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

Inspected by: Linda Smith
Type of inspection: Unannounced
Inspection completed on: 17 July 2013
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Service provided by:
Seton Care Ltd

Service provider number:
SP2004006508

Care service number:
CS2008171970

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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

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<tr>
<th>Area</th>
<th>Grade</th>
<th>Description</th>
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<tr>
<td>Quality of Care and Support</td>
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<td>Quality of Environment</td>
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What the service does well

Staff and management know all the children and families well. Children are kept safe in a happy environment.

What the service could do better

In their self assessment the service identified several areas for future development and these are detailed in this report. We have made seven recommendations and these relate to:

- lunch time procedures
- children’s respect and dignity
- personal learning plans
- signing in visitors book
- getting it right for every child guidance
- outdoor resources
- aiming high, quality assurance system
What the service has done since the last inspection
Since their last inspection the nursery were working on the areas identified for development in their improvement plan. These included further developing children’s personal learning plans, staff meetings and parental involvement.

Conclusion
Little Reivers Childcare provides a happy, welcoming atmosphere for children and parents. Staff take time to listen to children and parents to meet their individual needs.

The children have fun and play confidently. Parents tell us that they are happy with the service provided and that the needs of their child are met.

Who did this inspection
Linda Smith
1 About the service we inspected

Before 1 April 2011 Little Reivers Childcare was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (known as the Care Inspectorate), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, the Care Inspectorate.

The Care Inspectorate regulates care services in Scotland.

Information about all care services is available on our website at: www.careinspectorate.com

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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.
- 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 Care Inspectorate.

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

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

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

There were 64 children on the register at the time of the inspection. Fourteen children were present when we inspected.
The service is accommodated in a two storey traditional house close to Duns town centre.

The aims and objectives of the service included:
“To provide a professional caring service for children and in turn their parents.
To encourage children to develop friendships.
To encourage each child’s individuality, also to praise and encourage each child’s efforts and achievement.
To reinforce already established routines so that children under our care will feel happy and secure at all times.”

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

Quality of Care and Support - Grade 4 - Good
Quality of Environment - Grade 4 - Good
Quality of Staffing - Grade 4 - Good
Quality of Management and Leadership - Grade 4 - Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.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 on 16 July 2013. Followed by a further visit on 17 July 2013. The inspection was carried out by inspector, Linda Smith. We gave feedback on findings from the inspection at the end of the visit to the manager.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to compete and submit to us.

We provided the service with 20 questionnaires for parents and carers of children attending. We received 11 completed questionnaires from parents and carers prior to the writing of this report. We spoke to five parents on the days we visited.

During this inspection process, we gathered evidence from various sources, including the following:
- Displayed information, photographs and children’s work;
- Certificate of Registration;
- Insurance certificate;
- Newsletters;
- Children’s ‘what I did today’ diaries;
- Samples of planning;
- Children’s information and personal learning plans;
- Accident forms;
- Parents’ notice board;
- Floor books.

We spoke with the manager, staff, most of the children and five parents.

Throughout our visits we observed how the staff worked with the children and examined the environment and equipment indoors and out.
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
Requirement 1: The provider should ensure that hygiene practice within the nursery is consistent with current best practice guidelines and legislation. This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 210 4.(1)(a) A provider must make proper provision for the health, welfare and safety of service users. This requirement also takes into account the National Care Standards for Early Education and Childcare up to the age of 16.
Timescale for implementation: Within two weeks of the publication date of this report.

What the service did to meet the requirement
Policies and procedures changed to reflect best practice. Staff meeting informed staff of current best practice.

The requirement is: Met

What the service has done to meet any recommendations we made at our last inspection
Six recommendations were made at the last inspection.

Recommendation 1: It is recommended that the waste disposal bin be changed to a pedal bin to save children from having to lift the lid.
Progress: A pedal bin had been purchased.
This recommendation had been met.

Recommendation 2: It is a recommendation that nappies are stored in an airtight manner.
Progress: Storage boxes had been purchased to store nappies in.
This recommendation had been met.
Recommendation 3: It is a recommendation that all cleaning records be completed and kept up to date.
Progress: We saw that all cleaning records were being kept up to date. This recommendation had been met.

Recommendation 4: It is recommended that risk assessments are put in place for each playroom. These should be displayed in the playroom and reviewed when changes are made.
Progress: We saw the displayed risk assessments and review dates. This recommendation had been met.

Recommendation 5: It is a recommendation that systems be put in place to ensure staff are kept up to date with current best practice.
Progress: More regular staff meetings are taking place. Displays on staff notice boards.
This recommendation had been met.

Recommendation 6: It is recommended that management put a formal monitoring system in place.
Progress: We saw that some aspects were being formally monitored and records kept, however there were areas in need of being monitored and therefore we have made an area for development about this in quality statement 4.4. This recommendation had been partially met.

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. We were satisfied with the way they completed this and with the relevant information included for each heading we grade services under.

The provider identified what they thought they did well, some areas for development and any changes they had planned. They 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**

We observed the children enjoying their play. We talked to most of the children and all of them told us that they enjoyed coming to the nursery. They told us what they liked doing, for example play outdoors, going for walks, painting, dressing up and planting things in the garden.

**Taking carers' views into account**

Eleven out of 20 questionnaires were returned to us. Eight parents strongly agreed with the statement 'overall I am happy with the quality of care my child receives in this service'. Three parents agreed with this statement. Representative comments included:

“Our child likes attending Little Reivers. They go in smiling in the morning and come out smiling when we collect them.”

“Little Reivers is a great environment for children.”

“There are some great nursery nurses and the management are really good.”

“My children are very happy in this setting. They are very flexible around my work and childcare requirements.”

“Extremely happy with the care provided.”
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

Little Reivers Childcare had a very good approach to involving children and families in assessing and influencing the quality of care and support provided, the environment in which their children were cared for, the staff that looked after their children and the overall management and leadership of the centre.

The staff team demonstrated their level of commitment to working in partnership with parents to continually improve the quality of experiences for the children using a variety of methods. Parents were kept up to date through a range of verbal, displayed and written correspondence, which included:

- Ongoing verbal discussions with parents and carers
- Parents notice boards
- Displays of children’s work
- Nursery newsletters
- Fund raising committee and events
- Parents evenings
- Questionnaires and consultations on various issues
- ‘What I did today’ diaries for the younger children

We saw that parents were provided with a useful Information and welcome pack when they started. This meant that they received information about the service at an early stage. We found that this booklet had recently been updated and contained up to date information about the service and told parents of how they could get involved in their child’s nursery.
Staff shared information about children’s development and learning with parents. A parent told us “staff listen to what I have to say and they share all information about my child”. Parent open evenings were held where parents could chat with staff about their child’s development and learning. A parent told us “we attended an open evening last year and were very happy with the openness of staff. They showed us our child’s record sheets with work they had done”. We saw that service newsletters gave parents and carers information about how staff would be expanding children’s knowledge about celebrations and how they could get involved in a number of nursery initiatives. This kept parents informed about current topics and what their child would be learning about. This helped to encourage parents to talk about these with their child when they got home from nursery.

We saw from the service’s Improvement Plan that there was a focus on parental involvement in service development and involving children more in planning and topic work. We saw that parents were consulted on a range of topics through the use of questionnaires. We saw that these were evaluated and findings fed back to parents with any planned actions they would take to address any issues raised. This meant that parents were involved in the decisions that may affect their child’s well being.

Areas for improvement

In their self assessment the service told us they would “continue to involve the children with the planning on a weekly basis and on a daily basis the children get to choose when we do activities”. They also told us “the parents are still not using the comments box but we feel this is because we have a good relationship with our parents and they openly discuss any issue they have with us on a regular basis”. We noted that the service was using ‘idea bubbles’ as a means of getting parental views. We also noted that this was not greatly used and suggest staff involve the children in encouraging their parents to do this.

We looked at a selection of floor books which contained many photographs and evidence of children’s involvement in a range of experiences. Staff should remember to date entries.

We suggest that the staff sign the entries they added to children’s daily dairies to allow parents to know who completed them.

Little Reivers Childcare should continue to involve children and their families in the assessment and development of the service.

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 that children were provided with a variety of opportunities for promoting their health and wellbeing.

Nursery application forms competed by parents informed staff about children’s needs from an early stage. Further information collected in ‘all about me’ sheets allowed staff to get to know children more. Daily routines were recorded for individual children and staff were familiar with these ensuring consistency of care was given.

Staff had attended first aid training and this meant that parents could be reassured that staff should know what to do in the case of an emergency.

Some staff had undertaken food hygiene. We saw that nutritious snacks were provided and contributed towards a healthy diet. Fresh fruit and vegetable were served daily and children could choose either water or milk to drink. Parents provided their child with a packed lunch, which staff kept refrigerated until meal time. The pass certificate of November 2011 from Food Standards Agency was displayed to reassure parents.

We saw tooth brushing was undertaken appropriately with all the children, and staff used the time to remind the children of the importance of good dental hygiene. A dental hygienist visited the centre on a regular basis and staff told us how much children enjoyed their visits. Child Smile guidance was followed.

We saw that children had the opportunity to access the outdoor area on both of the days we visited. Staff acknowledged the benefits of fresh air and exercise for children. A ‘physical exercise’ week had been planned and trips to local parks, walks, dancing and games had all been planned. Photographs were displayed of various children’s physical experiences.
Areas for improvement

In their self assessment the service told us "the healthy eating notice board has been the same for a while now and is in need of being refreshed and updating. The children’s lunches are becoming more healthy but we will continue to monitor them and give parents information via the healthy eating notice boards." We agreed with this and gave the manager some current food policy and nutritional guidance information, including information on how to encourage parents to provide healthy lunches for their child. The inspector also informed the manager that new national nutritional guidance would be available in the near future.

On both days lunch times appeared a bit hectic and children were getting restless as they were sitting for some considerable time. We suggest that the managers and staff review procedures at this time.
(see recommendation 1)

We observed that on occasion staff were changing children’s nappies when a child was using the toilet. We suggest that in order to show respect and dignity for children staff should wait until the toilet is empty before changing a child’s nappy.
(see recommendation 2)

Children’s personal learning plans were kept in a locked cupboard in the office. We suggest that these should be kept in the playroom where children can access them when they wish. This would encourage children to take ownership of these and add to them as they wished. Parents should be able to look at them whenever they wished.
(see recommendation 3)

The service should further develop children’s personal learning plans as highlighted in their Improvement Plan

Grade awarded for this statement: 4 - Good
Number of requirements: 0
Number of recommendations: 3

Recommendations

1. It is a recommendation that lunch procedures be reviewed and amended in order to ensure children’s needs are met.
   National Care Standards for Early Education and Childcare up to the age of 16. Standard 5 - quality of experience.
2. It is a recommendation that staff ensure children are treated with respect and dignity when using the toilet. 
   National Care Standards for Early Education and Childcare up to the age of 16. Standard 7 - a caring environment.

3. It is a recommendation that children’s personal learning plans be kept in the playroom where they are easily accessible to children. 
   National Care Standards for Early Education and Childcare up to the age of 16. Standard 6 - support and development.
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
Evidence for this statement is included under quality statement 1.1.

We gave this statement the same grade as quality statement 1.1.

Areas for improvement
In their self assessment the service told us they would "continue to involve the children in the risk assessment process". They also told that they were going to start documenting "spontaneous play, so if a child asks about a certain toy/activity we will document how that activity progressed".

Little Reivers Childcare should continue to seek the views of parents and children about ways in which the care environment could be improved.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
Little Reivers Childcare was found to have a good performance in relation to making sure that environment was safe and children were protected.

We saw that the manager and staff warmly welcomed each family as they arrived into the service. There was a secure entry/exit system in place and this minimised the risk of children leaving the nursery without an adult. The garden area was safe and secure and had so much potential for children’s play. A parent told us that the nursery was “lucky to have such a lovely garden” and that their child regularly got to play in it.

The premises, resources and equipment were clean and mostly in good condition. Staff were responsible for the day-to-day cleaning of the service with a cleaner on a daily basis. This ensured the environment was safe for all children, including the babies who were crawling and constantly putting toys in their mouths.

We saw that risk assessments were in place for the premises and outings. Staff told us they carried out daily visual checks on the indoor and outdoor space. As a result staff ensured that all the areas of the nursery were safe for children on an ongoing basis.

We found that staff were trained in child protection and were knowledgeable to roles and responsibilities in protecting children and keeping them safe.

We saw that accident and medication records were kept. These included parents signatures as per best practice.

Areas for improvement
In their self assessment the service told us they would “update risk assessments and policies more regularly”. They also told us they would “promote the nursery Golden Rules to discourage any accidents which may occur”. We agreed with these areas for development.

On the days we visited we were not asked to sign a visitors book. It is important that the service kept a record of the date and time of all visitors.
(see recommendation 1)

Staff appeared not to know a great deal about Getting It Right For Every Child (GIRFEC).
(see recommendation 2)
The table/benches in the garden area were wobbly and not in a good condition and were a potential risk to the safety of children. (see recommendation 3)

The garden area had great potential to be further developed and resourced. We gave the manager details of where to access resources, ideas and outdoor play/nursery information.

We talked to the manager about ECO initiatives and how they could involve children in these. The manager said that they would look into this.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 3

Recommendations

1. It is a recommendation that all visitors are asked to sign in and out of the service. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - a safe environment.

2. It is a recommendation all management and staff familiarise themselves with GIRFEC guidance National Care Standards for Early Education and Childcare up to the age of 16. Standard 7 - a caring environment.

3. It is a recommendation that the children’s outdoor benches be made safe. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - a safe environment.
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

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

Service strengths
Evidence for this statement is included under quality statement 1.1.

We gave this statement the same grade as quality statement 1.1.

Areas for improvement
In their self assessment the service told us they would "engage staff and parents on a less formal basis allowing them to get to know each other better". They also told us they would encourage staff to “further their development by taking on extra training”.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

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

Service strengths
Staff held or were working toward further qualifications for the work they were doing. The managers and practitioners were registered with the Scottish Social Services Council. Staff training plans evidenced mandatory training was up to date.

Staff were enthusiastic and cheerful throughout our visit. Parents told us they thought staff were “friendly and approachable” and that they could chat to them easily. We saw that most staff interacted with children, parents and carers in a polite manner. Staff were happy to answer our questions and knew where to find most of the relevant documentation we asked them for.

The manager gave us evidence that staff appraisals had taken place. Staff also confirmed supervision sessions also took place. Staff meetings were held and minutes were kept of these. Staff told us they were useful for discussing practice issues and up and coming events. Room planning meetings were held in such a way that all staff were able to have an input.

We saw that staff had been given areas of the nursery to develop. These included notice boards, story sacks, risk assessments and promoting healthy eating for parents and children. Giving staff an active role in developing aspects of the nursery meant responsibility was encouraged.

Staff have the opportunity to access training through Scottish Borders Council continuous professional development web site. Some staff said that they had used this effectively to access courses.

Areas for improvement
In their self assessment the service told us “we could provide more in-house training to cover more of the guidelines and legislation. Keep encouraging and reminding staff that it’s their responsibility to ensure they have a working knowledge of the policies by reading through them regularly”.

It is important for staff to take their own initiative at work as they are all trained professionals. Staff should ensure they follow processes as detailed in policies, for example, checking the outdoor space for potential risks before the children went outside rather than doing it when the children were outside. Also changing the water in the outdoor water tray before children played in it rather than letting them play in the dirty water before it was changed.
On a number of occasions we heard staff using language with the older children that was perhaps suitable for babies. Staff should ensure that they think about what language they are using.

In our questionnaires a parent told us "there are a couple of nursery nurses who I have experienced being quite short with the children". On our visits we also observed this.

The manager told us they would follow this up through team and individual meetings.

Grade awarded for this statement:  3 - Adequate
Number of requirements:  0
Number of recommendations:  0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

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

Service strengths
Evidence for this statement is included under quality statement 1.1.

We gave this statement the same grade as quality statement 1.1.

Areas for improvement
In their self assessment the service told us "we need to re-do a staff questionnaire to ensure that we are providing the staff with the best opportunities possible". They went on the say that "we are currently in the process of implementing the Child at the Centre, which staff have the opportunity to be involved in".

Little Reivers should continue to evidence the involvement of parents, carers and children in service development.

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 saw that Little Reivers Childcare was performing to a good standard in relation to this Quality Statement. The manager, who had joint responsibility for the nursery had involved themselves and staff in the self evaluation process. Staff meetings took place to discuss planning, training updates, operational matters and share best practice.

Management monitoring systems were in place and records were kept. The managers wrote monthly reports and held monthly performance meetings with the provider, Seton Care. These reports and meetings influenced future practice and offered the managers support to carry out their duties.

The Curriculum for Excellence was used to measure the service’s performance in relation to children’s progress. A support teacher from Scottish Borders Council visited the service to offer support and guidance on the implementation of the curriculum. Pre Birth to Three Guidance was used as an indicator in relation to the younger child’s progress. The manager and all staff demonstrated a commitment to working with children and parents to achieve ongoing improvements within the nursery.

Complaints and confidentiality policies were in place. If parents or carers had a concern about the service these informed them of how to raise these in confidence. They also informed them of who they should contact should they wish not to address concerns directly with the service. Parents told us they knew that they could speak with staff or management in confidence at any time.

Areas for improvement

In their self assessment the service told us they would “think of ways to incorporate staff, carers and service users views apart from through questionnaires”. We agreed with this and spoke to the manager about the importance of networking with other childcare professionals to share ideas.

Although management had carried out monitoring of some aspects of the service we suggest that this be expanded to include more areas within the nursery. For example infection control and staff practice in line with guidance. The manager agreed to do this.

The service provided after school care. They had not looked at the ‘aiming high’ quality assurance initiative specially linked to after school care provision. (see recommendation 1)
Recommendations

1. It is a recommendation that the service considers using ‘aiming high’ as a piece of quality assurance.
   National Care Standards for Early Education and Childcare up to the age of 16.
   Standard 13 - improving the service
4 Other information

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

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

Additional Information
The service gave us an appropriate action plan on 4 May 2012.

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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
5 Summary of grades

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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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