Dalkeith After School Club
Day Care of Children
Woodburn Primary School
5 Cousland Road
Dalkeith
EH22 2PS

Inspected by: Isobel Reilly
Type of inspection: Unannounced
Inspection completed on: 20 September 2012
Contents

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Service provided by:
Dalkeith After School Club Association Committee

Service provider number:
SP2003002863

Care service number:
CS2003011924

Contact details for the inspector who inspected this service:
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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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>5</td>
<td>Very Good</td>
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<tr>
<td>Quality of Environment</td>
<td>4</td>
<td>Good</td>
</tr>
<tr>
<td>Quality of Staffing</td>
<td>5</td>
<td>Very Good</td>
</tr>
<tr>
<td>Quality of Management and Leadership</td>
<td>5</td>
<td>Very Good</td>
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What the service does well

The manager and staff at Dalkeith After School Club are committed to making sure that families have a range of opportunities to be involved in all aspects of the service. Staff know individual children well and are committed to ensuring they have a positive experience while attending the club.

What the service could do better

Staff should continue with their existing positive practice. The committee should ensure that action is taken on the recommendations in the report.

What the service has done since the last inspection

Since the last inspection took place staff have developed the service offered from the satellite at Kings Park Primary School. Staff training has continued to take place.

Conclusion

We found that Dalkeith After School Club provides a warm, caring and fun environment for children where their views and the views of their parents/carers are valued and acted on. The service could improve by focusing on the areas for development identified in the report.
Who did this inspection
Isobel Reilly
1 About the service we inspected

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

Daleth After School Club (DASC) is registered to provide a service from Woodburn Primary School and from Kings Park Primary School. The club provides a breakfast club and an after school club service. The Breakfast Club operates between 7.30am and 9.00am Monday to Friday. The After School Club operates from 2.pm - 6.00pm Monday to Thursday and 11.30am - 6.00pm on Fridays. On in service days and school holidays the service operates from 8.00am - 6.00pm.

A maximum of 30 children of primary school age may attend the Kings Park venue and a maximum of 45 children of primary school age and 1st and 2nd year high school pupils may attend the Woodburn venue.

There were 70 children on the register at the time of the inspection.

The Aims and Objectives of the club include the following:

“To provide:
A safe pleasant and stimulating environment for children while they are in the care of the club.
A challenging and exciting programme which will broaden the experience of the children involved.
Flexible and reliable care for children of working parents/carers or those returning to education or training.
To employ qualified/experienced staff and encourage staff to take part in further training opportunities and gain necessary qualifications in order to register with the Scottish Social Services Council.
To have regular contact with parents/carers and to encourage their involvement in the club”

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
The inspection was carried out by Isobel Reilly SCSWIS Inspector. We wrote this report after an announced inspection that took place on 7 and 10 September 2012. We visited the main club, the satellite club and the breakfast club.

We issued 30 Care Standards Questionnaires to the service to give to families before the inspection took place. Four of these were returned to us before the inspection took place.

During the inspection we gathered evidence from a number of sources including the relevant sections of policies, procedures, records and other documents including:
Certificate of registration
Certificate of insurance
Information from the self assessment and the annual return
Written information given to families
News letter
Photographs
Observation of the premises inside and in the outdoor play areas
Observation of the interaction between staff and children
Children’s folders
Registration Forms
Accident and incident records
Permission for activities
Conversation with some children
Discussion with the manager and staff.

Grading the service against quality themes and statements
We inspect and grade elements of care that we call ‘quality themes’. For example, one of the quality themes we might look at is ‘Quality of care and support’. Under each quality theme are ‘quality statements’ which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.
Details of what we found are in Section 3: The inspection

**Inspection Focus Areas (IFAs)**

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

**Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
The annual return
Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment
Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.
The service completed a self assessment document and returned it to us before the inspection of the service took place. The service had identified strengths and areas for future development. We were satisfied with the quality of the information we received and found that it reflected our findings on the day of the inspection.

Taking the views of people using the care service into account
During the inspection we spoke to some of the children attending the service at Woodburn Primary School and at Kings Park Primary School. All of the children were positive about staff describing them and fun, strict but fair and kind. Most of the children told us they enjoyed coming to the club to meet friends and to play with the toys and games. Some of the older children told us they sometimes got bored at the club and wished there was more to do. They said they would like more choice of music being played, more up to date electronic games.

Taking carers' views into account
Before the inspection took place we sent 30 Care Standards Questionnaires to the service to give to families using the service. Four of these were returned.

Three of the families who returned our questionnaires told us they strongly agreed with the statement "Overall I am happy with the quality of care my child receives in this service." One told us they agreed with the statement. The following individual comments were made:
" My child is very happy and likes the staff very much.
I have used Dalkeith After School Club since my children started school and I am very happy with the care and enjoyment they provide. I continue to recommend them to others.
Staff work hard often in trying circumstances to provide a great service."
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 that the service provided excellent evidence of how they met this Quality Statement.

Families were given a Welcome Pack explaining the service and giving information on some of the policies and procedures supporting the club.

The service was run by a management committee. The committee met together on a monthly basis and were responsible for the running of the club through the appointment of the manager and staff. Minutes of Committee meetings were available to parents and carers. All parents and carers were able to put themselves forward to join the committee and influence the development of the service.

A children’s committee which followed the same format as the management committee was in place. We found that children were given responsibility for setting their own agenda. We could see that consultation with children was meaningful and embedded into staff practice.

A “You asked we did.” board was in place. The board showed requests made by children and adults along with the action taken. For example a rug, new Lego and more dressing up clothes had been requested and obtained.

Notice boards gave information about events in the club and in the wider community. Key documents were displayed including the previous inspection report and information about staff qualifications and training taken part in.

Questionnaires had been developed for adults and for children. The questionnaires looked at aspects of the service including feeling welcomed and valued, the quality of the interaction between staff and children and meeting children’s needs.
Parents were asked to use a score from 1 - 6, 1 being unsatisfactory, 6 being excellent. We saw the results of the questionnaire sent to families. They showed that parents who completed them were happy with the overall quality of the service. Responses highlighted two areas where some parents gave a low score. They related to their awareness of new legislation and clubs involvement in the community. The manager produced detailed written evidence in response to both these areas.

Children’s questionnaires included “Do you enjoy the club, Have you seen all of our new equipment and Can you think of any trips DASC could go on.” These results had also been collated and were used to inform the programme of activities.

The club was committed to participation and appropriate policies were in place. The children’s Participation Policy stated “Dalkeith After School Club support the view that children and young people should be treated with dignity and respect at all times and should be enabled to reach their potential.” Throughout all of the sessions that we observed in both the main club and the satellite we saw examples of positive and consistent staff child interaction.

We saw staff talking to parents as they picked up their children and passing on information. Our observations suggested that these interactions were positive and helpful.

Staff described some of the ways they used to keep parents informed, these included face to face meetings, texts and phone calls. News letters kept parents informed of events within the club and reminded them of some of the ways they could be involved in the service including, joining the management committee, volunteering and fund raising.

Parents who returned our Care Standards Questionnaires told us they received clear information on the club and were able to visit before they decided to take up a place.

**Areas for improvement**

In their self evaluation document the service identified the following area for improvement "To continue consultation with parents and children."

**Grade awarded for this statement:** 6 - Excellent

**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 that the service provided good evidence of how they met this Quality Statement.

A statement of Aims and Objectives was in place, this was included in the information given to families in the Welcome Pack.

The manager confirmed that all staff had taken part in Infection Control, Food Hygiene, First Aid and Child Protection training.

There was evidence that children had taken part in project work including looking at road safety. When children were out of the club grounds they wore high visibility vests. Some older children had looked at cyber safety.

Children attending the holiday club were encouraged to take part in the National Toothbrushing Scheme. Because we visited in term time we did not see this taking place however the manager was able to describe the steps in place to ensure that toothbrushing met with National Guidance.

A record of accidents and incidents was kept and a Medication Policy was in place. Parents were required to give signed permission before medication could be administered to their children.

Children were provided with snack food and a copy of the Nutritional Guidance document was in place. We observed snack time in the Woodburn club. Snack consisted of fruit, crackers, milk and water. Staff told us that children were offered fruit and vegetables every day. We could see that snack time was a social occasion where staff and children sat together and chatted.

We visited the breakfast club, breakfast consisted of toast, butter, a range of cereals, yogurt, fruit, milk and fruit juice. Children served themselves, staff sat with children and encouraged conversation.

We looked at a sample of children’s folders and found that staff had recorded information including essential contacts, information on allergies and medical needs and likes and dislikes. We were shown the documents that staff were in the process of introducing to take account of the requirements of the Public Services Reform Scotland Act (2010). The manager confirmed that children’s information was reviewed with their parents once every six months.

Staff were aware of the systems in place to support children with additional support needs and to refer to specialist agencies. The manager was able to give us examples of occasions where this had happened.
Areas for improvement

We found that playroom risk assessments were in place however they were in a folder and not all staff were aware of where they were.
We made a recommendation about this
See recommendation 1

A hand washing sink was in the playroom and some children used the sink appropriately to wash their hands before eating snack however there were no paper towels within their reach. This meant children could not dry their hands.
We made a recommendation about this
See recommendation 2

When children had accidents parents were asked to sign the accident book however they were not given a copy of the accident report.
We made a recommendation about this
See recommendation 3

Grade awarded for this statement: 4 - Good

Number of requirements: 0
Number of recommendations: 0

Recommendations

1. It is recommended that risk assessments are displayed in the club where they can be seen by all staff and where they can be updated regularly.
   National Care Standards
   Early Education and Child Care up to the age of 16 (NCS)
   Standard 2 A Safe environment

2. It is recommended that the manager ensures that where children are washing their hands before eating or for any other reason paper towels are always available within their reach.
   NCS
   Standard 2 A safe environment

3. It is recommended that parents are given a copy of accident reports involving their children.
   NCS
   Standard 3 Health and Wellbeing
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
We found that the service provided good evidence of how they met his Quality Statement.

We looked round the parts of the buildings used by children. The buildings were maintained by Midlothian Council and staff were aware of how to report concerns. Staff told us that repairs were dealt with quickly.

Secure entry systems were in place in both buildings. Children with additional support needs could access the clubs premises. We found that toilets were clean and well maintained.

Children had access to safe enclosed outdoor play areas on both sites. Staff gave children clear guidance on using the outside play areas.

A secure entry systems was in place on both sites and visitors could only be admitted by staff.

Volunteers and students were required to provide personal and professional references and to provide a Disclosure Scotland check before working in the service. They were given health and safety information as part of their induction. We saw part of an induction taking place for a volunteer. The volunteer confirmed that the induction had been useful and told us they felt supported by the service.

We found evidence that children had taken part in project work on current events and on caring for the environment. They had included an Olympics project, planting and growing and recycling.

Children were able to move freely around the play areas and to make their own choices from toys and equipment.

Displays of children’s work had to take account of restrictions in some of the premises. Where work was displayed it related to current themes and projects.
Areas for improvement

The recommendation relating to risk assessments in Quality Statement 1. 3 applies to this Quality Statement.

We found that a soft play activity was not risk assessed and we were concerned that the area being used was not suitable for the activity.
We made a recommendation about this.
See recommendation 1

We felt that some of the activities taking place in the club at Kings Park School should have been more attractively presented. This was discussed with the manager on the day of the inspection.
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 manager ensures risk assessments are checked before activities take place. Identified risks should be dealt with appropriately.
   NCS
   Standard 2 A safe environment

2. It is recommended that staff ensure all activities available to children are well thought out and presented.
   NCS
   Standard 5 Quality of Experience

Statement 3

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

Service strengths

We found that the service provided very good evidence of how they met this Quality Statement.

Staff worked in two different environments. In Woodburn Primary School they had their own designated space. In the Kings Park satellite they shared use of the dining hall. This meant that the space at Kings Park had to be set up and cleared away on a daily basis.
We found that the service had a range of toys and equipment to meet the interests of the age range of children using the service. Children told us they were consulted over the purchase of new toys and the service actively fund raised in order to raise money to buy toys and equipment the children had asked for.

We found that children in the main club were aware of the toys and resources available and were able to access them for themselves. The service were members of Midlothian Association of Play. This allowed them to borrow toys and equipment on a regular basis either to supplement existing equipment or to try new things out before making a purchase.

A range of electronic toys and games were in place. Use of electronic and computer based toys was monitored.

There was enough space in both clubs for children to play independently and in small groups. Both premises had space for active indoor play.

We found that the service made effective use of the resources in the local community. Children were regular visitors to the local library and parks. They had been involved in trips and outings in the local area and further afield. We looked at a wide range of photographs of children in the premises, outdoors and on outings. Outings included soft play, cinema and the Butterfly Farm.

An achievement board was in place and children were encouraged to share their successes which included learning to climb at the climbing arena, getting a football medal and having riding lessons.

Staff were aware of the systems in place for reporting broken and damaged toys and equipment. They told us they were confident that the system ensured maintenance issues were dealt with quickly.

**Areas for improvement**

Lack of storage space at Kings Park school was more difficult for children to have constant access to toys and equipment. We spoke to staff about the importance of making sure that they always reminded children of what was available and supported them in making choices.

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

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
We found that the service provided Very Good evidence of how they met this Quality Statement

A Recruitment and Selection policy was in place which included the seeking of references and Disclosure Scotland checks. The manager confirmed that staff who were eligible for registration with the Scottish Social Services Council had registered or were in the process of registration. The manager had a condition on her registration regarding additional qualifications and was able to describe how this would be managed.

An induction process was in place and as previously stated in Quality Statement 1.3 we saw part of the induction for a volunteer to the service.

The service was affiliated to Youth Scotland and were able to access training, support and legal advice through the organisation.

We saw examples of the 1-1 supervision system which took place once every six months. Before the supervision session took place staff were asked to identify their own strengths and areas for further development. An action plan was created after each 1-1 session which identified training needs. The manager told us that a system was in place to make sure that staff training in Child Protection, Food Hygiene and First Aid were kept up to date. Additional training had included Story Telling, Play Work and Step into Learning.

In discussion with some staff they told us they understood the services Whistle Blowing policy and would be confident in approaching the manager if they had any concerns about the practice of colleague. We saw evidence that the manager and the Committee took issues seriously.

Staff met together on a weekly basis to look at planning. In addition, once a week staff from both sites met together to make sure that they were aware of what was going on at both sites and to maintain consistency in practice.
Parents who completed out questionnaires told us they were confident that staff had the skills and experience to care for their children.

Areas for improvement
We found that the service was meeting current good practice in relation to this Quality Statement.

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

Statement 4
We ensure that everyone working in the service has an ethos of respect towards service users and each other.

Service strengths
We found that the service provided Very Good evidence of how they met this Quality Statement.

Equal Opportunities and Anti Bullying policies were in place and were shared with families. We could see that children had been involved in developing club rules. Staff were able to describe how they had dealt with issues relating to the management of children’s behaviour and told us they took a zero tolerance approach to bullying. The manager told us that families were always involved in situations where there were serious concerns about the behaviour management and conduct of their children. Staff worked with families to ensure that children were given consistent messages about acceptable behaviour.

We saw that staff led children by example. They had high expectations of children’s behaviour. Children were treated fairly, consistently and with respect. Humour, diversion and reasoning were used to good effect with children.

We found that staff were aware of the National Care Standards and how they influenced practice. All staff were expected to sign to confirm that they had read and understood the Standards

Throughout both clubs we saw examples of children being given opportunities to express their views. These views were respected and there were examples of how children’s ideas had influenced the programme of activities. We could see from the quality of the interaction that staff knew the children well and treated them as individuals.

A Confidentiality Policy was in place. We spoke to a sample of staff about the policy and found they were aware of how it impacted on their work. They were able to
describe situations where confidentiality could not be maintained, for example in situations where there were concerns over the welfare of children.

**Areas for improvement**

We found that the service was maintaining current good practice in relation to this Quality Statement

**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 3
To encourage good quality care, we promote leadership values throughout the workforce.

Service strengths
We found that the service provided Very Good evidence of how they met this Quality Statement.

As previously stated we saw evidence that the manager arranged formal 1-1 supervision of staff once every six months.

The manager had taken part in Leadership training which she had cascaded to other staff.

Weekly staff meetings took place. Staff contributed to the agenda which included training, new developments and general management issues. Staff told us they that they were expected to attend the meeting and to contribute their ideas to the discussion. They told us that the manager encouraged them to express their views and valued their input.

The management committee were responsible for the updating of policies and procedures with the input of staff.

Staff told us they thought the manager was aware of their skills and encouraged them to develop and grow through responsibility for specific pieces of work. For example because the service worked across two buildings the manager had to delegate responsibility for management of one of these services in her absence.

Staff told us felt they worked well as a team using one another’s strengths to the benefit of the children. They gave confidential examples of working together for the benefit of the children and to support each other.

Areas for improvement
We talked about the importance of ensuring that staff based in the satellite club continued to receive support to ensure the quality of activities presented to the children.
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 that the service provided very good evidence of how they met this Quality Statement.

An annual plan and a statement of Aims and Objectives was in place. These were shared with staff and families using the service.

Records of consultation with parents and children were in place. We could see that the service responded to feedback from service users and that outcomes from consultations had been used to develop the service.

Staff questionnaires, team meeting and staff meetings took place regularly and were part of the services self evaluation process.

The manager met regularly with the management committee to pass on information about the progress of the club.

A SWOT (Strengths Weaknesses Opportunities and Threats) analysis had just been introduced as Quality Assurance tool.

Areas for improvement

We talked about the importance of continuing to develop formal evidence of how the manager audited the quality of the service.

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 SCWIS 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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<thead>
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<th>Quality of Care and Support - 5 - Very Good</th>
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<td>Statement 1</td>
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<td>Statement 2</td>
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<th>Quality of Staffing - 5 - Very Good</th>
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<th>Quality of Management and Leadership - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 3</td>
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## 6 Inspection and grading history

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>6 Sep 2011</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<td></td>
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<td>Environment 5 - Very Good</td>
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<td>Staffing 5 - Very Good</td>
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<td>Management and Leadership 5 - Very Good</td>
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<td>Management and Leadership 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.
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