

Care service inspection report

Angela Elizabeth Nursery

Day Care of Children

The School House

Bonnington Road

Wilkieston

Kirknewton

EH27 8BD

Telephone: 0131 333 1949

Inspected by: Lesley Baxter

Type of inspection: Unannounced

Inspection completed on: 18 July 2012



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Service provided by:

Angela Elizabeth Nursery

Service provider number:

SP2003002926

Care service number:

CS2003012029

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Summary

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

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

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	4	Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

The managers and staff at Angela Elizabeth Nursery work well together to ensure a service which meets the needs of the children in their care. The systems in place for gathering the views of the children and their parents were of a high quality and promoted a good relationship with the families who use the service.

What the service could do better

The rooms used for providing care to the youngest children could be improved. This is something that is ongoing and currently being addressed by the provider. The nappy changing routine could be improved to ensure staff follow latest guidance.

What the service has done since the last inspection

Since the last inspection the service had reviewed and updated the policies and procedures in place. The service had continued to assess and improve the planning system to take into account current guidance and best practice.

Conclusion

The managers and staff at Angela Elizabeth Nursery are caring and provide a service which strives to meet the needs and interests of the individual children. Staff are motivated and demonstrate skills and knowledge which enable them to provide experiences which are supportive of the children's learning and development.

Who did this inspection

Lesley Baxter

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Angela Elizabeth Nursery is registered to provide a care service to a maximum of 41 children aged 3 months to 5 years of whom no more than 9 children shall be aged 3 months to 2 years, 5 children aged 15 months to 2 and a half years or 27 children aged 2 to 5 years.

The service is registered to operate between the hours of 7:30am to 6:00pm Monday to Friday.

On the day of the inspection 24 children, eight staff, and two deputy managers were present. The service is located in a Victorian building in the village of Wilkieston. The building consists of three playrooms, an enclosed outside play area, children's toilets, nappy changing areas and a kitchen

The written aims and objectives of the service included the following statement: 'To ensure a high standard of warm and consistent care at all times in a safe, happy and secure environment which allows parents to leave their child in the knowledge that they will be well cared for'.

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 5 - Very 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.careinspectorate.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 9:50am and 4:00 pm on 10 July 2012. A second visit was made on 18 July 2012 to give feedback to the manager and deputy manager. The inspection was carried out by Care Inspectorate, Inspector Lesley Baxter.

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

We issued 14 questionnaires to parents of children who attend the service. Ten completed questionnaires were returned to us before the inspection.

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

- observing the children
- observing how staff work
- evidence from the service's most recent self assessment
- development plans for the children who use the service
- records of planning
- staff training records
- health and safety records
- accident and incident records
- questionnaires that had been requested, filled in and returned to the care service from people who use the service and staff members
- discussions with various people, including: parents of the children, the children, staff, manager and deputy manager
- examining equipment and the environment

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

We made one recommendation at the last inspection. The service had taken appropriate action to meet the recommendation.

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 fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each heading that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they had planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

The children were happy, relaxed and confidently chatted to staff and each other. The children approached the inspector and chatted about their day and what they liked doing at nursery, this included dressing up, painting, playing with lego and in the garden.

Two children aged three years were showing us the trucks they had made. The children were very proud of their work and confidently chatted to the inspector.

Some of the children told us about the snacks they have at nursery. The children described healthy options, for example one child age four years stated "We have mango at nursery" another child aged two years told us "olives"

Taking carers' views into account

We received the following written comments from parents whose children attend the service:

'I have two children placed with this service. Staff allowed plenty of time to let each child settle in. Both children are happy and secure and enjoy time spent with staff and other children. Activities for the pre-schoolers are great including swimming lessons, nature walks and visits to the fire station. I am very happy overall with the care of both my children'.

'Very good two way dialogue, any issues raised are dealt with promptly, staff are very friendly and welcoming, have recommended nursery to several friends'.

'I trust the staff to look after my child and encourage her in everything she learns'.

'The nursery has provided an excellent environment for both children who have attended. The staffing provide an extremely happy and stable environment and provide an excellent level of care'.

In the returned questionnaires all ten parents strongly agreed they were happy with the quality of care their child received in the service. More views of the parents can be found throughout the body of this report.

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: 5 - Very 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 found this service was performing well in the areas covered by this statement. We concluded this after we spoke to the managers and staff, looked at information shared with families, sampled children's files and considered parent responses to our questionnaires. We also assessed the opportunities given to the parents and children to express their views.

Parents and children had been given very good opportunities to become involved in assessing the care and support provided. This included daily chats, questionnaires, parent's evenings, suggestion folders and 'come and play sessions'. These methods encouraged families to make comments and suggestions.

We saw evidence to show how parents suggestions had been taken into account and improvements had been made as a result of these suggestions. Families were given very good feedback on the response to questionnaires and other comments and suggestions made.

The methods in place for gathering and sharing information with parents about the service were good, notice areas were effectively used and included details about the nursery, events in the local community, staffing, policies and procedures, daily activities and planning. Professional documents used by staff were also on display to keep parents informed of up to date guidance and best practice. These included 'Getting It Right For Every Child', the relevant National Care Standards' and 'Pre Birth to Three'. These professional documents had been provided by the Scottish Government.

In the returned questionnaires nine parents strongly agreed and one agreed that they were kept informed about what was happening in the service.

When children started the nursery they experienced a very good settling in process. This time was used well to gather information about the children's specific care needs, daily routines and personalities. We found staff kept good records of the information gathered. This helped staff to plan a daily programme which meets the children's individual needs and interests.

Parents were kept informed about their child's experiences within the service through daily chats, diaries, summary assessment sheets, children's profiles and individual 'memory books'. These ensured families were kept up to date about their child's time in the service and enabled them to make comments. A key worker system was in place. This good practice gave families a named person in the service who they could speak to about their child's care and specific needs.

Planning records evidenced that parents and children had a very good influence on the daily planning. Observations of the children and comments made by the children and their parents were recorded and used to develop daily activities. Staff also involved the children in evaluating the activities and used their views when future planning.

In the returned questionnaires one parent strongly agreed and nine agreed that they had received clear information about the service and that they and their child were able to visit the service before their child started.

Areas for improvement

The nursery should continue to maintain and build on the very good practice currently in place relevant to this statement.

We discussed the questionnaires given to parents to gather their views on the service. These questionnaires should be reviewed and updated to encourage parents to write more comments.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

We found this service was performing well in the areas covered by this statement. We concluded this after we spoke to the managers and staff, reviewed planning records, the stated aims of the service and chatted to the children.

The stated aims of the nursery reflected the intentions of the service. This helped to ensure the well being of the children and meant parents knew what to expect from the service.

Children's files contained the relevant information needed in the event of an emergency. This meant staff knew who to contact and gave parents assurance that staff would follow appropriate procedures.

The service kept very good records of the children's individual learning and development progress. This included achievements and identifying possible development goals. Staff maintained these records and updated them when appropriate. Staff used these records to develop daily plans and provide activities which supported the children's learning and development. Parents had a good input in their child's development file. This helped staff to develop a good knowledge and understanding of the children.

The planning records looked at, reflected a service which took into account the needs of the children, best practice and a desire to support and promote the children's development and individual interests.

Staff demonstrated a very good knowledge of the appropriate procedures to follow in the event of a child protection concern. This meant they could take appropriate action when needed to ensure the wellbeing of the children.

Outside and energetic play was included in the daily planning. This helped to promote the children's health and wellbeing. The parents who returned our questionnaires confirmed their child had access to regular fresh air and physical play. Some of the babies slept outside at the request of the parents. Staff appropriately monitored the children and relevant records were kept

Planning records showed us that staff had introduced 'healthy eating' projects. This encouraged the children to learn about healthy eating and promoted a healthy lifestyle.

We found that the service had implemented a good routine to ensure the premises, toys and equipment were cleaned and maintained to an acceptable standard. Records were kept to evidence the cleaning to be done and what action had been taken. This

helped to control the spread of infection and ensure the health of the children.

We could see clear links to professional documents in the planning system and staff practice. This included 'Pre-Birth to Three', The relevant 'National Care Standards' and the 'Curriculum for Excellence'. This had a very positive impact on the children and ensured a service which met the needs of the individual children. All staff engaged in high quality interactions with the children which supported their learning and wellbeing.

Appropriate procedures were in place for recording accidents and incidents which happened in the service. This provided a good audit trail of accidents and incidents and provided good records to be used when evaluating the service.

In the returned questionnaires seven parents strongly agreed and two agreed that staff had worked with them and their child to develop an individual education and support programme for their child. Eight strongly agreed and one agreed that staff regularly assessed their child's learning and development and used this to plan their next steps. Nine parents strongly agreed and one agreed that staff share information about their child's learning and development with them and, where appropriate, their child.

Areas for improvement

Although nappies were stored in a specific area they were not contained in enclosed storage. This does not meet with latest guidance on infection control. The manager agreed to address this.

We saw one staff member change a child's nappy. The procedure followed could be improved to ensure the prevention of infection. The manager should ensure all staff are aware of latest guidance and the procedures to be followed.

Staff in the baby unit stored their personal belongings in cots used for sleeping children. This did promote the service's own procedure for ensuring good infection control by providing each child with their own bedding.

In the returned questionnaires one parent disagreed that staff had worked with them and their child to develop an individual education and support programme for the child. One parent did not know if staff regularly assessed their child's learning and development and used this to plan their next steps. Although we found the service was performing well in this area, they should consider these parents' responses and develop methods to ensure all parents are aware of the procedures followed.

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

We found the service was performing well in the areas covered by this statement. We concluded this after we spoke to the managers and staff. We also reviewed the opportunities given to families to make comments and suggestions about the environment and how they could become actively involved in the service. When grading this Statement we also took into account the evidence highlighted in Quality Theme 1: Statement 1.

Children had been involved in developing the 'nursery rules'. This promoted a positive environment and helped the children to form positive relationships. The parents who completed our questionnaires confirmed the service had a clear code of behaviour for the children and worked with the children to make sure they understood it. The parents also agreed staff encouraged their child to form positive relationships with other children.

Parents had been invited to visit the service to share their talents, skills and roles within the community. For example one parent was a fire fighter, this parent spent time in the service and provided the children with an interesting learning experience. This was a good activity for the children and meant the parent had an input into the experiences of the children within the service.

We saw staff encouraging the children to make choices about what activities they wanted to take part in. This included all playrooms. This good practice demonstrated staff were respectful and aware of the children present and meant children had influenced provisions and environment.

Children's artwork was attractively displayed throughout the service. This encouraged the children's self esteem and pride in their surroundings.

Areas for improvement

The service should continue to maintain and build on the good practice currently in place relevant 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

We found this service was performing well in the areas covered by this statement. We concluded this after we spoke to the managers and staff, reviewed safety policies, records and looked at the environment.

On the day of our visit the building was clean, warm, bright and well ventilated with no major defects. The layout of the playrooms and garden allowed the children to move freely with no obstructions. This helped to maintain a safe and stimulating environment and enabled the children to access the activities with ease.

The service had a secure doorbell entry system and a visitors procedure to ensure staff were aware of who was in the premises at all times. This helped to maintain the safety of the children.

Staff were aware of the procedures for reporting defects and broken equipment to the manager and appropriate records were kept. This helped to maintain a secure and safe environment.

Staff were aware of the procedures to follow in the event of an emergency evacuation. The procedure included an identified place of safety should they be unable to return to the premises. This helped to ensure the safety of the children and gave parents confidence that their child would be protected.

In the returned questionnaires eight parents strongly agreed and two agreed the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

Areas for improvement

The layout of the baby room meant babies were able to crawl on the floor next to one of the two entrance doors. On the day of the inspection it was raining which meant that area was wet and dirty. This did not prevent the spread of infection and was unpleasant for the babies. A recommendation was made. See recommendation 1.

The sink in the nappy changing area within the baby unit was old, slightly cracked and grubby around the taps. This did not promote a pleasant environment and was a risk to the spread of infection. A recommendation was met. See recommendation 2.

On the day of the inspection cleaning chemicals had been stored on a shelf within the toilets used by the older children. The children were not always supervised in this area. Although the shelf was high it still caused concern of being a potential hazard. Once highlighted, staff addressed this issue immediately. We acknowledge this was not usual practice within the service however we conclude this should be addressed

within the daily risk assessments.

Some staff within the service did not keep records of the risk assessments carried out. Although there were no concerns about the risk assessments followed, the manager should ensure all playrooms keep appropriate records of the assessments and any action taken. This will provide a good audit trail of assessments which can be used when evaluating the service.

The door on the cupboard above the nappy changing unit within the baby room was loose and in need of repair. This had been reported to the manager and plans were in place to address this. The manager should ensure this is fixed within an appropriate timescale to ensure the safety of the children.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The provider should review the lay out of the baby room and the use of the doors to ensure the babies are free to move in a clean and safe environment.
National Care Standards for Early Education and Childcare up to the age of 16.
Standard 2.4: A safe environment.
2. The provider should take measures to ensure the sink in the nappy changing area within the baby unit is clean and maintained to an acceptable standard.
National Care Standards for Early Education and Childcare up to the age of 16.
Standard 2.4: 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

We found the service was performing well in the areas covered by this statement. We concluded this after we spoke to the managers and staff. We also reviewed the opportunities given to families to make comments and suggestions. We took into account the evidence highlighted in Quality Theme 1: Statement 1 and Quality Theme 2: Statement 1 when grading this statement.

Staff photographs, information of their job title and the qualifications were displayed within the service. This enabled parents to see who was caring for their children and gave them assurance of the knowledge and skills staff had.

Regular news letters included a section about staffing. This gave families information about staff members' professional life, qualifications, training and also some detail about their personalities and interests. This helped families get to know staff members and gave a more personal feel to the service.

Staff training certificates were available in the service for parents to view. This gave parents assurance that staff were continuing to further their professional knowledge and enhance their skills to provide a service which meets the needs of the children.

The deputy manager told us that parents had been invited to join the interview and selection panel. Currently there was one parent on this panel, however there had been no staff recruited for some time.

Children's views on staffing were gathered through daily chats and observations.

In the returned questionnaires all ten parents strongly agreed they were confident that staff had the skills and experience to care for their child and support their learning and development. Nine strongly agreed and one agreed that they were confident there was always enough staff to provide a good quality of care. All ten parents strongly agreed their child appeared happy and confident with staff and all ten strongly agreed the staff treated their child fairly and with respect.

Areas for improvement

Children could be given more opportunities to be involved in assessing and improving the quality of staffing. We discussed a variety of ways this could be done and the managers agreed to consider developing this area of improvement.

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

We found this service was performing well in the areas covered by this statement. We concluded this after we spoke to the managers and staff and observed staff practice. We also looked at relevant records; including staff files and minutes of staff meetings.

The managers demonstrated a strong desire to promote staff development to ensure confidence in staff and promote continuous improvement to the service. This helped to maintain a caring service which meets the individual needs of children.

Staff were very enthusiastic and told us they had been given good opportunities to suggest and attend training courses. Most of the staff had worked in the service for a long time, they told us they had very good input into the daily life of the room they worked in, and the whole nursery.

There were very good opportunities for staff to assess their work individually and as a team. Staff were encouraged to identify their strengths and areas that could be improved. The managers also held regular meetings with staff to assess and discuss their work and the work of the service. Records of these meetings demonstrated staff were respected and their professional knowledge and development was encouraged.

The managers and staff kept good records of staff training received. This helped the managers to identify gaps in staff professional knowledge and develop the training plan to take into account the needs of staff, children and the service.

Staff had been given specific roles and responsibilities. This promoted a respectful environment where all staff were given opportunities to develop managerial skills and provide a quality service which meets the needs of the families who use it.

Staff demonstrated a very good knowledge and understanding of the professional documents used within the service. This was evident in staff practice visually, verbally and in the records looked at. These documents included:

- National Care Standards for Early Education and Childcare up to the age of 16
- Pre Birth to Three
- A Curriculum for Excellence
- Getting it Right for Every Child
- Scottish Social Services Councils, Codes of Practice

Staff were confident they would be able to identify and report poor practice and were aware of who to contact. This professionalism demonstrated staff commitment to their roles in protecting the children and ensuring their overall wellbeing.

Staff confirmed they had experienced a very good induction process. They told us the process was well organised and this helped them to easily settle into their role within the service.

Areas for improvement

The service should continue to maintain and build on the very good practice relevant to this statement currently in place.

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: 5 - Very 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

We found the service was performing well in the area covered by this Quality Statement. We concluded this after we spoke to the managers and staff. We also reviewed the opportunities given to families to make comments and suggestions about the management and leadership. When grading this statement we also took into account the strengths highlighted in Quality Theme 1: Statement 1, Theme 2: Statement 1 and Theme 3: Statement 1.

The complaints policy and procedures were displayed for families to view. This meant families were aware of who to contact should they wish to raise a concern and also the process that would be followed to ensure their concern was dealt with effectively and in an appropriate time scale.

The service had maintained good communication with families to promote and encourage them to give their views of the service as whole, including the quality of management.

The development plan had included parents' responses to questionnaires and their general comments. The plan was shared with families and they were encouraged to express their views. This very good practice ensured parents could assess the future direction of the service and provisions for their children.

Thank you cards and letters were displayed throughout the service. This meant future parents could read this and it gave them opportunities to consider the quality of service they can expect for their child.

Areas for improvement

The service should continue to maintain and build on the very good practice relevant to this quality statement currently in place.

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 this service was performing well in the areas covered by this statement. We concluded this after we spoke to the managers and staff. We looked at minutes from staff and management meetings and records of consultations with families and other professionals within the community. We also took into account the strengths highlighted in Quality Themes 1, 2 and 3.

It was evident that the management and staff considered self assessment as a priority within the service, they demonstrated good skills in self evaluation and assessing and improving the service. The views of the people who use the service were routinely included in the evaluation process.

The service made use of 'Child at the Centre 2' a professional evaluation tool provided by the Scottish Government. Staff used this to evaluate their own practice and the practice of the whole service. The managers reviewed staff views and gave positive and effective feedback. There were clear links between the self evaluation and the annual development plan.

Other professionals who visited the service had been invited to comment on the views of the service provided. This included verbally and through formal questionnaires. We looked at the responses of the visiting French teacher, student placement assessor and a dental professional. All three had made positive comments. This good practice demonstrated the service's desire to continually improve and to provide a service which meets the needs of those using it.

Staff and parents had been involved in developing the self assessment form submitted to the Care Inspectorate. This showed the commitment of the managers in including all stakeholders and improving the service.

Staff and parents were given very good opportunities to assess the policies and procedures in place. The managers asked them to comment on a specific area each month. This enabled staff and parents to express their views and ensured a fair and open evaluation process.

The monitoring of staff member's work was embedded in the manager's practice. The deputies worked within the rooms and worked well with staff. Visual, verbal and formal assessments were made. This helped to identify good staff practice and specific training needs.

The managers demonstrated a very good understanding of their responsibility of reporting to the Scottish Social Services Council and the Care Inspectorate.

In the returned questionnaires all ten parents strongly agreed the service had involved them and their child in developing the service, for example asking for ideas and feedback.

Areas for improvement

The service should continue to maintain and build on the very good practice relevant to this statement currently in place.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

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

Enforcements

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

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings	
5 May 2010	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
30 Jul 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good
23 Oct 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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