Loanhead After School Club (Roslin)
Day Care of Children
Pentland View Place
Roslin
EH25 9ND
Telephone: 0131 448 0103

Inspected by: Karen Robertson
Type of inspection: Unannounced
Inspection completed on: 9 January 2013
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## Service provided by:
Loanhead Primaries After School Care Club

## Service provider number:
SP2003003106

## Care service number:
CS2003013329

## Contact details for the inspector who inspected this service:
Karen Robertson  
Telephone  0131 653 4100  
Email  enquiries@careinspectorate.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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<tr>
<th>Area</th>
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<tr>
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What the service does well

We found that Loanhead Afterschool Club at Roslin carried out an excellent range of monitoring and auditing processes.

We found that children really enjoyed their time at the club.

All parents who contacted us said that they were very happy with the quality of the service provided at Roslin.

What the service could do better

All policies necessary for the running of the clubs were in place however the service provider needed to look at the policies and procedures and make sure that they were accurate and up to date.

What the service has done since the last inspection

The after school club at Roslin had continued to provide a very good quality service for children and their families.

Conclusion

We found that children were very happy with the service provided for them. They told us they liked staff and had a range of activities to do when at the club.
Staff were committed to providing a quality service and had very good relationships with staff at the club.

**Who did this inspection**
Karen Robertson
*Lay assessor: N/A*
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.

The history of grades which services have been awarded is available on our website.
You can find the most up-to-date grades for this service by visiting our website, by
calling us on 0845 600 9527 or visiting one of our offices.

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.
Loanhead After School Club at Roslin, referred to as the club in this report, is one of
three services operated by the same service provider. The service is registered to
provide a breakfast club, which operates Monday to Friday between 7am - 9am and
an after school club Monday to Thursday between 2.30pm - 6pm, Fridays 12 noon to
6pm. The service provider also provides a holiday club which children from Roslin can
attend.

When the club is in operation it has sole use of the community centre in Roslin. The
premises provide the club with a games hall, club room, kitchen and smaller rooms
which can be used for older children or small group activities. The club also have
access to an outdoor area and garden area.

Aims and objectives have been developed and are available to parents in the club and
through the website and facebook. Aims include:
'We aim to provide a high quality, affordable out of school and holiday childcare
service for working parents/carers in further education or training.
We aim to ensure that all children and clients are treated with respect and dignity at all times.

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 5 - Very 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 completed this report following an unannounced inspection. The inspection was carried out by the Care Inspectorate. Inspector Karen Robertson carried out the inspection on 11 December 2012 between the hours of 3:00pm and 6:00pm. We also visited the head office of the service on 09 January 2013.

In this report we also comment on Loanhead After School Club (LASC) which is the name of the service provider. All policies and procedures used in the service are used by all three after school clubs. Staffing and training issues are also the same across the three services.

As requested by us the service sent us a completed annual return. The self-assessment form was also completed prior to the inspection.

We issued 25 Care Standard Questionnaires to families using the club. Five families using the service returned the questionnaire. We also asked the service to issue an e-mail to parents to ask them to give comments about the Club. Eleven parents responded to this e-mail. We called two parents who had given us contact details.

In this inspection we gathered evidence from various sources, including relevant policies, procedures, records and other documents including:
Discussion with a number of people including:
The service provider
* Manager
* Staff
* Children
* Parents.
Policies and procedures including:
* Child protection
* Health and safety
* Recruitment
* Evidence of recruitment practices
* Training files and information.
We examined the environment and range of resources used by the club.
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
It is a requirement that the provider must carry out and record any checks with a registered body, such as Scottish Social Services Council or General Teaching Council, in order to assess a candidate’s fitness to be employed in the service. This is to comply with SSI 2002/114 Regulation 9 Fitness of employees Regulation 19 (2)(d) Records and SSSC - 1.2 Check criminal records & relevant registers. Timescale: from the date of receipt of this report.

What the service did to meet the requirement
All those employed in the service who required to be registered with the SSSC had done so. The provider had a method to ensure that registration had taken place when recruiting staff.

The requirement is: Met

What the service has done to meet any recommendations we made at our last inspection
We recommended that the service developed a system for the re-checking of Disclosure Scotland checks. Disclosure Scotland checks had been replaced with Protection of Vulnerable Groups Scheme membership. The Care Inspectorate did not have an expectation that services would re-check PVG’s at the time we carried out the 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 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 statement that we grade them under.

Taking the views of people using the care service into account

We spoke to eight children using the club on the day of our visit. Children were very confident in their surroundings and we saw that they had warm and appropriate relationships with staff present. Comments from children about the club are included in our report. Additional comments included:

‘Staff are great, they sort stuff out.’
‘Snacks normally fine. I just like food.’
‘We have a garden and can go and plant stuff. I really like that.’
‘We have tonnes of stuff to do. Have you looked in that cupboard? It’s stuffed full!’

Taking carers’ views into account

We gathered the views of 18 parents in total. We did this through the Care Standards Questionnaire, e-mail and phoning parents. All parents agreed or strongly agreed with the statement: Overall, I am happy with the quality of care my child receives in this service.’ Verbal and written comments included:

‘My children only started at after school club in September 2012 but are thoroughly enjoying it. Although I am now no longer working all the hours, they still want to go to LASC! A good sign!’
‘My child is very happy at after school club, there is always lots for him to do and he has fun.’
‘Great service and staff, my two daughters attend and always look forward to it!’
‘I have been using LASC breakfast and after school club for 10 years and I go to work feeling confident that my daughters are being very well taken care off. In fact my youngest who is now in P5 doesn’t want to leave and asks to come in on extra days when I am not working. Say no more....’
‘I use the holiday club at term breaks and summer holidays and find the activity list fantastic. The Thursday full day outings are great and saves me money as my daughters get to go to the places I want to take them to. The events are always very well managed with lots of different events and my children fully enjoy them. I am well informed of what is going on and have lots of opportunity to give my feedback. I know I can also speak to them any time I want to.’
‘In general I’m very happy with the service provided. But because there is always room for improvements, I think that school-oriented-like tasks could be included in
the tasks that the children do at the after school club, eg group reading, maths challenge...
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**
This section is based on Quality Statements 1.1 and 1.3.

We found that children and parents were given very good opportunities to participate in assessing and improving the quality of the care and support provided by the service.

We saw that there was a range of information available for parents to ensure that they knew what was going on in the club. A suggestion box was available in the hall of the club. This was situated where it was possible for parents to make comments anonymously.

A parent involvement statement was in place and included information for parents on how exactly they could be involved in the life of the club.

A questionnaire had been issued to parents. This was used to gauge satisfaction with the club.

Parents received regular information about the service through newsletters, a very informative website and notice boards. LASC had a facebook page which parents could sign into. We found that processes were in place to ensure that only those who had children attending the service were invited to join.

We heard staff giving feedback to parents about their child’s session in the club at the end of the day. This was done in a professional manner. It evidenced that staff knew children well and were able to communicate well with parents.
From the parents who responded to the Care Standards Questionnaire and through e-mails and discussion 75% of parents agreed and 14% strongly agreed with the statement: The service has involved me and my child in developing the service, for example asking for ideas and feedback.’

LASC is managed by a Board of Directors parents are encouraged to become Board Members. Board meeting minutes were available to all parents using LASC services.

We saw evidence that children were very involved in decision making in the service. A children’s participation policy was in place. This policy included information for parent and children as to how information would be shared, how the policy would be supported and used in the club.

Children were consulted on choice of activities, snacks, layout of the play space and new toys and equipment. Children we spoke to confirmed that they were included in a range of discussions about activities and what they could do in ‘their club.’ One child commented: ‘They are forever asking us what we think and what we would like to do!’.

Staff worked from playwork principles which places the emphasis on the child choosing activities and the pace of the session.

Areas for improvement
Two parents disagreed that they had been involved in the development of the service. We found that the club had provided some opportunities through the use of questionnaires but that they had not fully assessed if this was the most appropriate or effective way in which to include parents in assessing the service. (See recommendation 1.)

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 1

Recommendations
1. The manager and staff should look at the methods currently used to gain parents views and suggestions in order to make changes and improvements to the service to ensure that they are effective. National Care Standards for Early Education and Childcare up to the age of 16. Standard 11 - Improving the service.

Statement 3
We ensure that service users’ health and wellbeing needs are met.
Service strengths

When parents registered their child to attend the club a range of information was collected to ensure that care needs could be met and that parents and carers could be contacted in an emergency. Information was updated yearly although parents were reminded to inform staff of any changes in circumstances when they happened.

Staff confirmed that children who needed additional support in the club had a care plan to ensure that there was a consistent approach to their care in the club. Throughout the organisation there was evidence that the manager and staff had worked closely with other local agencies, such as social work, local schools and Children 1st, in order to identify and meet the needs of local children and their families.

LASC had achieved a Gold ‘Healthy Working Lives’ award. This award primarily promotes health and safety and employee welfare in the workplace but also encourages service providers to promote this health and welfare message in the local community.

LASC had over the last two years taken part in a significant amount of charity fundraising. This ensured that children were aware of the needs of the wider community. One child we spoke to said that they liked ‘Doing stuff in the community.’

Procedures were in place for collecting children from the local primary school. We saw that staff were aware of what to do if a child was not there to be collected or indeed if they thought they were coming to the club on a day they did not. One parent commented that there had been a problem with the collection of their child but that this had been very quickly resolved by staff.

Policies to promote infection control were in place. The policy for the administration of medication was contained within the health and safety policy. All policies were available for parents in the handbook.

Snack at the time of our visit followed good practice guidelines and provided children with a healthy snack. Diluting juice or water was available. We saw that a snack menu was planned for the week and suggestions by children had been used in its development. Some comments from children about staff included: 'After school you are starving! There is always something nice to eat.' 'Snacks are fine. They fill a hole.' 'We get different staff nearly every day and we get to do some cooking too.'

The club had a separate kitchen area. Environmental Health Officers from the Local Authority had inspected the community centre and gave food preparation areas a pass grade. Staff had completed a food hygiene course.
Physical and outdoor play was offered to children on a daily basis. On the day of our visit children had the opportunity to go out to play for a short time, it was a freezing evening. We spoke to children about outdoor play. They confirmed that they were able to get out and play every day regardless of the weather. One of the staff members was a sports coach and this expertise was used to promote physical wellbeing.

Areas for improvement
The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0
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**
This section is based on Quality Statements 2.1 and 2.2.

Very good opportunities were provided to parents and children to participate in assessing and improving the quality of the club environment.

Comments made in Quality Statement 1.1 apply to this Quality Statement also.

**Areas for improvement**
Comments made in Quality Statement 1.1 apply to this Quality Statement also. (See recommendation 1 in Quality Statement 1.1.)

**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**
Entry and exits were secure. Entry was through a door entry system. The register for children was kept up to date and accurate. We saw the collection of children from the primary school. This was organised and children knew the process well.

Maintenance issues were raised through the janitor, who was said to be very supportive. We found that the premises was suitable for the provision of a care service on the day of our visit.

Children had opportunities to play in groups or individually. We asked children if they liked the layout of the club. Comments included:
'The hall can be a bit noisy but then you just go to the other room.'
‘The sofas are really comfy and after school sometimes you’re really tired and just want to veg.’
‘I like the fact we can go outside nearly every day.’

An effective range of risk assessments and safety checks had been developed to ensure that the environment was safe for children to use; these were regularly updated by staff.

Policies to ensure that children health and welfare needs were met were in place. Policies included behaviour management, healthy eating, health and safety and infection control. Policies were available for parents information to ensure that they were aware of the club procedures.

All parents strongly agreed or agreed that staff would protect children from harm, abuse, bullying and neglect. Staff had undertaken child protection training as part of their induction and further training through the organisation.

We saw that staff had a consultative approach to working with children. This was particularly important when dealing with less acceptable behaviours. We saw that staff spoke quietly but ensured that their requests were followed through.

Accident and incident recording was in place and shared with parents at the end of each session.

Staff had undertaken a range of training to ensure that children’s health and welfare needs could be met. Staff held first aid, food hygiene and additional training in additional support needs.

**Areas for improvement**

We looked at the policies and procedures for LASC. These were used by all three clubs. Although all the statutory policies and procedures were in place and generally contained the information needed the policies and procedures needed to be reviewed to ensure that all the information in each club and at head office was the same and referred to current good practice and regulations. (See recommendation 1.)

The child protection policy and procedure needed to be pulled together to provide one set of information at head office. The procedure should include who the child protection coordinator for each club was, this should be displayed for parents. (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 service provider ensures that policies and procedures in all settings are the same as the policies and procedures held in head office. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well - managed service.

2. It is recommended that the service provider ensures all information on the child protection policy and procedure is also held in the head office. National Care Standards for Early Education and Childcare up to the age of 16. Standard 3 - Health and wellbeing.
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
This section is based on Quality Statements 3.1 and 3.3

Very good opportunities were provided to parents and children to participate in assessing and improving the quality of the club environment.

Comments made in Quality Statement 1.1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Statement 1.1 apply to this Quality Statement also. (See recommendation 1 in Quality Statement 1.1.)

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
There were policies and procedures in place to ensure that good quality staff were recruited into the service.

There was a recruitment and selection policy, appraisal and professional development policy and staffing policies regarding professional conduct. All policies were found to reflect good practice and current legislation.

A suitable induction procedure was in place to ensure that new staff were aware of their role and responsibility.
Staff confirmed that they received regular appraisals from the manager. Those we spoke to said that the process was helpful in encouraging staff to examine their professional practice and look at what they wanted to do to develop as a childcare professional.

We found that the LASC manager had delegated responsibility for several areas of the club operation to staff. We found that this had given staff a vested interest in the service and had encouraged them to seek out best practice models for their areas of responsibility.

When staff had attended a training event they were then asked to evaluate the training experience and share it with their colleagues. This was achieved at the staff meeting or providing the course documents for others to read.

All staff had completed their registration with the Scottish Social Services Council, which is a body responsible for the registration and professional development of childcare workers. Each staff member had a training file in which they recorded their training and progress in meeting the registration requirements for the SSSC.

We saw during our visit and through discussion with staff, children and parents that the staff team were very motivated to provide a high quality service to both children and parents. Staff provided a warm, calm and fun environment for children.

All parents strongly agreed with the statement 'I am confident that staff have the skills and experience to care for my child and support their learning and development.' Some comments about staff included:
' My child loves the staff group at Roslin. They are fun without being walked over.'
'The staff are very approachable and professional.'
Children’s comments included:
'They're ok. No they're great!'
'They can be quite tuff.'
'They look after us really well.'

Areas for improvement
The care service should continue to monitor and maintain the very high standards of quality. They should ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 6 - Excellent
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
This section is based on Quality Statements 4.1 and 4.4

Very good opportunities were provided to parents and children to participate in assessing and improving the quality of the club environment.

Comments made in Quality Statement 1.1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Statement 1.1 apply to this Quality Statement also. (See recommendation 1 in Quality Statement 1.1.)

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 achieved a level three award, the highest award available, through the quality assurance scheme ‘Aiming High Scotland’. This award is designed specifically for out of school care. This was the second time LASC had been award a level three. The work involved in carrying out this quality assurance ensured that all areas of the service were monitored and evaluated. Children, parents, staff and Board members had been included in the evaluations and action plans had been developed.

The overall manager of the service is a qualified Scottish out of School Care Network (SOSCN) mentor for other local after school clubs in the local authority area.
The overall manager of LASC worked closely with the local authority development worker in the further development of the service.

There was an operational plan for LASC which outlined the current standard of provision and the planned improvements to the organisation. Through discussion with the manager of the club it was clear that she knew the objectives and what staff and children wanted to do to further improve the service.

There was a clear organisational structure which was shared with parents and staff. Parents had opportunities to become a member of the Board and influence the direction of the service.

The staff team in the club was small but the manager ensured that team meetings took place along with general daily discussion. Staff meetings were minuted to ensure all staff had access to shared information.

Areas for improvement
Although completed fully as an area for some improvement the club manager should further develop the self assessment document used for the Care Inspectorate to include outcomes for children and parents.

Grade awarded for this statement: 6 - Excellent
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
No additional information was collected for the purpose of this inspection.

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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<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<th>Quality of Environment - 5 - Very Good</th>
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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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6 Inspection and grading history

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<td>Environment 5 - Very Good</td>
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<td>Management and Leadership 6 - Excellent</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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