Little Reivers Childcare
Day Care of Children
53 Newtown Street
Duns
TD11 3AU

Inspected by: Linda Smith
Type of inspection: Unannounced
Inspection completed on: 12 April 2012
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**Service provided by:**
Seton Care Ltd

**Service provider number:**
SP2004006508

**Care service number:**
CS2008171970

**Contact details for the inspector who inspected this service:**
Linda Smith  
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Email  enquiries@scswis.com
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

<table>
<thead>
<tr>
<th>Area</th>
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<td>Quality of Environment</td>
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<td>Quality of Management and Leadership</td>
<td>4</td>
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What the service does well

We found that Little Reivers Childcare provided a safe and happy place for children. Staff have created a calm and stimulating learning environment. They have developed very good relationships with children, parents and carers.

Staff are enthusiastic, approachable and work well as a team. They are committed to the ongoing improvement of the nursery by involving parents, carers and children in the development of the service.

What the service could do better

In this report we have made one requirement and six recommendations. These relate to:

- infection control
- cleaning records
- risk assessments
- formal monitoring
- keeping up to date with current best practice

In their self assessment the service identified a few areas for future development and these are detailed in this report.
What the service has done since the last inspection

Since their last inspection staff had attended training in first aid, child protection and food hygiene. They had attended Scottish Borders Council partnership meetings. Policies and procedures had been reviewed to ensure they reflected current best practice.

Conclusion

Little Reivers Childcare offers good quality childcare. Management and staff have created a welcoming, bright and happy learning environment where children can share new experiences with their friends. Staff work well as a team and are committed to the ongoing development of the service.

Feedback from parents and carers confirmed that they valued the service and the quality of care and support provided to their child.

Who did this inspection

Linda Smith
1 About the service we inspected

Before 1 April 2011 Little Reivers Childcare was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (known as the Care Inspectorate), 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, the Care Inspectorate.

Little Reivers is registered to provide a care service to a maximum of 35 children between the ages of birth and 12 years of whom no more than 12 are under 2 years at any one time. Children under 2 years must be accommodated in the downstairs baby room.

The service operate between the hours of 8.00 am and 6.00 pm on Monday to Friday.

The service is provided by Seton Care Ltd which is a not-for-profit organisation and is part of BHAS (Berwickshire Housing Association Group). The day to day operations of the service are managed by two managers.

There were 54 children on the register at the time of the inspection. Fourteen children were present when we inspected.

The service is accommodated in a two storey traditional house close to Duns town centre.

The aims and objectives of the service included:
“To provide a professional caring service for children and in turn their parents.
To encourage children to develop friendships.
To encourage each child’s individuality, also to praise and encourage each child’s efforts and achievement.
To reinforce already established routines so that children under our care will feel happy and secure at all times.”
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 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
In this inspection 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. The inspection was carried out by Linda Smith, Care Inspectorate Inspector. We wrote this report after an unannounced inspection that took place between 9 am and 2.30 pm on 12 April 2012.

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

Prior to the inspection we sent 15 Care Standards Questionnaires to the nursery to give to parents and carers of children who used the service. Six questionnaires were returned to us.

In this inspection we gathered information from various sources, including the relevant policies and procedures, records and other documents, including:

Information from the most recent Annual Return and Self Assessment
Registration certificate
Insurance certificate
Children’s Personal Learning Plans
Under 2’s children’s profiles
Parents’ notice boards
Parent Welcome Booklet
Service questionnaires
Planning folders
Snack menus
Risk assessments
Photographs
Environmental Health reports
Health and Safety reports
Cleaning records

Discussion with the managers, four staff, children and four parents.
Observation of the interaction between staff, children and parents.
Observation of the practice in the nursery.
Observation of resources and activities.
Examination of the environment and equipment.

**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](http://www.firelawscotland.org)
What the service has done to meet any recommendations we made at our last inspection

No recommendations were made at the last inspection

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 detailed self assessment document from the service prior to the inspection. They identified areas where they thought they did well and areas for future development. The document was completed to a good standard and gave us a lot of information about the service and how it operated. The self assessment reflected most of our findings on the day of our visit.

Taking the views of people using the care service into account

We saw that children had built up good relationships with staff. We saw them busy in their chosen activities and were well supported by staff. Children appeared happy and content. We saw them interacting well with each other and enjoying socialising throughout their play, snack and meal times. Children were more than happy to chat with us and they told us about what they liked doing when they came to nursery. They told us that they liked making things, playing in the garden and having fun. We saw the bond that had developed between them and staff, and their excitement when taking part in activities.
Taking carers' views into account

Before the inspection we sent 15 Care Standards Questionnaires to the nursery to give to parents and carers. Six questionnaires were returned. Five parents strongly agreed and one agreed with the statement 'overall, I am happy with the quality of care my child receives in this service'. Representative comments included:

"Fantastic nursery!"

"I would recommend any parent looking for childcare to find out more about Little Reivers. I would highly recommend them to anyone."

"We are extremely happy with the quality of care our child receives. Although they are still young they are happy to go and talks positively about it when not here."

"Having a shift place is perfect for us and the flexibility has made childcare easy not stressful."

We spoke with four parents when we visited. They were very supportive of the service, praising staff highly. They told us that they were given a lot of information about what their child had been doing in nursery and what the forthcoming activities would be.
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

Little Reivers Childcare offered parents, carers and children very good opportunities to participate in the assessment and improvement of the quality of care and support provided by the service. These included:

- ongoing informal discussions with parents and carers;
- questionnaires;
- children’s profile folders;
- key worker system;
- notice boards, which kept parents and carers up to date with activities and currents events;
- policy reviews;
- newsletters;
- welcome booklet for parents;
- suggestion and comments box;
- daily diaries for younger children;
- thank you cards and letters from parents, carers and children;
- discussion times with children; and,
- partnership with parents policy.

The service’s parent nursery partnership policy informed parents and carers that the nursery was “committed to a parent - nursery where a two way exchange of information, ideas and knowledge is fundamental to the nursery providing a ‘home away from home’ environment.” Through our discussions with management, staff and parents it was evident that the nursery valued the views of parents and children.
We saw that children’s views were sought through observation and discussion. We saw staff interacting with children in a warm and positive manner. Staff kept notes which evidenced how children’s views and interests had influenced the day to day planning in the playrooms. We saw that children were being canvassed on what they should call their after school club.

The daily diaries used for the younger children went home with the child each day. These were used to help ensure continuity of care between home and nursery. We saw that parents had written information in these that they wished to share with nursery staff.

A parent told us that they had recently started using this service. They said that they found the settling in period really helpful and reassuring and that “staff could not have been more caring”.

Service questionnaires were collated by head office and findings were fed back to parents and carers. We found that parents and carers could become involved in fund raising and they were kept informed as to what any money raised was used for. Evaluations sheets were included in children’s story sacks. Newsletters were distributed regularly and contained details of topics, activities, dates for diaries and general information of nursery events.

Five parents told us that they strongly agreed and one agreed with the statement the service has involved me and my child in developing the service, for example asking for ideas and feedback’.

**Areas for improvement**

In their self assessment the service told us that they would continue to send out parental questionnaires and take action in any areas that may be identified. They also told us that they would continue to feedback any actions the service had taken as a result of the questionnaires.

Management told us that parents did not use the comments box. They felt that this was partly due to the fact that they had good relationships with parents and carers. We discussed other ways in which the service could get the views of parents, carers and children. We suggested that ‘mind mapping’ may be one effective way of doing this both with children and parents. We also suggested the setting up of a children’s committee with the school age children. An Eco committee could become an off shoot of this.
We suggested ways in which the nursery could evidence to parents and carers how their children influenced future planning of topics and activities. Displays in the entrance area and ‘home achievement’ floor books were examples. Some staff had training in the implementation of floor books.

**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
We found good evidence on how Little Reivers Childcare met this Quality Statement.

The service’s statement of aims and objectives was shared with parents and carers and included emotional, personal and social development of children.

Folders were kept for all ages of children and they included staff observations, samples of art work and photographs. These were shared with parents and gave them opportunities to see how their child was progressing in nursery.

We found that there were good procedures in place to ensure the health and well being needs of children were being met. We observed good hygiene practices, viewed policies and procedures and spoke with staff and children. We saw appropriate nappy changing procedures being followed. We observed staff interacting in a kind, caring and encouraging manner. We saw staff being supportive to individual children’s needs. A key worker system was in operation and parents were aware of who their child’s key worker was. Parents we spoke with thought the staff at Little Reivers were all caring.

The child protection policy included key information and staff spoke with good knowledge and an understanding of their role in the protection of children. The policy was shared with parents and carers. The service followed local authority child protection procedures. Staff had completed child protection training. Staff had received first aid training.

Little Reivers provided snacks for children with parents providing packed meals. Snacks were found to be varied and healthy. Children who had allergies or special dietary requirements were catered for.

The nursery took part in the National Tooth Brushing Programme. A dental hygienist visited the nursery on a regular basis and provided guidance and resources.

Staff told us that they liked to get outside for a walk or play daily, weather permitting. The nursery diary, planning sheets and photographs evidenced this. Children were taken to local parks, walks to look at horses or duck pond. The majority of our questionnaires indicated that parents thought their child regularly got fresh air and energetic physical play. Staff were aware of the benefits to children of giving them fresh air and outdoor exercise. Physical boxes had been developed for outdoor use.

Accidents and incidents were recorded and signed for by parents. Prescribed medication was appropriately stored and administrations recorded.
**Areas for improvement**

Generally we found hygiene practice to be good but we did find inconsistencies. Staff did not always wash their hands after wiping children’s noses. Staff did not always clean children’s hands after they had their nappy changed. (see requirement 1)

Waste disposal bins in the nursery did not all have pedals bin and hence this caused an infection control risk as staff and children had to lift or touch bins lids to use. (see recommendation 1)

The nappies in nappy changing areas were not stored in a covered manner. Best practice states that nappies should be covered to minimise the risk of the spread of infection. (see recommendation 2)

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

**Number of requirements:** 1

**Number of recommendations:** 2

**Requirements**

1. The provider should ensure that hygiene practice within the nursery is consistent with current best practice guidelines and legislation.

   This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 210 4. (1)(a) A provider must make proper provision for the health, welfare and safety of service users. This requirement also takes into account the National Care Standards for Early Education and Childcare up to the age of 16. Timescale for implementation: Within two weeks of the publication date of this report.

**Recommendations**

1. It is recommended that the waste disposal bin be changed to a pedal bin to save children from having to lift the lid. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - A Safe Environment

2. It is recommended that nappies are stored in an airtight manner. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - A Safe Environment
Statement 5
We respond to service users’ care and support needs using person centered values.

Service strengths
Little Reivers Childcare provided very good evidence on how they met this Quality Statement.

Personal Learning Plans were in place for children between the age of three and five years. These contained information relating to their development and learning. They also contained photographs, staff observations and samples of art work. Profiles were in place for the younger children and these contained care routine information, progress information, art work and photographs.

A parent told us that Little Reivers had provided their child with an “excellent start in life” in all aspects of development”. A parent told us that they have been very happy with the support their child receives from staff in the nursery and how pleased they were with the progress that their child had made.

We found that children who may have individual support needs were being well cared for. Strong links had been developed with outside agencies to ensure that children were being given support and care appropriate to their needs.

Room planning was evaluated on a daily and weekly basis helping staff to ensure that the experiences for children met individual needs. Learning records informed planning for next steps in learning and highlighted opportunities to extend children’s experiences. The three to five room planning followed the Curriculum for Excellence and staff had worked hard to ensure that this was being followed and the outcomes for children were good.

Staff were aware of the Pre Birth to Three Guidance and some staff had attended training in this. Room planning for the younger children was guided by this. We saw that they developed treasure baskets.

Areas for improvement
In their self assessment the service told us that they were in the process of reviewing and implementing children’s personal learning plans. We saw the progress they had made with these and heard about the support being given to them by a Scottish Borders Council Support teacher.

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 the comments we made in Quality Statement 1.1 apply to this statement.

Areas for improvement
The areas identified for improvement in Quality Statement 1.1 also apply to this statement.

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
Little Reivers Childcare provided good evidence of how they met this Quality Statement.

We found that the nursery was bright, clean and well maintained. Maintenance records were in place for all equipment. Examples of children’s art and project work was displayed throughout. A secure entry system ensured children’s safety. Our questionnaires indicated that parents thought the service was safe and secure. Parents told us that they thought the nursery was a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

We saw that the playrooms were well laid out for children so they could move around and make their choice of toys and activities. Parents confirmed that there was enough space for the children to play and get involved in a range of activities. Furniture, equipment and resources were suitable for the children attending.

Cleaning of resources and equipment was appropriate to ensure the risk of the spread of infections were minimised. We saw cleaning records in the kitchen, bathroom, sleep room and playrooms. A nursery cleaner is employed on a daily basis.

Risk assessments were undertaken. Systems were in place for recording and reviewing these regularly.

Emergency procedures were in place and fire drills were carried out and recorded.

A Foods Hygiene pass certificate was dated December 2011. The service followed Cook Safe guidance when monitoring fridge temperatures and reheated food temperatures.

Areas for improvement
Although we saw cleaning records for the toilet and nappy changing areas, we found that these were not being kept up to date. (see recommendation 1)

Risk assessments were in place for most aspects of the nursery, however, there were none specifically for each playrooms. These should be in place to ensure the safety of all children who use the playrooms and specifically identifying safety requirements for children who may have additional support needs. (see recommendation 2)
Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. It is recommended that all cleaning records be completed and kept up to date. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - A Safe Environment.

2. It is recommended that risk assessments are put in place for each playroom. These should be displayed in the playroom and reviewed when any changes are made. 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: 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 the comments we made in Quality Statement 1.1 apply to this statement.

Areas for improvement
The areas identified for improvement in Quality Statement 1.1 also apply to this statement.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0
Number of requirements: 0
Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
Little Reivers Childcare provided good evidence of how they met this Quality Statement.

Policies and procedures in relation to staff recruitment were in place. An induction procedure for new staff was in place.

The provider and staff were appropriately qualified for their role or working toward an appropriate qualification. A staff training programme had been drawn up.

We found that staff were motivated and keen to deliver a good service. We observed that they took pride in their work. They worked well as a team.

Staff were registered with the SSSC.

Records of staff training were maintained and a plan kept in each staff file. Appraisal records were kept in staff files.

Parents told us that they were confident that there was always enough staff to provide a good quality of care for their child.

Areas for improvement
In their self assessment the service told us that they could provide more in house training to cover more of the guidelines and legislation. The also told us that management could encourage and inform staff that they did not have to wait for a supervisory session or appraisal to approach or inform them of any issues or concerns that they may have.

Although we found that staff were skilled at what they did they were always aware of current best practice guidance.
(see recommendation 1)
Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that systems are put in place to ensure staff are kept up to date with current best practice.
   National Care Standards for Early Education and Childcare up to the age of 16.
   Standard 12 - Confidence in Staff
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 the comments we made in Quality Statement 1.1 apply to this statement.

Areas for improvement
The areas identified for improvement in Quality Statement 1.1 also apply to this statement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide.

Service strengths
We found good evidence of how Little Reivers Childcare met this Quality Statement.

Staff held a short evaluation when reviewing their planning for each playroom. This was further evaluated in more detail at staff meetings. Evaluations covered all aspects of service provision. We saw agendas and minutes of staff meetings which confirmed this. Management drew up monthly reports and monthly performance meetings were held with Seton Care.

Curriculum for Excellence was used to measure Little Reiver’s performance in relation to children’s progress. A teacher from Scottish Borders Council supported the nursery with this.

Complaints and confidentiality policies were in place. If parents or carers wished to raise any concerns these informed them of how they could do this in confidence. They also informed them of whom they could contact should they choose not to raise concerns directly with the service. We saw that there was an open door policy in place.

Staff were involved in the service’s self assessment which was submitted to ourselves.

Areas for improvement
In their self assessment the service told us that they would continue to think of new ways to gain the views of staff, carers and service users. They also told us that they would be implementing the self evaluation tool ‘Child at the Centre Two’.

We agreed with these areas for development as the Child at the Centre tool is a useful tool for staff to reflect on the service they provide.

We saw that management spent most of the day in the playrooms with staff and children and that they constantly observed what was happening within the rooms. However, we found that no formal monitoring systems were in place. The benefits of this would be to ensure that the services policies and procedures were being followed at all times.
(see recommendation 1)
Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that management put a formal monitoring system in place. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - A 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
Public Liability Insurance was in place through BRIT Insurance with a renewal date of 31/3/13.

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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<th>Quality</th>
<th>Grade</th>
<th>Details</th>
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<tr>
<td>Quality of Care and Support</td>
<td>4 - Good</td>
<td>Statement 1: 5 - Very Good, Statement 3: 4 - Good, Statement 5: 5 - Very Good</td>
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<tr>
<td>Quality of Environment</td>
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<td>Statement 1: 5 - Very Good, Statement 2: 4 - Good</td>
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<tr>
<td>Quality of Staffing</td>
<td>4 - Good</td>
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<tr>
<td>Quality of Management and Leadership</td>
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## 6 Inspection and grading history

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<th>Environment</th>
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<td>Not Assessed</td>
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<td>Unannounced</td>
<td>5 - Very Good</td>
<td>5 - Very Good</td>
<td>4 - Good</td>
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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
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