Castlefield Primary School Nursery Class
Day Care of Children
25 Lickprivick Road
Greenhills
East Kilbride
Glasgow
G75 9DH
Telephone: 01355 247236

Inspected by: Kara Doonan
Type of inspection: Unannounced
Inspection completed on: 6 June 2013
Summary

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

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

We gave the service these grades

Quality of Care and Support 4 Good
Quality of Environment 4 Good
Quality of Staffing 4 Good
Quality of Management and Leadership 3 Adequate

What the service does well

The service routine and daily activities offered encouraged children to be independent and develop their social skills.

The staff responded well to the children requests and planned the learning environment around the children’s needs and interests. As a result children were taking part in play activities which met their interests and learning needs.

The service made good use of the outdoor space and that children enjoyed learning outdoors.

Children were encouraged to follow good hand hygiene.

Parents of the children using the service gave very positive feedback about the staff. They described them as being very supportive, approachable and very good at keeping them informed about their children’s development.

What the service could do better

The service must develop personal plans for each child attending the service.

We have made a recommendation that the service reviews the use of gloves and ensures staff following best practice guidance to reduce the spread of infection.
We have recommended that the service improves the storage of the paper towels and ensures that children have ample paper towels to dry their hand properly.

We have made a requirement to ensure that the service has consent and detailed records of all medications to be administrated. This is to ensure the safety of the children and that staff only administer medication which they have been given consent to do so and that staff have checked the medication instructions.

The provider must notify the care inspectorate when the registered manager has been absent for more than 28 days.

What the service has done since the last inspection

The one recommendation made at the last inspection has been repeated.

Conclusion

The service provided met the nurseries aims and objectives including;

- providing a happy environment with caring staff that are aware of the needs of individual children.
- children having access to a wide range of experiences
- good relationships between parents and the nursery

Who did this inspection

Kara Doonan
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it needs to do more to improve, 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 recognise good practice.

- A requirement is a statement, which sets out what is required of a care service to comply with the Public Services Reform (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.

Castlefield Primary School Nursery Class is registered to provide pre school education for forty children each session aged three years to those not yet attending primary school. The service is provided by South Lanarkshire Council Education Resources. The operating times are Monday to Friday between 9:00am and 11:45am and 1:00pm to 3:45pm. At the time of the inspection the service was providing care for a maximum of 30 children per session.

The aims of the nursery class are to:

- provide a safe, happy environment with caring staff that are aware of the needs of individual children
- offer children a wide range of experiences through effective use of resources and with close reference to the Curriculum for Excellence guidelines
- encourage good relationships between parents and the nursery
- establish the basis for a partnership between the nursery and the local community

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 3 - Adequate

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 following an unannounced inspection. This was carried out by Inspector Kara Doonan.

The inspection was completed over two days;
The first day was an unannounced visit on 5 June 2013 between 8:55am and 12:15pm
The second day was an announced visit on 6 June 2013 between 8:30am and 12:30pm

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

We sent fifty care standards questionnaires to the manager of the service to distribute to relatives or carers of children who use the service. Relatives and carers returned nineteen questionnaires before the inspection.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:
- The Principal teacher of Castlefield Primary School
- nursery teacher
- practitioners
- family members of the children using the service
- children present on days of inspection

We looked at
- policies
- medication records
- accident records
- children individual records
- attendance records for staff and children
- registration certificate
- insurance certificate
The inspector observed the interaction between the nursery staff and children present throughout the inspection visits.

**Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

**Inspection Focus Areas (IFAs)**

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

**Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org
What the service has done to meet any recommendations we made at our last inspection

We made this recommendation during inspection activity. The nursery should continue to improve their performance in relation to providing effective methods and systems that give parents and children meaningful ways in assessing and improving the quality of the care and support provided by the service.

Progress: We found that the service had encouraged parents/carers to get involved in the service self evaluation process. The management informed us that these had not been as effective as planned. The management planned to research and implement more meaningful methods. We concluded from observation and talking to children that their views were listened to and taken on by staff. The records held to support this and children’s individual files did not clearly demonstrate the impacts and benefits as a result of staff responding to children opinions.

Outcome: we have repeated this recommendation see quality theme one, statement one.

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.

We received a 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 of the headings that we grade them under. The provider should ensure for quality theme four, statement one that the evidence of strengths clearly supports the statement.

The service provider identified what they thought they did well and areas for development.
Taking the views of people using the care service into account

We carried out observations of the children using the service. We found them to be settled and taking part in active play both indoors and outdoors.

The children that spoke with the inspector told them they enjoyed attending the service. Children spoke with enthusiasm about the learning activities taken place. At the time of the inspection they were learning about mini beasts. The children were caring for large African snails and butterflies.

The service had a welcoming and relaxed atmosphere. The children were confident in making decisions and selecting activities to take part in.

Taking carers' views into account

We sent out fifty questionnaires and nineteen were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

- 6 people indicated they strongly agreed, 9 people indicated they agreed, two people indicated they did not know and one person indicated that it was not applicable that they had been involved in developing the service.

- 12 people indicated they strongly agreed and 7 people indicated that they agreed that they were happy with the quality of the service.

- 13 people indicated they strongly agreed and 6 people indicated they agreed the environment is safe, secure; smoke free, pleasant and stimulating.

- 3 people indicated that they strongly agreed, 8 people indicated they agreed, 7 people indicated they did not know and 1 person indicated it was not applicable that staff asked their child’s views about activities and planning.

- 13 people indicated that they strongly agreed and 6 people indicated they agreed that they had confidence in staff’s skills and experience.

Comments included:
'I think castlefield is a great nursery, great staff and my child has a great time learning here.'

'Castlefield nursery is a fantastic nursery. I would have no problem recommending this nursery to others.'

'My children have used this service for several years and I am more than happy with the facility and the level of care and service.'
‘My child is very happy at this nursery. The staff are very understanding and supportive and my child settled well. My child loves it.’

‘There have been a few times my child has attended nursery and there has been one member of staff actually phoning for other members of staff to come in.’

‘My child has enjoyed there time here and got on well with staff. My child needed extra learning support and time with staff which I felt the nursery dealt with very well.’

‘Overall, I am happy with the nursery as my child is always happy to be there which is a good sign. I do feel however that there should be more emphasis given to learning in the nursery. However I understand that this may be nursery education in general, at the moment and not this nursery in particular.’

We spoke with a group of family members of the children using the service. We asked them about the services strengths and areas where improvements could be made.

The strengths discussed included:
- the quality of staff
- the approachableness of staff
- the support given by staff
- support and access to additional support services such as speech and language therapists
- access to outdoor play
- resources and activities
- the range of healthy daily snacks provided

There were no areas for improvements identified but they did discuss that the Principal teacher who was managing the service at present was approachable.
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

At this inspection, we found that the performance of the service was good for this statement. The service met all aspects in relation to providing opportunities for children and their families to give feedback and make suggestions for improving the service. We gathered evidence from talking to staff, observing children within the service environment, feedback from family members of children using the service, and information written and verbally presented by the service.

We observed the children at play and how they access the activities and toys on offer. We found the children moved freely between all areas and had regular access to the outdoor play area. Children were found to be confident selecting where they wanted to play and in selecting from a wide range of activities. Children and staff informed us about how children had been involved in making choices in areas such as the snacks on offer, equipment purchased and in the learning experiences offered. We concluded that the staff responded well to the children requests and planned the learning environment around the children’s needs and interests. As a result children were taking part in play activities which met their interests and learning needs.

Family members of the children using the service informed us that they were regularly encouraged to share their views and get involved in the service. They confirmed being involved in fundraising events for resources and helping with building resources such as the greenhouse and in cleaning toys. Parents confirmed that the staff worked in partnership with them. They felt staff were very supportive in assisting them meeting their children needs, helping them access additional support services and in keeping them informed about their child’s progress. We concluded that the service encouraged parents to get involved in the service and had systems in place
that were effective in meeting the needs of the children.

The service had introduced a parent’s point of view board. This was a board in the entrance hall where parents could add any suggestions or comments. We viewed two comments, the management informed us that they had considered the points raised and had responded to parents on the outcomes of these.

Areas for improvement

We viewed the written consultations given to parents/carers. These gathered parental views on things such as introduction of nursery uniform, feedback about open days and a parent’s survey in relation to the service provided. The management team discussed how not all of the consultations had been effective. We discussed how they should research and implement more meaningful methods.

We concluded from observation and talking to children that their views were listened to and taken on by staff. The records held did not clearly demonstrate the impacts and benefits to the children as a result of staff responding to their views.

We concluded that although the service had used some methods these could be further developed. We have repeated this recommendation made at the previous inspection in relation to this (see recommendation one).

To support the service to achieve this we have recommended that the service develops a method to demonstrate the positive actions taken as a result of the feedback received (see recommendation two).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The nursery should continue to improve their performance in relation to providing effective methods and systems that give parents and children meaningful ways in assessing and improving the quality of the care and support provided by the service.

   National Care Standards Early Education and Childcare up to the age of 16:
   Standard 14: Well managed service
   Standard 13: Improving the service
   Standard 2: Support and development

2. The service should develop methods to demonstrate the positive actions taken as a result of the feedback received.
National Care Standards Early Education and Childcare up to the age of 16:
Standard 14: Well managed service.
Standard 13: Improving the service
Standard 2: Support and development

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

Service strengths
At this inspection, we found that the performance of the service was good for this statement. The service met all aspects considered in relation to the health and welfare needs of the children. We looked at children’s personal plans, the opportunities for outdoor play, playrooms and resources provided to meet children’s needs, and the opportunities to promote independence and develop social skills.

We observed the children at play and how they used the environment and resources. We found that children were confident and relaxed within the nursery. The children moved freely between the different play areas and were confident selecting from a range of activities. The layout and access to resources encouraged children to be independent. There were various opportunities for children to play on their own, in small or larger groups. Snack time was a very good opportunity for children to sit down and talk to other children. The children informed other children when spaces were available at the snack table. Staff explained that this was to encourage building relationships. Children were confident in getting ready for outdoor play selecting sun hats and asking for sun cream. The children were very involved in tidying up the nursery and ensuring all resources were returned to the appropriate places. We concluded as a result of our observations that the service had effective routine, layout and systems in place to promote children independence and social skills.

We observed the children accessing the outdoor play throughout the nursery session. Children, staff and parents informed us that children had daily access to the nursery garden. There was a wide range of outdoor activities on offer. This included watering plants, riding bikes, playing in tents and chalking. The nursery garden had a designated area for growing and planting and they were in the process of building an eco friendly greenhouse to house their plants and vegetables. We concluded that the service made good use of the outdoor space and that children enjoyed learning outdoors.

Parents and staff discussed the systems in place to access additional support services. The parents who spoke with the Inspector spoke very highly of how the staff had assisted them in gaining additional support for their children. We concluded that when a child needed to access additional support that the staff were confident and well versed in this.

The children were encouraged to have healthy snacks and drinks. Children informed
us that they like the range of foods from a daily selection of fruit and vegetables to toast or sandwiches. Parents informed us that they liked when the children got to try different things at nursery and how once they had tried things at nursery would eat them at home.

Areas for improvement

We viewed the records held on the children including children’s profiles and my learning books. These contained children’s progress and how staff planned to support them. Staff informed us how children were involved in selecting photographs to go into their learning books. Management informed us that they had recently introduced children setting own learning targets and had plans to continue to develop this. We concluded that the records held did not reflect the children’s and parents involvement in planning their care and support as well as they could. We discussed the personal plans legislation with management and how implementing these could address this (see requirement one).

Grade awarded for this statement: 4 - Good

Number of requirements: 1

Number of recommendations: 0

Requirements

1. The provider must ensure the service implements personal plans. Personal plans should be in place for every child using the service. These must include a written plan which sets out the child’s health, welfare and safety needs will be met. These must be available to the child or representative. The personal plans should be reviewed at least once every six months or if there is any significant change in the child’s needs.

This is to comply with SSI 210 5 (1) (2)- personal plans

Timescale: August 2013
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
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. We gathered evidence from observing children and staff’s interactions, information written and verbally presented by the service.

We have reflected our findings for children and parents involvement in the service self evaluation under quality theme one, statement one.

Areas for improvement
We have reflected our findings under quality theme one, statement one.

Grade awarded for this statement: 4 - 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
At this inspection we considered how the premises were maintained and how well service users are protected. We found all aspects of this were met. We gathered evidence through viewing the areas used by children, considering the space, layout and equipment, examining relevant records and observing how environment and equipment was used.

We viewed the premises and equipment indoors and outdoors. We found that all areas were kept well maintained and fit for purpose. The indoor playroom was well laid out providing ample space for children to move freely and safety between activities. Resources viewed were found to be in good condition and we observed children looking after these. The outdoor area had a high fence and secure gate
separating the nursery children from the main school playground. The outdoor had a soft surface and the equipment was found to be clean and well maintained. Most equipment was stored away securely overnight and during bad weather.

Children were encouraged to wash hands regularly including before and after snacks. The oral hygienist was present on the second day of the inspection. We observed them monitoring how the children brushed their teeth and giving assistance when needed. Staff and children confirmed that they brushed their teeth every day at nursery. We concluded that the children were encouraged to follow good hygiene practices.

The first aid box kept in the nursery was found to be well stocked and had appropriate resources.

**Areas for improvement**

We observed a staff member wearing gloves preparing snack and assisting children during snack. We observed on occasion that when wearing gloves the staff member touched furniture, cleaned up the area and returned to assisting children whilst wearing the same gloves. We have made a recommendation that the service reviews the use of gloves and ensures that they are used appropriately (see recommendation one). This is to reduce the spread of infection.

The paper towels used by children to dry their hands in the toilet area were stored in a box on the toilet floor under the sinks. We found that paper towels had been cut in half and that on occasion were wet. We have recommended that the service improves the storage of the paper towels and ensures that children have ample paper towels to dry their hand properly (see recommendation two). This is to reduce the spread of infection.

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

**Number of requirements:** 0

**Number of recommendations:** 2

**Recommendations**

1. Staff should ensure that they are aware of when and where to use gloves. Staff should follow good hand hygiene when preparing and assisting children at snack times. This is to reduce the spread of infection.

   National Care Standards Early Education and Childcare up to the age of 16:
   Standard 2: safe environment

2. Children should have access to appropriate and effective resources to dry their hands after washing. This is to reduce the spread of infection.
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
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. We gathered evidence from observing children and staff’s interactions, information written and verbally presented by the service.

We viewed a display of children’s comments on staff in the entrance hall. This gave all visitors the opportunity to view children’s views on the staff that cared for them.

We have reflected our findings for children and parents involvement in the service self evaluation under quality theme one, statement one.

Areas for improvement
We have reflected our findings under quality theme one, statement one.

Grade awarded for this statement: 4 - 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
At this inspection, we found that the performance of the service was good for this statement. The service had met all aspects in relation to a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice. We looked at staff’s communication and interaction with the children, staff awareness and knowledge of the children in their care, and how staff shared practice and staff training opportunities.
We observed staff’s and children’s relationships. We looked at how staff talked, responded and interacted with the children. We found staff to be respectful, caring and having a good rapport with the children. As a result of our observations and talking to children and their families we felt the children were confident and comfortable with the staff. We concluded that the staff had good awareness and knowledge of the children in their care.

We spoke to staff during the inspection process. They informed us that they worked well together to achieve the services aims and objectives. They felt supported by management and each other. They informed us that they held regular staff meetings. We concluded that staff had effective systems in place to make plans and share information related to the service.

Parents of the children using the service gave very positive feedback about the staff. They described them as being very supportive, approachable and very good at keeping them informed about their children’s development.

Areas for improvement
We discussed with staff the training opportunities in place to support them in their roles. Staff told us that they would like more opportunities to attend training to support their development needs.

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

Grade awarded for this theme: 3 - Adequate

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
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. We gathered evidence from observing children and staff’s interactions, information written and verbally presented by the service.

We have reflected our findings under quality theme one, statement one.

Areas for improvement
We have reflected our findings under quality theme one, statement one.

Grade awarded for this statement: 4 - 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
At this inspection, we found that the performance of the service was adequate for this statement. We found that most aspects we considered were met. We looked at the quality assurance systems and processes being used to assess and improve the service being provided.

We found the service had an improvement plan in place that identified the services priorities for improvement. We viewed the standards and quality report for 2012/13. We concluded that the service had systems in place to identify how well they were doing and where they should go next.

We viewed management monitoring of staff’s plans for children’s learning and
development. We found that the management regularly reviewed staffs plans and identified areas for improvement. These were monitored to ensure improvements identified had been made.

Areas for improvement
We have reflected how children and parents have been involved in the assessment and improvement of the service provided under quality theme one, statement one.

We were informed that the self assessment was completed by the management team. We would recommend that future self assessments submitted to the care inspectorate are completed in conjunction with all those involved in the service (see recommendation one).

We requested to view medication records held and medication stored in the premises. The consent form viewed had not been completed providing the service with details of the medication to be given. We have made a requirement to ensure that the service has consent and detailed records of all medications to be administrated (see requirement one). This is to ensure the safety of the children and that staff only administer medication in which they have been given consent to do so and that staff have checked the medication instructions.

On arriving at the service we were informed that the registered manager had been absent for more than 28 days. As the provider must notify us of this we have made a requirement (see requirement two).

Grade awarded for this statement: 3 - Adequate

Number of requirements: 2

Number of recommendations: 1

Requirements
1. The provider must ensure they have records and consent to administer medication to children using the service.
   This is to comply with SSI 210 4 (1) (a) - welfare of service users

   Timescale: From the 6 June 2013

2. The provider must notify the care inspectorate of absence of manager if more than 28 days. This should include the expected length of absence and the arrangements in place for the running of the care service during the absence.

   This is to comply with:
   The Public Service Reform (Scotland) Act 2010 section 53 (2) (6) and SSI 210 (6)
Time scale: 28 June 2013

Recommendations

1. All those involved in the service should be given the opportunity to contribute to the completion of the service self assessment submitted to the care inspectorate. National Care Standards 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

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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<th>Quality of Care and Support - 4 - Good</th>
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<td>Statement 1                          4 - Good</td>
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<th>Quality of Staffing - 4 - Good</th>
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<th>Quality of Management and Leadership - 3 - Adequate</th>
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<td>Statement 1                                       4 - Good</td>
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6 Inspection and grading history

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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.