Bonnyrigg After School Club
Day Care of Children
Bonnyrigg Primary School
1 Cockpen Road
Bonnyrigg
EH19 3HR
Telephone: 0131 6637181

Inspected by: Nancy Wyse
Type of inspection: Unannounced
Inspection completed on: 25 May 2012
Contents

Service provided by:
Bonnyrigg After School Club

Service provider number:
SP2003002903

Care service number:
CS2003011999

Contact details for the inspector who inspected this service:
Nancy Wyse
Telephone 0131 653 4100
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

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<td>Quality of Management and Leadership</td>
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What the service does well
We feel that the management and staff are committed to providing families with a high quality service.
The After School Club provides a warm, welcoming and flexible service to families. The club has developed positive relationships with parents, carers and children. The club has continued to consult families in developing the service. The management continues to review the service and operate to National Care Standards, legislation and best practice.

What the service could do better
The club should take action to meet recommendations made at this inspection. The club should continue to develop their existing good practice.

What the service has done since the last inspection
The club has continued to develop new policies and procedures to support their service.
The club has followed the new legislation to include personal plans for each child and to review these on a six monthly basis. The staff have informed parents and developed a specific form to record this information.
The staff have attended training relevant to their work in the service.
The club has taken action to meet the 1 requirement and the 3 recommendations made at this inspection. The club has developed positive relationships with parents, carers and children.

Conclusion
We felt that the management and staff were committed to providing families with a high quality service.
The After School Club provides a warm, welcoming and flexible service to families. The club has developed positive relationships with parents, carers and children.
The club continues to consult families in developing the service.
The management continues to review the service and operate to the National Care Standards, legislation and best practice.

Who did this inspection
Nancy Wyse
1 About the service we inspected

Bonnyrigg After School Club is registered to care for a maximum of 70 children aged from primary school age to 15 years of whom no more than 40 may be under 8 years.

The service operates a breakfast club Monday to Friday between the hours of 7.00am and 9:00am during term time. After School Cub Monday to Thursday from 2:50pm to 7:00pm and Friday 12:15pm to 7:00pm during term time and holiday club 7:00am to 7:00pm within the community wing of Bonnyrigg Primary School.

During the inspection there were 42 children present.

The Aims and Objectives of the service included:
“Provide affordable, quality care for children whose parents wish to return to work or study
Operate responsibly and safety and implement registration procedures
Offer a programme which is exciting, stimulating and responsive to children’s needs
Offer a provision for children to spend their time quietly, if they wish, in reading or doing homework
Offer a non-sexist and non-racist environment
Encourage healthy eating habits by providing healthy snacks etc.”

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 5 - Very Good**
**Quality of Staffing - Grade 5 - Very 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
We wrote this report after an unannounced inspection that took place between the hours of 12:30 and 6:00 pm on Friday 11 May and a second visit which took place between the hours of 12:00 and 15:00 on Monday 14 May 2012 by Social Care and Social Work Improvement Scotland, Inspector Nancy Wyse.

We gave feedback to the manager and senior play worker on Thursday 24 May 2012.

As requested by us, the service sent us an annual return. They also sent us their completed self assessment document. The document identified areas of strengths and areas for further development.

We sent twenty four care standard questionnaires to the service to give to parents who used the service. Fourteen completed questionnaires were returned to us before the inspection took place.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, children’s records and other documentation These included:

* Certificate of Registration
* Certificate of Public Liability Insurance
* The service most recent annual return and self assessment
* Samples of activity planning
* Newsletters
* Minutes of meetings
* Relevant policies and procedures
* Training plans
* Staff files
* Observation of the after school club environment both indoors and outdoors
* Observation of resources and play experiences available.
* Observation of interaction between staff and the children
* Discussion with the manger, senior play workers and staff
* Conversation with some parents and carers

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* Conversation with some children
* This information was taken into account during the inspection process and reported on.

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 requirements we made at our last inspection

The requirement
There was evidence that the service’s recruitment and vetting procedures did contain information with regards to seeking two references for candidates one which is from the immediate previous employer. We looked at staff files and found evidence to show that not all files contained two references one of which was from the immediate previous employer.

It is required that the management committee seeks two references for each employee one of which is from a previous employer this is in order to comply with: SSI 2202/113 Regulation 13 and SSI 2002/114 Regulation 9 (1) Fitness of employees

What the service did to meet the requirement
We found that the service’s recruitment and vetting procedures had been updated to include information with regards to seeking two references for candidates one which is from the immediate previous employer. We looked at staff files and found evidence to show that our sampled files did contain two references one of which was from the immediate previous employer.

The requirement is: Met

What the service has done to meet any recommendations we made at our last inspection
We found the service had met the three recommendations from the previous 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. The Care Inspectorate received a completed self assessment document from the service provider. The document identified areas of strengths and areas for further development.

Taking the views of people using the care service into account

During the inspection children aged 5 to 12 years old were present. The children were happy to speak with us. Children’s comments included:

“\begin{quote}
I quite like it; it has improved a lot since the club moved into the new school. We have computers and the internet and a new TV unit since Monday. I really like it. We have a new car mat and a new wall display in the book corner. We go to the playground and sometimes the park. We get to use the expressive arts room and the gym hall. We play on the wall bars and use the sports equipment. The club is fun and good. 

The club is fun, we play on the wall bars and arts and crafts. Sometime it’s a bit boring because we do the same things all the time. It would be better if we had more equipment and a 3 D TV. Sometimes it can be good fun when we do things that involve everybody. Like the talent show.

The play workers look after us well. If we have any worries we put them up on the board and the play workers try to make it better.

The play workers keep us safe and discuss things with us. The play workers are good they communicate loads with us. They help us with our activities. Sometimes you have to sit in the chair for 5 minutes if you have done something or you have been cheeky. It is right to take your punishment.

I feel the staff are really to protective because we can only do certain things and we are told to only build with the building blocks up to our chest”.
\end{quote}

Some of the children told us the play workers were fun, amusing, joyful, cool, nice, supportive and important.

The children also told us every Friday they were able to make something for snack for example cakes and pizza. They also told us they had crisps or biscuits and fruit for snack. Fruit included orange, banana, melon, grapes and mango.

Taking carers’ views into account

Before the inspection took place we sent out twenty four care standards satisfaction questionnaires to the service to give to parents, carers, guardians, relatives, friends
and advocates. Fourteen questionnaires were returned to us. Eleven parents strongly agreed and three agreed with the statement "Overall, I am happy with the quality of care my child receives in this service".

Parents comments:
"My child would love to attend the After School Club seven days a week. My child thoroughly enjoys their time spent at the Breakfast Club, After School Club and the Holiday Play Scheme. The staff are all very friendly and approachable. Whether they are aware of it or not they are fulfilling what is required of them under the GIRFEC Charter and deserve praised for this.

The staff provide a caring friendly, environment and offer lots of activities for the children each day. I feel safe knowing that my child is being well cared for while I am at work.

Fantastic service, staff are very helpful and approachable. They have a great rapport with children, fair and consistent.

The staff are always pleasant, approachable and professional. They will always listen to you if you have any problems or queries regarding any situation and will ask on your behalf if they are unsure of an answer. Both of my children have attended this After School Club and have always been respected as individuals and treated fairly by all the staff.

My children love attending both the breakfast club and After School Club and don’t seem to ever want to leave. The staff are fantastic and know my children extremely well even my younger two who do not attend as they are only in nursery. The staff always make a point if speaking to both me and my husband and it is a service we would struggle without.

Whilst most staff are obviously keen and interested in the children, they often pass comment on how "tired", "fed up", "dying to get home" in general chat. Sometime some staff members will openly and rather loudly exclaim a general situation involving my child and it should be done more quiet without bringing attention to my child as it can be embarrassing. Otherwise they are a great bunch of people.

Bonnyrigg After School Club is well managed. Anne’s door is an "open door" and she swiftly deals with any queries or matters. Equally Trisha McLean has a great way with the children."
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
The club provided very good examples of how they met this Quality Statement.

The club had developed a number of ways of gaining the views of parents and children and keeping them informed they included the following:

- Newsletters
- Questionnaires
- Effective use of notice boards
- Informal meetings
- Consultation meetings
- Management committee meetings
- Fundraising events
- Daily observation and discussion with children
- Friday start up where the children discuss the activities they would like to do

A Parental Involvement policy was in place to support partnership working.

We viewed samples of completed questionnaires which were used to gain feedback about the club these included children’s questionnaires.

The parents’ notice board gave relevant information with regards to the services Certificate of Registration, Aims and Objectives, Policies and Procedures. In addition, there was community information and events displayed.

The After School Club published regular informative newsletters these included information on upcoming events including fundraising, activities, and committee meetings. In addition, they were used to ask parents and carers to chat to their child about any ideas they had to improve the service.
On the day of the inspection we saw staff talking to parents informally and updating them on their child’s care. We could see the relationships with parents and carers were positive.

Parents confirmed an open door system was in place to allow them to discuss their child’s care needs, any issues or concerns they may have.

A Child Participation policy was in place. The policy stated that “Children should have a view on the programme of activities within their club.”

During our visit we observed the Friday start up discussion time. The manager of the club gathered the children together to discuss the activities they would like to be involved in. Children suggested, hamma beads, Gods eyes and a talent show, ‘Bonnyriggs Got Talent’. These were made available for the children.

We found the staff responded well in supporting the children with their chosen activities. For example the children had chosen to put on a talent show and we found they were encouraged to use their own ideas to put on the show.

Children had been consulted about the clubs new Logo. Children’s comments included:

“I like it it’s cool.
I like it because it is catchy, it’s different but I would make it brighter.
I don’t really like the background but I like the shape of it.
It’s exciting and colourful.”

**Areas for improvement**
The After School Club should continue to use feedback given by families to improve the quality of care and support provided.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

**Statement 3**
We ensure that service user’s health and wellbeing needs are met.

**Service strengths**
The service had very good systems in place to ensure the health and wellbeing of the children attending.

Registration procedures were in place to support children and their families into the service. A registration booklet was given to parents and carers during the registration process. The booklet contained information with regards to the services Child
Protection and Complaints procedures. Parents were asked to complete information with regards to their child’s medical information, GP, allergies and dietary requirements before their child took up a place in the club.

Children’s personal plans had recently been developed and information on children’s care needs was being recorded. Each child had a file to gather relevant information with regards to each child’s personal care and support needs. We viewed a sample of children’s individual care plans.

The snack menu was displayed in the club. Children told us the club had participated in a health week and they had made healthy popcorn. We observed the children making their own pizzas for snack.

Procedures were in place to administer medication to children. These included gaining permission from parents or carers. In addition, accidents and incidents procedures were in place.

We saw a range of policies were in place to support this quality statement. These included: Administration of Medication, Health and Safety, Infection Control, Food Hygiene and Risks Assessment.

We found children had access to a quiet area to allow them to rest. In addition children have access to the outdoor play area and use of a local park.

We found risk assessments checklists were in place for the club’s play areas, play equipment, toilets, door access points, bus journeys and for outings. We found staff were aware of health and safety around the club. We observed staff reminding children of safety issues in the dining area.

We found friendships were being encouraged by staff and children were helping and supporting each other with activities. This was clearly observed in watching children practice for their talent show.

Areas for improvement

We observed staff encouraging the children to wash their hands however we saw that some children did not wash their hands before snack. Children also confirmed they did not always wash their hands.

We made a recommendation about this
See recommendation 1

We observed children being offered crisps, biscuits and fruit for their early snack. The majority of children chose crisps and biscuits and the fruit was left. In addition results of the parent’s questionnaires from the Summer Play scheme showed that some parents wanted the unhealthy snack replaced with more healthy options.
We made a recommendation about this
See recommendation 2

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. It is recommended that the staff monitor children to ensure all children wash their hands before snack.
   National Care Standards Early Education and Childcare up to the age of 16 Standard: 3 Health and wellbeing.

2. It is recommended that the provider reviews the snack routine and the snacks offered to the children to encourage healthy options.
   National Care Standards 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: 5 - Very Good

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

Service strengths
The information contained in Quality Statement 1.1 applies to this Quality Statement.

The service provided very good examples of how they met this Quality statement.

Before they decided to take up a place in the service families were shown around all of the parts of the building used by children. There was an opportunity to express views on the environment through discussion, and committee meetings.

Ongoing fundraising events which involved parents, carers, children and staff were held to buy more resources for the club. Children told us they had been consulted on resources they would like.

The clubs ‘Child Participation’ Policy outlined the need for staff to have discussions with the children to ask them for their ideas for topics and activities. It also outlined the need to provide children with opportunities to express their views.

We found the children and staff had been involved in work on; Children’s Rights and the Children’s Charter. Displays showed comments children had made: "I have the right to be good, relax, and smile, not to be bullied and to be happy". Parents had been informed of this work through the clubs newsletters and they had been asked to tell their child to inform the play workers of any difficulty they may be having.

Areas for improvement
The After School Club should continue to use feedback given by families to improve the quality of the environment within the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2
We make sure that the environment is safe and service users are protected.
Service strengths
A secure buzzer entry system and CCTV facilities were in place. Clear procedures were being followed by visitors, staff and families using the service in signing in and out of the club.

On the day of our visit we found all areas used by the children to be clean and well maintained. This included children’s toilet facilities. Toilet checks were in place. The club was bright, warm and had attractive displays of children’s art and topic work.

We viewed the club’s recent risk assessment of the building and daily safety checklists. Staff confirmed they reported any maintenance issues to the caretaker and he kept maintenance records.

The club made good use of a range of rooms available within the school and community wing. These included two community rooms, a computer/technology room, expressive art room, games room and dining area. The playrooms provided well organised space with a good range of resources and play experiences available to provide challenge for the children.

We found children made good use of the computer and technology room. An internet policy and rules for web safety were on display and children’s access to the web was supervised by adults at all times.

The parent’s welcome board at the entrance to the playroom contained relevant up to date information for parents and carers. Information included staff photos and rotas, the services operational and action plans, the report for the recent Annual General meeting and the monthly programme.

Areas for improvement
We found there were no written cleaning records in place for the cleaning of toys and equipment.
We made a recommendation about this
See recommendation 1

Although staff were aware of the procedures to report any maintenance issues they did not keep any records of issues being passed to the caretaker.
We made a recommendation about this
See recommendation 2

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 2
Recommendations

1. It is recommended that the provider ensures written records are kept when toys and equipment are cleaned.
   National Care Standards Early Education and Childcare up to the age of 16
   Standard: 2 A safe environment

2. It is recommended that the provider ensures written records of maintenance issues raised with the caretaker are kept to ensure they are appropriate and action is taken within a reasonable timescale.
   National Care Standards 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:  5 - Very Good

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

**Service strengths**
The service provided very good examples of how they met this Quality statement.

The information contained in Quality Statement 1.1 and 2.1 applies to this Quality Statement.

The management committee were involved in the interviewing panels during the recruitment of new staff. The clubs recruitment policies and procedures were easily accessible for all parents and carers to view.

Parents and carers were kept up to date with staff training through the clubs newsletters and the managers AGM report.

**Areas for improvement**
The After School Club should continue to use feedback given by families to improve the quality of the staffing within the service.

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**
The manager told us that the staff were kept informed about new legislation and best practice guidance through discussion and presentations during staff meetings.

We found most staff were qualified and the others were working towards gaining qualifications. The manager and senior play worker were registered with the Scottish Social Services Council. The services Codes of Practice were displayed within the club for parents and staff to view.
Staff confirmed they had received First Aid, Child Protection and Infection Control/Food Hygiene training. Staff told us that training opportunities in the club were good. We found recent in service training had included: Risk Assessment and Infection Control. A staff qualifications audit, learning and development policy and training programme were in place. We viewed some staff files and found their training records and personal development plans were contained within their file.

We saw samples of records which identified the calendar dates for in-service training and staff meetings. Staff told us they were responsible for knowing when training was taking place.

We found the following policies were in place to support this Quality Statement; Staff Recruitment and Vetting, Confidentiality, Whistle Blowing, Equal Opportunities and Child Protection. These were contained within the club’s policy and procedures booklet. We found the staff induction procedures had recently been reviewed.

A clear staff structure had recently been developed and staff were clear about their roles in the club. Staff confirmed that regular staff and senior staff meetings took place. Staff told us the management were approachable and that they felt they were supported and valued.

The manager confirmed the service had retained a few long serving staff who were based within the main club and two sister clubs. Staff were provided with the opportunity to complete an exit questionnaire when they left the club.

**Areas for improvement**
The club should continue to develop their current good practice.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
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
The service provided very good examples of how they met this Quality statement.

The information contained in Quality Statement 1.1, 2.1 and 3.1 applies to this Quality Statement.

The Parent Involvement policy outlined the need for parents to be informed of the clubs Management Committee and given the opportunity to join. It also outlined the need for parents to understand the need for their input to ensure a better service. We found newsletters were informing parents and carers of the dates committee meetings were to be held.

Parents and carers were actively involved in the management committee. Regular meetings were held to discuss the direction of the service. The manger confirmed she and her senior worker attended these meetings to give updates on the service and that they received continued support from the Committee.

The manager allocated time for weekly consultation on a Tuesday evening. These consultation evenings allowed parents to drop into the club to discuss any issues or improvements that they wished the manager to take to future committee meetings.

Senior staff meetings were held to support the overall management of the service including management of the two sister clubs. The sister clubs operates from Lasswade Waverley Pavilion and Poltonhall Community Centre.

The services questionnaires gave parents and carers the opportunity to make comment on the management and leadership of the club.

The club had established good relationships with the head teacher of Bonnyrigg Primary School. They club were involved in an ‘Open Day’ in October 2011 along with the school and community centre. The Head Teacher came to visit the club and chat with us visit during our inspection.

The manager confirmed one of the long term committee members had been involved in the completion of the clubs self assessment document.
Areas for improvement
The After School Club should continue to use feedback given by families to improve the quality of the management and leadership of the service.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0

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

Service strengths
The service had clear Aims and Objectives and these were displayed on the parents’ information board and contained within the services Registration Pack and Staff Handbook.

The staff had been involved in developing the services ‘Vision Statement’ and ‘Operational Framework’.

Operational and Business plans were in place to support the future delivery and improvement of the service. In addition, a Quality Assurance audit had been developed and contained information regarding how the management committee, management, staffing and children had been involved in the consultation and evaluation process for the service. Staff appraisals formed part of the services quality assurance.

An annual AGM and regular committee meetings took place and minutes were recorded.

Through observation and discussion with staff and children it was evident that their views were valued and formed part of the evaluation process. For example in January 2012 the children had written and presented the management committee with a report for the Annual General Meeting. The report included the activities and toys the children enjoyed. It also contained information on the activities, toys and trips they would like to have and take part in.

The club were affiliated to Youth Scotland.

Areas for improvement
The club had added some additional policies to their policy booklet these included: an Internet Safety policy. However we found that many of the clubs policies had not been updates since 2006. We made a recommendation about this.
See recommendation 1
There was no evidence to show how playroom or staff practice within the club was being audited.
We made a recommendation about this.
See recommendation 2

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

**Number of requirements:** 0

**Number of recommendations:** 2

**Recommendations**

1. It is recommended that the club's policies and procedures should be reviewed
   National Care Standards early education and childcare up to the age of 16 Standard 14 Well-managed service.

2. It is recommended that the provider should keep evidence to show how staff practice in the playrooms is being audited and written records should be kept.
   National Care Standards 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

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<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<td>Environment 5 - Very 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.
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