

Care service inspection report

Highland Council School Care Accommodation

School Care Accommodation Service

Portree School Residence
Hedgefield Road
Portree
IV51 9GF
Telephone: 01478 613697

Inspected by: Mark Causer

Type of inspection: Unannounced

Inspection completed on: 24 June 2011



HAPPY TO TRANSLATE

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Service provided by:

Highland Council

Service provider number:

SP2003001693

Care service number:

CS2006133280

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

We gave the service these grades

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

What the service does well

Highland Council School Care Accommodation is situated over 5 different sites, which are distinctly different. During this inspection we inspected Plockton Hostel, Portree Hostel and also Mallaig Hostel.

Plockton Hostel cares for children who are attending the National Centre of Excellence in Traditional Music and also children from the surrounding area. Pupils were involved in the planning and participation of the service and had a very active pupils council. Pupils were supported in an environmentally rich programme of music education and had additional classes after school and support in the evening from evening supervisors.

Portree Hostel carers for pupils attending Portree High School. Pupils enjoy a hostel where they are fully involved in the day to day running of the hostel. The hostel actively support young people attending community activities for example football, shinty and sailing. All pupils interviewed indicated high levels of satisfaction with the service.

Mallaig Hostel is just over a year old and environmentally an excellent resource with all young people having single rooms with en-suite. There is a relaxed atmosphere where there is mutual respect between pupils and staff. Staff support and encourage pupils to take part in a large variety of activities which are run by the school and the community such as swimming, football, art classes and the local youth group. The pupils all indicated that they were extremely happy with the resource.

What the service could do better

Plockton had some significant weaknesses in their management of medication. There was also a need to have file audits of all the pupils files so that these are up-to-date and contain accurate information. There was also evidence that supervision of staff was not in keeping with expectations of the service. It was also evident that staff morale had been effected as the service had been threatened by closure. Staff were more positive about the future.

Portree has historical issues with the environment as they have poor toilet provision in both boy's and girl's hostel. There has been some progress with the planned development of some of the provision during the summer months.

Mallaig has to ensure that they have a care plan for all young people who attend. There was also a need to review whether the use of pupil council meetings were the best way to address and improve any issues for pupils.

What the service has done since the last inspection

The service continues to improve and has made substantial progress at developing a quality assurance tool which has been issued to all branch managers. We look forward to examining this at future inspection. It was evident that the hostel was trying hard to fulfil.

There has been a concerted approach to introducing a corporate approach to the hostels processes and recording. There is evidence that this is well developed throughout most of the hostels.

The service systematically gathers information from pupils, staff and relatives of pupils. There has been regular meetings between residence manager and staff and this has developed a strong team approach where they are ably supported by the registered manager.

Conclusion

Highland Council School Care Accommodation is committed to the care and welfare of pupils in the Highland region. They have a range of accommodation in a variety of locations. It was evident that pupils were well cared for in welcoming environments. The service provides the necessary support to pupils to be educationally rich.

Who did this inspection

Mark Causer

Lay assessor:

1 About the service we inspected

Highland Council School Care Accommodation was deemed to be registered with Social Care and Social Work Improvement Scotland as a School Care Accommodation Service from April 2011. The service is registered as one, with the caveat, that an appropriate management structure is put in place. The service is distributed across five hostels in the North West of Scotland: Plockton, Portree, Mallaig, Ullapool and Ardnamurchan.

Highland Council School Care Accommodation provides boarding accommodation within 5 hostels for young people aged 11 to 18 years from Scotland. At the time of this inspection, the roll for boarders was 140 pupils.

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.scswis.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a high intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

This inspection was carried out on 7th, 8th and 9th of July by Mark Causer, Inspector.

Evidence

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

- 20 personal plans.
- Accident records.
- Parents Questionnaires.
- Pupils Questionnaire.
- Minutes of Staff meetings.
- Minutes of Pupils council.
- Development Plan.
- Quality Assurance Tool.
- Analysis of pupil Questionnaire
- Newsletters
- Supervision Timetable/Staff Files

We talked with the following staff:-

- Manager
- Seven members of Staff
- 30 Pupils.

Observing how staff work.

Examining equipment and the environment (for example, is the service clean, is it set out well?).

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The service submitted a self-evaluation form as requested by the SCSWIS. This contained information on what the Manager, Branch manager and staff thought that they did well and how they thought some things should be improved.

Taking the views of people using the care service into account

We received 52 questionnaires from the young people at the Mallaig Plockton and Portree Hostels. In responding to the questionnaires, or in interviews, service user's perceptions were positive. These were expressed consistently across all hostels.

All young people felt that:-

- Their hostel was safe and secure.
- That there were enough staff to ensure that they were safe.
- That they were never bullied.
- They knew about the complaint procedure and were comfortable at raising a complaint.

The following are a selection of the pupil's comments:-

- Fantastic place.
- Relationships with staff are all time high.
- The service is great.
- Staff are very kind.
- Nice friendly place which is fun.

There were a number of issues identified, these were discussed with the manager. These included:-

- Need for affection where pupils may need a hug.
- Some of the rules are restrictive.

Most pupils were 'Very Happy' or 'Happy' with the quality of care that they received.

Taking carers' views into account

It was not possible to interview carers during this inspection.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Overall 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

All aspects of this quality statement continue to be met and while there are areas for improvement, the performance of the service was very good. The service continued to have in place strategies which allowed young people and carer's participation in the assessment of the quality of care provided.

All hostels had hostel handbooks, which were issued on admission to the service. These included details of the service's participation strategy, responsibilities of pupils and also the compliment, comments and complaints procedure. The complaints information needs to be up dated to include the details of the new regulators.

We sampled Mallaig hostel's pupil and parental responses to the questionnaire which indicated a very high satisfaction with the service. The comments from these surveys were included as areas for improvement contained within the service development plan. Pupils were able to participate in the improvement and evaluation of the service with the pupil council meetings. Pupils were able to give examples where they were in the day to day running of the service and indicate how the service had changed and improved in the last few years. This process was also supplement with pupils' personal interviews and focus groups on issues like food. It was evident that the pupils felt well supported in participation within the service.

It was evident that pupils participated in their own personal plans and included in meetings. Staff confirmed and there was documentary evidence that pupils were involved in reviews of personal plans during the year. Parents were kept up-to-date with any issues of changes in respect to personal plans.

There was a corporate complaints procedure and pupils were informed about how to complain in the hostel handbook. All pupils interviewed during the inspection stated

that they were aware of the complaints process and felt able to talk to staff about any complaints. They all said that they felt safe and free from bullying.

A hostel newsletter was issued to parents once a term, this was extremely informative and kept parents abreast of new developments. Mallaig pupils and staff had also developed a welcome DVD for all new pupils. This was a very innovative approach and is commented on in the body of this report.

Areas for improvement

The complaints information was in need to be reviewed to inform all stake holders of the new regulator. There was also a need to develop the procedure to ensure that the complainant was informed of the outcome of the complaint and this was recorded appropriately.

Plockton hostel used the "having your say" document as a tool to review care plan. It is essential that the service ensures that this is used systematically in all reviews of pupils plans.

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

All aspects of this quality statement continue to be met and while there are areas for improvement, the performance of the service was adequate.

The service had a comprehensive child protection policy in place and staff demonstrated a good awareness and understanding of procedures. All staff received regular updates on child protection. All hostels had a copy of the local authority's area child protection guidance. All branches of the hostel had corporate child protection paper work and had a child protection checklist. Every pupil is issued with a hostel handbook which contains information on child protection. All pupils interviewed were aware of relevant information relating to child protection and were aware of who to contact if they had any concerns.

Portree and Mallaig Hostels managed pupil's medication very well, there were effective systems for ordering medication, storing it safely and disposing of it safely. Arrangements for monitoring the issue of medications were in keeping with the best practice document 'The Handling of Medicines in Social Care RPSGB 2007'. However Plockton Hostel had some weakness in managing medication, these are contained in areas for improvement.

There has been a range of training which all staff have participated. These were as follows:-

- Asbestos management.
- Asthma awareness.
- Child protection.
- CEOPS training.
- Emergency training.
- Medication training.
- First aid.
- GIFFEC.

Plockton and Portree Hostels had access to the school nurse. The school nurse has also facilitated a PSE programme for the pupils in the Portree Hostel.

All pupils were registered with a local G.P. clinic and had access to a community dentist. Staff supported young people to make appointments and ensured that they attended.

Staff played a large part in keeping the service users active. Young people participated in a large range of physical exercise which kept them fit and healthy and the Portree and Plockton school hall was booked by the hostel twice a week for sporting activities. Pupils at Portree could also access free swimming after school once a week.

Areas for improvement

As stated above Plockton Hostel had some discrepancies in the recording and storage of medication (see Requirement 1).

There is a need to ensure that all pupils have a well developed care plan (see Requirement 2).

Grade awarded for this statement: 3 - Adequate

Number of requirements: 2

Number of recommendations: 0

Requirements

1. The hostel to keep accurate and up to date records of all medicines that have been ordered, taken or not taken and disposed of.

In order to comply with:-

National Care Standards School Care Accommodation. Standard 13 Medication.

SSI 2002/114 Regulation 4(1)(a) - to make proper provision for the health and welfare of service users.

SSI 2002/114 Regulation 5(1) - to record how the health and welfare needs of service users are to be met.

Timescale for implementation: Within one month of the receipt of this report.

2. The service to maintain appropriate support plans for all pupils that are compliant with National Care Standards.

This is in order to comply with:

SSI 2002/114 Regulation 4(1)(a) - to make proper provision for the health and welfare of service users.

Timescale for implementation: Within one month of the receipt of this report.

Statement 4

We use a range of communication methods to ensure we meet the needs of service users.

Service strengths

All aspects of this quality statement continue to be met and while there are areas for improvement, the performance of the service was very good.

All hostels had a welcome pack which was sent to all families and young people. This provided them with information about the hostel, admission forms, and lists of activities. There are visits made by staff to catchment area schools and presentations are given to families and young people. There are also induction visits to all branch hostels for the young people. Mallaig pupils had also developed a welcome DVD which could be sent out to all potential pupils.

The current processes within all the hostels include information passed on to pupils at meal times. This process is a good way of informing pupils of the day to day events that are taking place in the hostel. Pupils all indicated that staff pass information on to them effectively and the processes which occur appear to work extremely well.

Pupils were encouraged to participate in the creation of their personal plans. All pupil information and consent were up-dated every year. All pupils indicated that they had one to one interviews with their key worker. It was evident that pupils had regular

dialogue with staff through out the day and communication was very open. Staff indicated that they kept in touch with parents through a number of mechanisms either by telephone, email and letter. Parents were given feedback on the progress of their children once a a year with the pupil report card. There was also contact with parents when the pupils personal plan was up-dated. It was evident that many pupils felt that staff were approachable and the main office had a clear open door policy.

All staff had a good understanding of service users communication needs. Staff were able to demonstrate that they supported service users with their communication needs. There were a number of pupils where English was their second language. There were staff that were able to speak in the Gaelic medium to assist these pupils. Personal plans were sent out to carers and relatives to ensure that the details were correct and relevant to the support the service users needs.

Areas for improvement

It was discussed with the Manager the potential of looking at enhancing communication with parents with the use of SKYPE, as pupils and parent would benefit from this development.

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: 4 – Good

Statement 1

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

Service strengths

All aspects of this quality statement continue to be met and while there are areas for improvement, the performance of the service was very good.

The service had a number of methods to ensure that pupils and relatives participated in assessing the quality of environment within the service. These are similar to those identified in Quality Theme 1, Statement 1.

The hostels had regular feedback from pupils and parents that they were very satisfied with the comfort, safety and environment. Young people and parents, as indicated, regularly commented on the environment throughout the schools National Care Standards quality assurance programme.

Observation by the Inspector confirmed that the premises were clean. The service had developed a development plan which includes details of environmental improvement. However there had been delays in the up-grading of building works, toilets, showers and heating within the Portree residence. These were planned for Summer 2011.

Areas for improvement

Other areas identified for improvement are as in Quality Theme 1, Statement 1.

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

All aspects of this quality statement continue to be met and while there are areas for improvement, the performance of the service was very good.

Mallaig Hostel was purpose built and particular attention was given to design, facilities and equipment that protected service users. The premises and grounds were well maintained and in good condition.

Both Portree and Plockton Hostel had been built in the 1970's, both had public areas in the main hostel which were of a good standard. The main living room spaces had been recently up graded with new furniture and soft furnishings. These were chosen by young people in the hostel. Both hostels had asbestos issues, however both were managed by procedures and policies.

The hostels comply with current fire regulations, health and safety, and environmental health regulations. The premises were kept clean, hygienic, and free from offensive smells or intrusive sounds. The environment provides a pleasant ambiance, where young people could meet in groups or have privacy.

Generic and specific risk assessments were carried out for a range of activities and situations. More specific details of young people's personal plans. More generic risk assessments were carried out prior to activities or events.

Staff spoken with detailed the steps taken to ensure that young people were safe when on outings. These included discussion and planning prior to leaving, completing risk assessments with relevant details and carrying a mobile phone.

Staff received health and safety training as part of their induction. This included a range of training and awareness of relevant policies and procedures. Staff demonstrated very good knowledge of Child Protection, Vulnerable Adult Protection, First Aid, Medication, Food Hygiene and how these policies and procedures operated in practice.

The complaints policy and procedure was contained in all hostel handbooks. There had been no complaints since the last inspection.

Areas for improvement

The service had identified an area of improvement which was to introduce quality assurance visits with the registered manager. This development would be welcome.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

All aspects of this quality statement continue to be met and while there are areas for improvement, the performance of the service was adequate.

Plockton Hostel's public areas in the main hostel were of a good standard. The main living room space and television lounge had been recently up graded with new furniture, soft furnishings and an extremely large television. These were chosen by young people in the hostel. The hostel had good provision of practice rooms for pupils to be supported in playing their instruments.

Mallaig Hostel had an excellent open plan living room and kitchen area. They also had a excellent dining room which doubled up as the school dining room during the day. There was a quiet room which was used for gaming machines and a well resourced computer suite. All bedrooms were en-suite and were furnished and decorated to a very high standard. There was some early signs of rooms being personalised by pupils.

Portree Hostel had two distinct premises the boy's hostel and the girl's hostel. Both had very good public areas with both having a dining room and main living area. Again both had other public rooms used for study and table top games such as pool and table tennis.

The hostel had policies and procedures which cover all legal requirements applicable to the type of service it is providing. For example:-

- Staffing, training, and recruitment.
- Administration of medication.
- Health and safety.
- 'Raising a concern at work'.
- Environmental health; Infection Control: Food Hygiene, COSHH policy.
- Fire Safety; Service users and visitors received clear information about what to do if there was a fire or other emergency.
- Managing risk in individual personal plans.
- Proper record-keeping, including staff records, service user records, recording of accidents, incidents and complaints.

Staff demonstrated knowledge of these and how these policies and procedures operated in practice. They have training to review this and opportunities to learn about new guidance.

Staff recruitment was rigorous and robust. New staff underwent a planned induction process, which is recorded. All staff had undergone child protection training and had a good awareness of the Children's Charter and the Framework Standards for Child

Protection.

Staff providing young people's support and care had the knowledge and skills gained from the experience of working with young people.

Areas for improvement

The service had, in keeping with maintaining and improving the quality of its service, identified the following of area for development:-

- The manager of the hostel to continue to seek funding to improve the fabric of the building. This work to include remedial work for asbestos, up grading of toilets, showers and also the heating systems.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service to improve the physical environment with regard to the control of temperature in service users' room and also the up-grading of toilet and shower facilities.

In order to comply with:-

National Care Standard School Care Accommodation. 4. Privacy and Dignity.

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

All aspects of this quality statement continue to be met and while there are areas for improvement, the performance of the service was very good.

The service had a number of methods to ensure that pupils and relatives participated in assessing the quality of environment within the service. These are similar to those identified in Quality Theme 1, Statement 1.

There are regular management meetings which focus on the engagement of service users and also these are reflected on the agenda items of the development planning for the service. In discussion with the manager it was evident that training plans for staff reflected the needs and interests of young people.

Areas for improvement

Other areas identified for improvement are as in Quality Theme 1, Statement 1.

Grade awarded for this statement: 5 – Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

An examination of the service's staff training records evidenced a range of training related to residential child care.

There was evidence gathered from interviews with staff and staff training records which confirmed that staff had taken part in an ongoing Scottish Vocational Qualifications (SVQ) training programme with most staff achieving or working towards SVQ level III in Child Care and several staff achieved or working towards SVQ level IV in Care.

The hostel had learning resources which was kept updated with best practice statements, which staff, in interview, confirmed that they accessed.

The service has developed opportunities for staff to develop as specialists in particular areas such as SIRCC training courses. Staff are also involved in delivering internal courses and the Assistant Branch Manager has recently developed a confidentiality course.

The Manager carries out regular audits of the training needs of staff and had developed action plans which identified future training as a result of these audits.

All staff had regular team meetings and there was regular one to one meetings to discuss and outline professional continuing development.

Areas for improvement

For the staff in the Plockton Hostel morale had been affected due to the sudden announcement of a proposed closure in the spring of this year. This has been averted however staff morale has been impacted.

It was evident that not all staff had been receiving supervision in keeping with the local authority guidance (see Recommendation).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. All staff to receive supervision in keeping with the local authority policy.

In order to comply with:-

National Care Standards for School Care Accommodation. 7. Management and staffing arrangements.

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

All aspects of this quality statement continue to be met and while there are areas for improvement, the performance of the service was very good.

The service had a number of methods to ensure that pupils and relatives participated in assessing the quality of management and leadership. These are similar to those identified in Quality Theme 1, Statement 1.

The school has a comprehensive assurance policy and programme which enables pupils, parents and staff to be fully involved in evaluating the National Care Standards that are quality assured throughout the academic year.

There were lots of examples of methods and records which ensured quality of the service. A sample of these are as follows:-

- Pupil's councils.
- Focus group meetings.
- Individual meetings.
- Questionnaires: young people, carers and staff.
- Complaints log.
- Quality Assurance.
- Development plan.

Areas for improvement

Other areas identified for improvement are as in Quality Theme 1, Statement 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

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

Service strengths

All aspects of this quality statement continue to be met and while there are areas for improvement, the performance of the service was good.

The service had, in keeping with maintaining and improving the quality of its service had introduced a number approaches to involve staff in determining the direction of the service, for example:-

- Introduction of staff surveys to give staff an opportunity to comment on overall view of the service.
- Committed CPD plan and a learning culture within the hostels.
- Staff involved in the production of an annual development plan.

They were also involved staff in team meetings and regular discussions with the Branch Managers. It was evident that all staff were actively involved in reviewing internal procedures and policies.

Areas for improvement

The service should continue to look for opportunities to involve staff in the development and improvement agenda.

Grade awarded for this statement: 4 - 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

All aspects of this quality statement continue to be met and while there are areas for improvement, the performance of the service was very good.

The service had developed a rigorous and robust self evaluation which has been commented on throughout this report. All stakeholders actively participate in the process of developing the school.

There had also been good compliance with previous inspections and the service had developed wide-ranging action plans which were fully actioned. In discussion with the manager and a review of the documentation relating to notifications, this service was found to have good performance in relation to this statement.

The quality assurance systems and processes, which involve service users, carers, staff and stakeholders was very good.

Areas for improvement

No areas for development were noted during this inspection.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

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

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Not applicable.

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 SCSWIS 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).

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings
8 Sep 2010	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing Not Assessed Management and Leadership Not Assessed
10 Mar 2010	Announced (Short Notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

Inspection report continued

5 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	Not Assessed 3 - Adequate 4 - Good Not Assessed
8 Sep 2008	Announced	Care and support Environment Staffing Management and Leadership	4 - Good 3 - Adequate 4 - Good 4 - Good

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

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

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