensure that a recording system is put in place to ensure that professional registers are checked prior to employment of new staff. This is in order to comply with SSI 2002/114 Regulation 9 2(c) Fitness of employees.

**Timescale:** One month of receipt of this report.

**Action taken on the Requirement**
At this inspection we saw that the procedure for this recording system was included in the staff recruitment policy and that all staff certificates of registration with the Scottish Social Services Council were on display.

**The requirement is:**
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 15 February.

**Annual Return Received**
Yes - Electronic

**Comments on Self Assessment**
We received a fully completed self assessment from the service. We were satisfied with the way the service identified their strengths and areas of improvement. This information was used to inform our inspection.

**Taking the views of people using the care service into account**
When we visited the playgroup, many of the children had just started using the service, three of whom were experiencing their first day there. Understandably, some of the children were upset and needed extra reassurance from staff. During the course of our visit we saw how these children settled in well and started to play and get involved in the activities on offer.

**Taking carers' views into account**
We found parents to be very complimentary of the playgroup. Their comments and feedback in our questionnaire have been included in this report under the relevant themes and statements. In addition to this, all five confirmed that:

- Their child appeared happy and confident with staff.
- The service had involved them and their child in developing the service, for example asking for ideas and feedback.
- Overall, they were happy with the quality of care their child received from the service.
Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths
We found that Bonnyrigg Playgroup had excellent systems in place to make sure that service users and carers were involved in assessing and improving the quality of care and support provided by the service.

During the settling in visits to the service, parents were asked to provide the playgroup with written information of their child's care and support needs. This included information of their likes/dislikes, toileting needs, comforters, favourite toys, if they had any friends at the playgroup or pets at home. During our visit, we spoke with three parents who told us that they had been very happy with the settling in visits and the information they gave and received from the playgroup. Comments included:

"The information they asked for about my child was more than I expected".

"It's great that I can stay and watch and help my child to settle in".

We saw that the Manager's exceptionally supportive approach toward parents, allowed them to stay to help make their child's settling into the playgroup as easily as possible.

When starting to use the playgroup, parents received a 'welcome to Bonnyrigg' pack that gave them information of how children's care and support needs were met. This included the playgroup aims and objectives, behaviour policy, parental involvement opportunities, child protection and complaints policies.

Parents were invited to join the parent's committee and attend parent forum meetings where decisions were made that directly influenced the care and support offered in the playgroup.

We saw staff warmly welcome children and their parents into the service when they arrived. Staff discussed with parents, their child's needs, progress, behaviour issues and activities at home.

Questionnaires and a comments and suggestions book gave parents the opportunity to formally make comments on the care and support their child received. In these we saw that parents were extremely happy with the care and support the children received,
comments included:

"I find it the most genuine playgroup I have ever been to and that the staff love for the children is real and it shows how much they care".

Notice boards and displays kept parents fully informed of events, plans, visitors and reminders of how they could become involved in the service. Regular newsletters also kept parents informed of the work in the playgroup and how this impacted on the care and support their child received. We saw a newsletter that reminded parents to return the service questionnaire, to give feedback on their child's likes and dislikes, to use the comments and suggestions book and ask parents if they would like to attend a workshop in the playgroup.

The 'parental involvement policy' informed parents, "we welcome your input and invite any comments or suggestions you may have. Your contributions, ideas and enthusiasm will help us enormously in maintaining our high quality service".

We saw that the children were very comfortable in approaching staff to ask for help and support.

In our questionnaire all five parents strongly agreed or agreed that staff shared information about their child's learning and development with them and where appropriate their child.

A parent told us:

"I have found the staff in Bonnyrigg playgroup extremely friendly and caring".

**Areas for Improvement**

In their self assessment, the playgroup told us that they would "continue to invite parents input when we update our polices on an annual basis".

The playgroup should strive to maintain the excellent practice they carried out to make sure that service users and carers were involved in the assessing and improving the quality of care and support provided by the service.

**Grade awarded for this statement**

6 - Excellent

**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 found that Bonnyrigg Playgroup had excellent policies and procedures in place to make sure that service users health and wellbeing needs were being met.

The settling in policy confirmed that staff were aware of the need for sensitivity, reassurance and flexibility during the settling in period. It told parents:

"We aim to make the setting a welcoming place where children can settle quickly and easily because consideration has been given to the individual needs and circumstances of each child and their families".

Registration forms gathered information of children's dietary needs, emergency contact details, medical history, and parental consent for staff to take photographs of their child and take their child on outings.

The playgroup's aim and objectives described to parents how they aimed to meet the health and wellbeing needs of their child.

All staff we spoke with had an understanding of the needs of the children and what they should do to meet them.

Staff were able to tell us about the policies and procedures in place to support the safety of the children. These included, the health and safety policy, risk assessments, medication and accidents polices.

A dairy was used by staff to evaluate activities and resources to make sure that they were suited to the needs of the children. Staff also wrote brief observations on the children and told us that this information was used to plan their next steps in their development.

All staff had attended, Infection Control, Food Hygiene, Child Protection and First Aid training. A member of staff had arranged to attend Nutritional training.

The playgroup had recently bought a portable hand washing system to make hand washing easier in the playgroup.

With staff, children completed a questionnaire that asked specific questions that related to their care and support. Staff told us how this information informed the activities and learning experiences that were on offer.

Each member of staff had been employed in the service for at least three years therefore, providing children with continuity of care.
We saw evidence of healthy snacks being offered to the children. Snack menus were on display in the entrance hall.

Quality interaction between staff and children made sure that the health and wellbeing needs of the children were being met.

The playgroup staff held an end of term party for the children in the summer of each year. We saw photographs of the children and their parents having a party, children being presented with a certificate of achievement and parents being presented with their child’s folder with artwork and a learning report.

We saw children being encouraged to share and develop friendships. Staff had a caring, supportive, patient and gentle manner with children. Good manners were encouraged and awarded by staff with praise and stickers.

In the entrance hall, parents had access to a 'community services' folder that had a variety of information relating to children’s health and wellbeing and community events.

In our questionnaire, all five parents confirmed that:

- Staff encouraged their child to form positive relationships with others.
- The service provided a healthy and well-balanced diet which met their child’s dietary and cultural needs.

A parent told us:

"All the children are given clear guidance and feedback regarding their behaviour and interactions with each other. I have been extremely impressed with the patient and child centred attitudes of staff".

**Areas for Improvement**
The service should continue with the excellent practice they carried out in making sure that service users health and wellbeing need were being met.

**Grade awarded for this statement**
6 - Excellent

**Number of Requirements**
0

**Number of Recommendations**
0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 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
We found that Bonnyrigg Playgroup had excellent systems in place to make sure that parents and children were involved in assessing and improving the quality of the environment.

Evidence noted in theme one, statement one also applied to this statement.

Parents were able to view the environment during the settling in period when they were encouraged to stay with their child.

Parents were also encouraged to spend time in the playgroup through the parent rota.

New and existing parents were invited to an 'open day' when staff set up the playroom with a variety of activities and resources for parents to assess the environment on offer.

Staff worked hard to develop new initiatives that encouraged parents to become more involved in the life of the playgroup. Staff had organised a parents forum meeting and they told us they planned to share the work they did and show parents how the environment they offered was suited to the needs of their child.

In the service questionnaire, comments and suggestions book and visitors book, parents and visitors had responded positively about the environment, comments included:

"Our thanks to the staff for providing such a fun, stimulating and enjoyable playgroup, keep up the good work".

"The playgroup is an easy equivalent to top class nursery care - well done and thanks".

"As a parent it is clear that it is a safe, fun and stimulating environment for the children".

"Very nice environment".

In newsletters and meeting minutes, parents were kept fully informed and consulted about any changes being made to the playgroup.
Staff told us that they asked children what they wanted to play with in the playgroup and how they used their knowledge of each child to make sure that the environment was meeting their needs. Staff also told us about picture boards they used to help the children to make choices about what they would like to do in the playgroup.

In our questionnaire, all parents confirmed that the service was a safe, hygienic, smoke free, pleasant and stimulating environment.

A parent told us:

"My daughter absolutely loves going and when I have helped out on my rota days, I have been extremely impressed with the range of activities available".

**Areas for Improvement**
The playgroup should strive to maintain the excellent practice they carried out to make sure that service users and carers were involved in assessing and improving the quality of the environment provided by the service.

**Grade awarded for this statement**
6 - Excellent

**Number of Requirements**
0

**Number of Recommendations**
0
Statement 4
Not applicable to this service type

Statement 5
The accommodation and resources are suitable for the needs of the service users.

Service Strengths
The playgroup operated from a community pavilion and had access to a hallway, large playroom and rear garden.

We saw that staff made very good use of the accommodation and resources available to them.

We saw children actively participating in the playroom where they could freely choose from a variety of resources and use them to direct their own play.

The playroom was split into different areas for children to play and experience a large variety of activities. This included, sand, art and craft area, home corner for role play, dressing up area, puzzles, toys cars and construction. Staff had given careful consideration to what resources were needed in each area. This included a dressing table with brushes, hairdryer and large mirror in the dressing up area.

Parents were asked to become involved in providing an environment to suit the children's needs and current themes. This included collecting materials for 'junk modelling' and helping their child to collect autumn leaves, seeds and twigs to be displayed in the playgroup.

Parents took a genuine interest in the playgroup environment and had donated toys and equipment to the playgroup.

Photographs of children playing in the playroom were on display in the entrance hall.

Staff told us about the restrictions they had in providing outdoor play for the children. They explained how they were required to move large and heavy outdoor equipment which was not practical to do everyday. We saw how staff overcame this by encouraging running and active games in the garden. Photographs and extracts in the playgroup diary evidenced that children were outdoors daily and took a variety of smaller toys into the garden.
Daily cleaning schedules and cleaning records demonstrated that staff were active in making sure that the cleanliness of the accommodation was suitable to the needs of the children.

In our questionnaire, all five parents confirmed that:

- There was enough space for the children to play and get involved in a range of activities.
- The service had a suitable range of equipment, toys and materials for the children.

A parent had written:

"I am really impressed with the layout and the variety of toys".

Areas for Improvement
Bonnyrigg Playgroup staff should continue with the very good practice they carried out to make sure that the premises they used was suitable for the needs of the children.

The staff should make sure that children are given the opportunity to play on large outdoor equipment as much as possible when in the garden.

Children had to stand on an adult sized chair to get to the hand basin to wash their hands after using the toilet. The Manager told us that she intended to purchase steps for the children to stand on. We supported this area of improvement.

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 this care service since the last inspection.

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care 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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<th>Quality of Care and Support - 6 - Excellent</th>
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<td>Statement 1</td>
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<th>Quality of Environment - 5 - Very Good</th>
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<td>Statement 1</td>
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<td>Statement 5</td>
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<th>Quality of Staffing - Not Assessed</th>
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| Quality of Management and Leadership - Not Assessed |

**Inspection and Grading History**

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tr>
<td>7 Oct 2009</td>
<td>Unannounced</td>
<td>Care and support Environment</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

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

Tha am foiliseachadh seo ri fhaighinn ann an cruthannan is càin dhe ma níthear iarrtas.

أَنُعُرُوْذُتُكُمْ أَنْ تُرَوْنِ أَنْ تُرْكُيُّ رُكْمُيُّ رُوا رُوُلَكُشُ رُكُمُيُّ رُبُ شَرَازَكُ تُعُشُّا مِّي

केवली 7७ व ५ ख़ुपंक तिंन कुं पुँ न उँ तेंर्क कर्मकर्त विशेषकर दाँग

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日本語では、他の形式とその言語の版も提供しています。

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

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