Care service inspection report

Hareleeshill Primary School Nursery
Class
Day Care of Children
Myrtle Lane
Larkhall
ML9 2RQ
Telephone: 01698 883155

Inspected by: Lynn Clements
Kara Doonan
Type of inspection: Unannounced
Inspection completed on: 7 December 2011
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### Service provided by:

South Lanarkshire Council

### Service provider number:

SP2003003481

### Care service number:

CS2003015299

### Contact details for the inspector who inspected this service:

Lynn Clements  
Telephone  
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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

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What the service does well

Staff continue to work with parents to involve them in the service.

Staff knew how they wanted to progress and were aware of what works in the service and the community.

Systems were in place to identify and support children’s learning and development needs.

Staff and management had a very good awareness of parental needs and the local community.

What the service could do better

Children could be further involved in decision making. Children and parents could be further involved in assessment of the care and support they receive, the environment where the service is provided and assessment of staff and management and leadership in the service.

The outcomes for children should be recorded in the self assessment returned to us.

The complaints procedure should be updated to include changes in SCSWIS guidance. The current registration certificate should be displayed.
What the service has done since the last inspection
The staff have a good awareness of how to progress the service.

The new Depute Head Teacher is committed to support staff and oversee the running of the service in partnership with the management and staff team.

Conclusion
This is the first graded inspection carried out on this service. At this inspection four quality themes were inspected against each containing two quality statements.

For the statements considered at this inspection the service is currently performing at a good level for 6 quality statements and at an adequate level for 2 quality statements.

Overall, the service provided child care from a safe and secure environment. The staff and children planned care and support that meet the needs of the children and families using the service.

The service had developed and implemented good systems and processes to achieve their aims and objectives.

Who did this inspection
Lynn Clements
Kara Doonan
1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

Hareleeshill Primary School Nursery Class provides a daycare service for a maximum of 50 children aged 3 years to those not yet attending primary school. The service operates 5 days a week, term time only. The provision is based in Hareleeshill Primary School, Larkhall, South Lanarkshire.

The full aims and objectives statement is available to people who use the service.

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 3 - Adequate
Quality of Management and Leadership - Grade 3 - Adequate

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 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 we did during the inspection
Basis of the report:
This report was written following an unannounced inspection visit carried out by Lynn Clements and Kara Doonan, SCSWIS Inspectors on Wednesday 7 December 2011 between the times of 8:30 am and 2 pm.

Before the Inspection:
The Annual Return
The service submitted a completed annual return as requested by us.

The Self-Assessment Form
The service submitted a self-assessment form as requested by us that contained information about service strengths and how things could be improved.

Views of service users
We issued 20 care standard questionnaires and asked the staff to give these to people who use the service, 13 were completed and returned to us before the inspection. The care standard questionnaire provides an opportunity for parents or carers to comment on the quality of the care, staffing, the environment and management and leadership.

Regulation Support Assessment
The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the SCSWIS Inspector which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Inspectorate by the service (such as absence of a manager) and action taken upon requirements. The SCSWIS Inspector will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory
During the inspection process:
In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:
* the self assessment.
* range of policies and procedures
* questionnaires
* planning
* displays
* newsletters and notices
* evaluations
* minutes of meetings
* planning
* photo journals and observation books
* mind maps and floor books
* newsletters and notices

Discussions with various people, included:
* the Head Teacher
* the Depute Head Teacher
* the Nursery Teacher
* three Early Years Workers
* children individually and in small groups
* parents and carers.

The Inspectors also observed practice, the general environment and resources.

The inspection also took account of The Social Care and Social Work Improvement Scotland (Requirements to care services) Regulations 2011.

**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
What the service has done to meet any recommendations we made at our last inspection

The last inspection report was carried out by Hmie.

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.

We received a completed self assessment document from the service provider. The service provider identified what they thought they did well, some areas for development and any changes they planned. We found that although most of the information was relevant, we have made a recommendation in quality statement 4.2 that the self assessment also details the outcomes for children.

Taking the views of people using the care service into account

All children were settled and content in their surroundings and happily engaged in play. The children chatted to the SCSWIS Inspectors about their chosen activities and what they enjoyed doing. They were proud of their achievements and clearly enjoyed the environment, resources and equipment. Staff cared for the children and allowed them to settle and play at their own pace.

Taking carers’ views into account

We sent out 20 care standard questionnaires to the service for distribution to people who use the service and 13 were returned to us before the inspection.

These gave carers the opportunity to comment on how the service performed in relation to care and support, environment, staffing and management and leadership.

Parent’s comments and views can be found throughout the report.

Five parents/carers involved in the inspection gave positive feedback about the service provided. They were overall happy and felt their children’s needs were being
met and that they were kept informed about their progress. They also commented that the changes in staffing had made a positive impact on the service and the care their children received.
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**

Grade awarded for this theme: 4 - Good

**Statement 1**

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

**Service strengths**

We considered how the service involved parents/carers and children in assessment and improvement of the quality of care and support provided. We found evidence supporting the service listened to and responded to the children’s suggestions. In relation to parents/carers the service had some methods in place; new methods such as ‘tea and a natter’ sessions were being introduced to improve the outcomes of gathering the parent/carers views and suggestions.

The methods in place for parents/carers to share their views on the service included:
- a parents council
- meet and greet sessions
- parents meetings
- commenting on monthly topics

The 13 parents/carers that returned the care standard questionnaires all indicated that staff involved them and their child in developing the service. One parent commented:

“I am extremely happy with the care and education my child receives”.

The children were encouraged to share their views and interests and staff used these to plan daily activities and events. Daily activities were evaluated and used to plan the next day’s activities. The morning and afternoon children focused on different topics.

Children were involved in choosing the daily snacks and were confident making requests.

‘Now I am at nursery’ booklets were used to provide the service feedback from the parents/carers and child about how well they had settled into the nursery.
The service had a learning wall to inform parents/carers of what the children have been learning.

After a review of documentation presented, discussions with staff, management, children, parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

**Areas for improvement**

Although the service is performing well for this statement we found that staff should continue to progress and improve in some areas.

The staff recorded observations of children’s development and progress, it was discussed how these could reflect when further learning had taken place or when the child had achieved the learning goals.

The service had involved the children by asking what they knew and wanted to learn in relation to the topics. When the topics were completed no evaluations had taken place. We discussed with staff how evaluations could be used to further develop children and parent/carers involvement in the care and support provided.

The staff had carried out workshops with parents. Parents completed evaluations about the activities. We discussed how these could be further developed.

In the service self assessment returned to us, the area of improvement recorded shows the staff plan to continue to encourage parents to join the parents council and become more involved in the service.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 4**

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

**Service strengths**

We considered the range of communication methods in use and how effective they were. We found that staff use a range of methods to communicate with people who use the service including:

* written correspondence
* face to face discussion both formal and informal
* through the variety of meetings held
* parents evenings and workshops
* information boards.
The outcome was that parents are kept informed about the care service. Parents who took part in the inspection told us about meetings and workshops they had attended.

The entrance areas and play room contain sufficient systems to enable people who use the service to access current information and a raised understanding of what was happening in the service. They are updated and consulted. All parents have the opportunity to attend meetings to discuss their children’s learning. Staff speak informally with parents and carers as they drop off and collect their children. A range of polices and procedures are established and applied by staff to support effective communication including confidentiality and complaints. Strategies ensure that formal and informal involvement in the service is considered by staff.

At the inspection carers spoken with informed that they were satisfied with the communication methods in place.

In the care standard questionnaires returned to us parents commented: “The staff are friendly and my child is very happy attending”.

Staff use a range of methods to ensure successful and effective communication with the children. They are given time to respond at their own pace. The way staff generally communicate enabled the children to participate in the service confidently. Children communicated successfully with their peers and staff.

After a review of documentation presented, discussions with staff, management, children, parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement

Although the service is performing well for this statement we found that staff should continue to progress and improve:

In the care standard questionnaires returned to us one parent said that they were not given information on a weekly basis about their child’s progress.

In the self assessment returned to us, the area of improvement recorded shows that staff plan to continue to develop communication methods suitable for service users. Parents were observed to queue altogether at the playroom entrance when signing in at a small table. This practice may have discouraged parents from entering the play room. Discussion occurred with staff about how to remove barriers at collection times and consider further methods of getting parents into the play room. See the area of improvement and recommendation in quality statement 3.4.

We observed tidy up time at the end of the morning session and found that some children were instructed to tidy up. Staff were busy carrying out tasks in the area they worked. Some children were left to their own accord in the middle of the play room and began to run around, although staff told them not to run there was no communication between staff as to how to improve this.
We have recommended that these issues are discussed and strategies put in place to improve.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Staff should actively communicate with each other to ensure situations that arise due to the routine are managed appropriately. National care standards for early education and childcare up to the age of 16, standard 3 - health and wellbeing.
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
We considered how the service encouraged parents/carers and children to be involved in assessing and improving the quality of the environment. We found that staff had listened to and responded to the children. Parents/carers had opportunities to become involved and these could be further developed.

Staff created an environment and provided resources that reflected the monthly topic, this included suggestions from the children for example selecting books to go in the book corner.

Parents/carers were given the opportunity to view and discuss the service environment and resources during enrolment and special events.

Children were observed to be confident in making choices and selecting from a range of resources.

After a review of documentation presented, discussions with staff, management, children, parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
Although the service is performing well for this statement we found that staff should continue to progress and improve:

Staff discussed how they created an environment that was responsive to the children’s needs. Some evidence was found to support this; we discussed how this could be further developed. We have recommended that staff review how they involve the children in assessing and improving the service environment.

In the service self assessment the staff plan to use questionnaires to encourage service users to express their views.

Grade awarded for this statement: 4 - Good
Number of requirements: 0
Number of recommendations: 1
Recommendations

1. The staff should consult with the children and gather their views on the service environment. This information should be taken on board and used to make changes in the playroom and outdoor areas to reflect the children’s ideas and preferences. National care standards for early education and childcare up to the age of 16: standard 13 - improving the service.

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

Service strengths
We reviewed the accommodation and resources and found that all areas are used well. The accommodation is secure and welcoming, overall areas were bright and spacious and suitable to the needs of the children using the service. Security of children is a high priority.

Parents and carers who participated in the inspection told us that the children have access to a good range of materials and toys and that the activities were stimulating and challenging. Parents comments included: “With the encouragement from staff my child is content in this environment”.

During the inspection we found that a good range of activities, toys and materials were available for the children. Children were familiar with the resources. Inventory and audits of resources are kept and maintained. Staff supported the children’s decisions; staff were enthusiastic and relaxed and took time to sit with the children. We observed staff encouraging the children to access resources.

Snack time was an enjoyable, sociable experience for the children, they were able to serve themselves, chat to friends and the staff, tidy up and wash their own dishes.

The outdoor area is used well and children enjoyed this experience.

After a review of documentation presented, discussions with staff, management, children, parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
Although the service is performing well for this statement we found that staff should continue to progress and improve:

In the self assessment returned to us, the area of improvement recorded shows that staff plan to further involve the children in snack preparation.

We found that waste bins to promote better infection control practice should be in place, one bin did not have a lid. For the bins that did have lids some children were
observed opening the bins using the lids. We recommend that this is improved and addressed.

Discussion with staff and management occurred about how children could be more involved in evaluating resources, play room areas and layout. Staff told us about how the children used the areas and how this could be improved. See the area of improvement and recommendation in quality statement 2.1.

We observed activities provided by staff and have advised management about how some of these could be improved. See the areas of improvement and recommendation in quality statement 3.4.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. Staff should ensure that better infection control practice is promoted and in place regarding the use of waste bins. National care standards for early education and childcare up to the age of 16, standard 2 - a safe environment.
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

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

Service strengths
We considered how the service encouraged parents/carers and children to be involved in assessing and improving the quality of staffing within the service. We found some evidence to support that staff had listened to and responded to the children. Parents/carers had opportunities to become involved but could be further developed.

Staff informed us that they had attended training events to support the needs of the children and families using the service. The outcome was staff offered parents/carers workshops to support children’s learning and development at home.

Areas for improvement
Staff discussed how they evaluated their practice informally taking into account children responses and actions. We discussed how this could be further developed.

In the service self assessment the staff plan to use questionnaires to encourage service users to express their views. We found that parents and children did not yet formally assess staffing or management and leadership in the service. Staff and management confirmed they were not yet at this stage and we discussed ways to progress this. We have recommended that this is improved.

After a review of documentation presented, discussions with staff, management, children, parents and observation of practice we have found the service to have an adequate performance in relation to this quality statement.

Grade awarded for this statement: 3 - Adequate

Number of recommendations: 1

Number of requirements: 0

Recommendations
1. Parents and children should assess staffing and management and leadership. Following this assessment staff should demonstrate the outcomes for the children and benefits to their care. National care standards for early education and childcare up to the age of 16. standard 13 - improving the service.
Statement 4
We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service strengths
We observed practice and considered the ethos in place about staff’s respect for children, each other and stakeholders. We found that staff displayed good values and put these into practice. Interaction with children was positive and staff were generally responsive to children’s needs.

Procedures were in place to set standards of conduct and care for staff to implement.

We found the staff team caring and parents told us staff were easy to talk to. Staff were motivated and keen to ensure that they were doing a good job.

Staff felt that they were supported by the management team. The service did have a system for staff appraisal and they used information from these interviews to form a training plan for the service. All staff were encouraged to attend training.

In the care standard questionnaires returned to us parents told us that they had always found the staff helpful, polite, responsive and caring. Carers who participated in the inspection told us that staff involved them in the service and were approachable and professional.

After a review of documentation presented, discussions with staff, management, children, parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
Although the service is performing well for this statement we found that staff should continue to progress and improve:

In the self assessment returned to us, the area of improvement recorded shows that staff plan to continue to develop methods that encourage formal feedback from parents. Parents were observed to queue altogether at the playroom entrance when signing in at a small table. This practice may have discouraged parents from entering the play room. Discussion occurred with staff and management about how this could be improved and how they could remove barriers to get parents into the playroom and more involved in the service.

Staff were busy carrying out tasks in the area they worked. Discussion occurred with staff and management regarding a child who was present at tidy up time and singing time and who remained unattended to for a period of time. One member of staff informed that this was noticed as the child was met by the parent and the parent was informed. See the recommendation in quality statement 1.4.
We observed some activities that staff had set up for the children. At the painting activity the paint was made up for the children, the display cut out for them and the children were asked to paint inside the lines. The member of staff was observed to paint the cut out in an attempt to complete the activity. Worksheets were available for the children at the glue and writing areas. To increase learning, development and enjoyment for the children we found that these activities should have been more child led with less adult input. See the area of improvement and recommendation in quality statement 2.1.

Management told us that monitoring of staff’s work is informal.

We have recommended that these issues are discussed and strategies put in place to improve.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The management team should commence formal monitoring of staff’s work and demonstrate improvements made. National care standards for early education and childcare up to the age of 16, standard 13 - confidence in staff and standard 14 - improving the service.
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

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
We considered how the service encouraged parents/carers and children to be involved in assessing and improving the quality of management and leadership within the service. We found that the service had introduced new methods this month to involve the parents/carers, at the time of the inspection we could not assess the outcomes of these in relation to the impact on the service the children and families received.

The service had policies and procedures in place for parents/carers to discuss any issues or concerns and for an agreeable outcome to be achieved.

Areas for improvement
We discussed how the service finds consultation methods that are suitable for the parents/carers and that are affective in making positive changes improving the outcome for the children. We recommend that the service researches consultation methods used to involve those using the service and selects methods which suit the needs of the service users. The outcome to provide a service that is responsive to the views and suggestions of those using it.

We found that parents and children did not yet formally assess staffing or management and leadership in the service. Staff and management confirmed they were not yet at this stage and we discussed ways to progress this. We have recommended that this is improved. See the recommendation in quality statement 3.1.

After a review of documentation presented, discussions with staff, management, children, parents and observation of practice we have found the service to have an adequate performance in relation to this quality statement.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1
Recommendations

1. The staff and management team should research consultation methods used to involve those using the service and select methods which suit the needs of the service users. The outcome to provide a service that is responsive to the views and suggestions of those using it. National care standards for early education and childcare up to the age of 16: standard 13 - improving the service.

Statement 2
We involve our workforce in determining the direction and future objectives of the service.

Service strengths
We considered how staff progress the service in accordance with aims and objectives.

A sample review of records indicates that staff had individual files for their continuing professional development. Formal staff appraisals inform future training needs the details of which helped to formulate the service’s improvement plan.

Staff are consulted about the service and how they are deployed, discussion occurs. Staff spoken with said they had opportunities to contribute their ideas to the running of the service and they felt their views, suggestions and work are valued. Staff work together to influence direction of the service.

Leadership values are promoted and staff are encouraged to undertake additional roles such as involving the community. Meetings between all staff are held regularly.

Clear records are kept regarding developments in the service and staff spoke confidently about these. Staff independently chose training linked to children’s individual needs and are committed to continual professional development.

Staff consult with people who use the service to determine future objectives, identify goals and meet service aims.

After a review of documentation presented, discussions with staff, management, children, parents and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement
Although the service is performing well for this statement we found that staff should continue to progress and improve:

Although staff worked together to influence the direction of the service we discussed with staff how they could consider other methods and practice of further involving children and parents in this process. See the areas of improvement and recommendations in quality statements 3.1 and 4.1.
We examined the self assessment and took this information into account during the inspection process. We found that although strengths and areas of improvement were recorded the information in the self assessment did not yet demonstrate the outcomes for the children.

Policies and procedures were sampled and we found that the complaints procedure had not yet been updated to include current SCSWIS guidance. We have recommended that this is improved.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. The self assessment should be updated on a regular basis and show outcomes for children following the use of methods in place. Policies and procedures should be updated to reflect current guidance. National care standards for early education and childcare up to the age of 16, standard 14- well managed service.
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

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

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## 6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by SCSWIS. You can get more copies of this report and others by downloading it from our website: www.scswis.com or by telephoning 0845 600 9527.

Translations and alternative formats

This inspection report is available in other languages and formats on request.

Tha am foiulseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

�नुवाद यह प्रकाशन अन्य भाषा के प्रति मान्य है जिसकी मांग पूरी की जा सकती है।

beryā मानक नोवेम्बर 8 वां मई के बाद हरे तलाय प्रमाण है शैली धीमक्ष ए।

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