Little Hawthorn Loanhead
Day Care of Children
16 Hawthorn Gardens
Loanhead
EH20 9EG
Telephone: 0131 440 3057

Inspected by: Isobel Reilly
Type of inspection: Unannounced
Inspection completed on: 9 May 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

<table>
<thead>
<tr>
<th>Category</th>
<th>Grade</th>
<th>Grade Descriptive</th>
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</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
<td>Good</td>
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<tr>
<td>Quality of Environment</td>
<td>4</td>
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<tr>
<td>Quality of Staffing</td>
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<tr>
<td>Quality of Management and Leadership</td>
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What the service does well
We found that staff provided families with a warm welcome into the nursery. Families were given very good information about the service. Parents and children were consulted regularly for their views on the service they received.

What the service could do better
The provider and the manager should work together with staff to address requirement and recommendations made in the report.

What the service has done since the last inspection
Since the last inspection took place the nursery has undergone significant refurbishment. This has included replacing the old conservatory, replacing floors throughout the building and replacing some of the plastic equipment and toys with wooden ones.

Conclusion
We found that although the service was performing well in relation to some aspects of the Quality themes and Statements we looked at there were still areas which needed to be addressed in order to provided better outcomes for children attending the service.
Who did this inspection
Isobel Reilly
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about 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 could 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 recognised 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.

The nursery is registered to provide a care service to a maximum of 36 children, 0 - 5 years. The nursery operates between the hours of 7:30 am and 6 pm, Monday to Friday.

The service was accommodated in a detached building with a large enclosed garden in the town of Loanhead. There are three playrooms, one kitchen, toilets, staff room, office space and resource room.

The aims of the service included:

“To provide a safe and stimulating environment in which children feel secure, valued and confident.
To provide a relevant early years curriculum which builds on the child’s previous experience to promote future learning and development of their physical, personal, emotional, social and intellectual abilities.
To encourage parental involvement and acknowledge the importance of this by offering continuity of contact with staff.”

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 following an unannounced inspection. This was carried out by Inspector Isobel Reilly. The inspection took place on Monday 29 April and Wednesday 1 May 2013. We gave feedback to the manager on Thursday 9 May 2013.

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 25 care standards questionnaires to the manager to distribute to families using the service. Seventeen families returned their completed questionnaires before the inspection.

During the inspection we gathered evidence from a number of sources including the following:

We spoke with:
- children
- parents/carers
- staff members
- The manager

We looked at:

- The participation strategy, this is the services plan for how they will involve people who use the service
- quality of the interaction between staff and children
- minutes of meetings
- the services questionnaires for families
- the services questionnaires for children
- children’s folders
- policies and procedures
- certificate of Registration
- certificate of Insurance
- the environment and equipment
Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
The annual return

Every year all care services must complete an ‘annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a ‘self assessment’ form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a completed self assessment document. The service identified what they thought they did well and some areas for development.

Taking the views of people using the care service into account

During the inspection we spent time observing and interacting with the children. The children appeared happy and confident in the care of staff. Most of the children were happily engaged with the activities they had chosen. Some children would have benefited from more challenge in their play.

Taking carers’ views into account

Before the inspection took place we sent Care Standards Questionnaires to the service for distribution to families. Seventeen of these were returned to us. Fourteen people told us the strongly agreed with the statement “Overall I am happy with the quality of care my child receives in this service.” The remaining three agreed with the statement. The following representative comments were made:

“I’m very happy with the care my child receives. My child is very happy and settled. I am delighted with Little Hawthorn Nursery. Both my children are very happy there and I can genuinely say that I trust every single member of staff. This is a lovely nursery, not too big. The staff are welcoming and friendly and the children seem happy. The children get outside regardless of the weather. This is one of the main reasons why I chose the nursery.”
My child always has a big smile on his face when I go to pick him up. The food provided is varied and has exposed my child to a number of different foods that I wouldn’t have expected.

Staff are very welcoming.

I am very happy with this service. My child has formed strong bonds with the staff. My child is always eager to enter the nursery.

I chose the nursery because it was bright spacious and clean with a happy and friendly staff."
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
We found that the service was delivering a very good quality of care in relation to the areas covered by this quality statement. This resulted in positive outcomes for children. We concluded this after we looked at:

the Welcome Pack
relevant policies and procedures
childrens folders
questionnaires for adults
news letters
floor books
observed circle time
observed the interaction between staff and children
discussion with the manager and some staff
chatting to some parents and children

The nursery had developed a number of ways of sharing information about the nursery with families. They included the nursery Welcome pack, newsletters, daily discussion when children were picked up and dropped off.

The Welcome pack included the aims and objectives of the service, the previous inspection report, the results of the most recent parent questionnaire and sample newsletters. This helped parents to understand what they could expect from the service.
News letters were issued once a term. We could see that they included information about new employees, staff training, diary dates and fund raising events. This showed parents that the service wanted to keep them well informed.

We saw staff and parents involved in conversation when children were dropped off and picked up. We could see that these conversations were relaxed and friendly.

The nursery was active in seeking the views of parents. They issued questionnaires once a year looking at areas including staffing, care and support, activities, communication and the environment in general. The results of these questionnaires had been collated into a report with an action plan which was given to parents.

Staff had systems in place to gather information about children’s personal details before they took up a place in the nursery and during the settling in period. This included information about children’s needs, interests and development. Staff used this information to plan children’s care and support needs.

We sampled children’s records from across the nursery. We found that most of them were up to date identifying next steps for children and how they would be achieved.

Notice boards were in place to give parents information about individual playroom routines.

Information in children’s ‘All about Me’ folders was reviewed with parents twice a year. This was an opportunity to confirm that information held by the nursery remained relevant and up to date. Parents were reminded of their responsibility to share any information that might affect staffs care of their children.

We could see that children were happy and relaxed in the care of staff. Staff had developed ways of supporting children and helping them to express their ideas. This included circle time, floor books, picture prompts for stories and contributing to their ‘All about Me’ folders.

Parents who returned our questionnaires told us that:

Overall they were happy with the quality of care their child received
The nursery asked them for feedback
Staff shared information about their child’s learning and development
They felt they were kept involved in events within the nursery

Areas for improvement
We found that some of the younger children’s “All About Me” folders were stored in a cupboard in the staff room. This meant that parents did not have free access to the folders.
We made a recommendation about this  
See recommendation 1

Grade awarded for this statement:  5 - Very Good

Number of requirements:  0

Number of recommendations:  0

Recommendations

1. It is recommended that children’s folders are stored where they are easy for parents to see them and to access them for themselves.  
   National Care Standards Early Education and Childcare up to the age of 16 (NCS) Standard 4 Engaging With Children

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

Service strengths
We found that the service provided adequate information about how they met the health and wellbeing needs of the children. We concluded this after we:
   Looked at relevant policies and procedures
   Observed routines and interactions between staff and children
   Spoke with the manager and some staff
   Chatted to some children

Children’s physical well being was actively promoted. They benefited from daily opportunities to play outdoors in the large outdoor play area. We could see that the provider was developing the outdoor activities to give children opportunities to develop skills including balance and co ordination.

Children enjoyed learning about their local community through walks and outings. Pre school children were just about to start an outdoor learning activity which included weekly visits to a nearby nature pond. This activity was led by the teacher from the local authority who supported the nursery on a regular basis.

Risk assessments covering the play rooms and the outdoor play area were in place and were checked on an ongoing basis. Staff were familiar with the infection control procedures in the nursery.
   Systems were in place for the administration of medicines and for the recording of accidents. We could see that they were well maintained.
Older children understood the importance of good personal hygiene. We could see that staff supported and encouraged hand washing after using the toilet or before eating and drinking as part of their daily routine.

Children benefited from food that was hygienically stored, cooked and served. Healthy meals and snacks were provided for children which complied with allergies and religious requirements. Parents were given a copy of the four week rolling menu. Parents had been informed by letter that the nursery was moving away from their previous aim of providing organic foods as part of the menu due to the high costs and the restrictions this placed on the menu. Staff were trained in Food Hygiene and Infection Control.

Nursery policies were reviewed annually to reflect current best practice. As a result of this the child protection policy and the complaints policy had been reviewed.

We found that the service had effective systems in place to support children with additional needs. We spoke to key workers who were able to describe the systems in place for working with relevant professionals. We could see that they had been involved in training in order to support individual needs.

Parents who returned out questionnaires told us that:
The nursery provided a healthy and well balanced diet for children
The nursery had a clear code of behaviour and worked with children to make sure they understood it

Areas for improvement
Portable sinks were used in the Baby and Toddler rooms for children’s hand washing. We found that the sinks were not suitable for this purpose. Children were not supported or able to wash their hands for long enough to meet current best practice information on preventing the control of infection through the use of effective hand washing.
We made a requirement about this.
See requirement 1

During the inspection we observed the serving of meals in some of the play rooms. We had no concerns over the safety or quality of the food however their were aspects of practice which needed to change to take account of current best practice. This was discussed with the manager and the provider
We made a recommendation about this.
See recommendation 1

Grade awarded for this statement: 3 - Adequate
Number of requirements: 1
Number of recommendations: 1
Requirements

1. It is required that the provider reviews hand washing procedures in the baby and toddler rooms to ensure that they meet current best practice guidance on the prevention of the spread of infection through effective hand washing. Children must be supported to practice effective hand washing from an early age and the facilities provided in the nursery must support this. This is in order to comply with Scottish Statutory Instruments 2011 No 210 (Requirements for Care Services) Regulations 2011 Welfare of Service Users 4(1) (a) and (d) A provider must make proper provision for the health, welfare and safety of service users. and Where necessary, have appropriate procedures for the prevention and control of infection. Time scale: This was required at the time of the inspection

Recommendations

1. It is recommended that the nursery review their practice to ensure that practice at meal times is complaint with current best practice as discussed during feedback to the provider and the manager.

NCS 3 Health and Wellbeing
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

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

Service strengths
We found that the service provided very good evidence of how they met this Quality Statement.
The information contained in Quality Statement 1, 1.1 applies to this Quality Statement.

The manager described how when they received an application for a place in the nursery they invited families to come and look around the parts of the nursery and the garden that their children would use. Questionnaires for parents and for children asked for their views on the quality of the environment. Their opinions had been taken account of in the recent refurbishment of the nursery.

Parents who responded to our questionnaires told us they found the environment to be safe, secure, hygienic, smoke free, pleasant and stimulating.

Areas for improvement
The areas for improvement identified in Quality Statement 1, 1.1 apply to this Quality Statement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

Service strengths
The nursery has provided adequate evidence of how they met this Quality Statement.
We concluded this after we:
looked around the parts of the service used by children
looked at policies and procedures
observed staff practice

We found that the manager had taken steps to make sure that the premises were secure. A buzzer entry system was in place which ensure that no one could enter the building without staff’s knowledge. Visitors were asked to sign a visitors book and to wear ID.

We saw that risk assessments were in place covering the playrooms and the outdoor play area. They were checked regularly which helped to support children’s safety.

We walked around the building and found that toilets were clean and well stocked with toilet tissues, soap and paper towels. Good procedures such as, staff wearing protective gloves and aprons for nappy changing helped to prevent the spread of infection.

We spoke to a recently recruited member of staff and to a student on placement. They confirmed that they had received a thorough induction into the service which had included the action they should take if they had concerns about the welfare of children and what they should do in the event of fire emergency.

Children were able to move freely between activities and make choices which promoted their independence.

Children’s art and craft work was displayed throughout the nursery along with a wide selection of photographs which showed them taking part in activities throughout the year indoors and in the nursery garden.

Areas for improvement

We found that some of the toys and equipment especially in the Toddler rooms were poorly presented and in poor condition. They needed to be replaced in order to give children a better quality of play experience. We discussed this with the manager and the provider during the inspection and made a recommendation about this.

See recommendation 1

We found that activities in the pre school room did not present the children with enough challenge. There were no topic tables and staff did not present activities in a way that interested the children and sparked their imaginations. We found that some of the toys books and equipment were more suitable for younger children. We discussed this with the manager and the provider and made a recommendation about this.

See recommendation 2

We found that staff taking part in on outings outings with children were expected to use their own mobile phones.
This was not appropriate for the promotion of safe practice. We made a recommendation about this.
See recommendation 3

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 3

**Recommendations**

1. In order to improve outcomes for children it is recommended that the manager ensures that staff in the Toddler rooms take time to ensure that toys and activities are well presented, suitable for use and promote imaginative play in children.
   NCS Standard 5 Quality of Experience
   When we went back to the service to give feedback we saw that the provider had started to make improvements in this area.

2. In order to improve outcomes for children it is recommended that staff in the pre school room make sure that the activities offered to children are in good condition, well presented and offer all of the children sufficient challenge to support their development and help them to reach their potential. This should include topic tables for exploration, discussion and to develop skills of enquiry and experimentation.
   NCS Standard 5 Quality of Experience

3. It is recommended that the provider makes sure that when staff are taking part in outings with children they are supplied with a mobile phone that it fully charged and that has sufficient credit on it to allow relevant calls to be made.
   NCS Standard 14 Well Managed Service
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
We found that the service provided Very Good evidence of how they met the areas covered by this Quality Statement.

The information contained in Quality Statements 1, 1.1 and 2, 2.1 apply to this Quality Statement.

Areas for improvement
The areas for improvement identified in Quality Statements 1, 1.1 and 2, 2.2 apply to this Quality Statement.

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
We found that the service provided good evidence of how they met this Quality Statement. We concluded this after we looked at a sample of staff records, 1 - 1 meetings, room meetings and staff questionnaires spoke to staff
We found that staff were registered with the Scottish Social Services Council. An annual training plan was in place for all staff. Recent training opportunities included First Aid Food Hygiene, Infection Control, Sign along, Deaf awareness and Autism awareness. The manager had recently attended GIRFEC (Getting it Right for Every Child) training.
Staff had a positive attitude toward training and understood the benefits of this to the children in their care.

We looked at a sample of staff records and found they contained essential safer recruitment information and a record of 1-1 supervision.

The service had recently introduced an employee of the month scheme where parents and staff were encouraged to identify examples of good practice.

The manager was currently working toward achieving her Professional Development Award level 9 as required by the Scottish Social Services Council for her registration as manager.

Room meetings and team meetings took place on a regular basis. Meetings were minuted and circulated to staff.

Staff had been issued with a questionnaire which asked for their views on areas including level of stimulation for children, quality of relationships with children, quality of relationships with parents, planning, management and leadership. The results of the questionnaire had been collated and issued to staff.

Parents who completed our questionnaires told us that:
- they were confident staff had the skills and experience to care for their child and support their learning and development
- their child appeared happy and confident with the staff

**Areas for improvement**

We could see that staff had taken part in essential training and in training to meet specific needs. However, they had not taken part in a wide range of play and activity based training. We felt that this would improve the experience and outcomes for children.

We made a recommendation about this

See recommendation 1

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

**Number of requirements:** 0

**Number of recommendations:** 1

**Recommendations**

1. It is recommended that in order to improve outcomes for children staff should be supported to take part in training focused on play and experiences. This would help staff to review the activities they currently provide and build in more challenge and interest.

   NCS Standard 5 Quality of Experience
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
We found that the service provided Very Good evidence of how they met the areas covered by this Quality Statement. The information contained in Quality Statements 1, 1.1 and 2, 2.1 apply to this Quality Statement.

Areas for improvement
The areas for improvement identified in Quality Statements 1, 1.1, 2, 2.1 and 3, 3.1 apply to this Quality Statement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths
We found that the service provided adequate evidence of how they met this quality statement.
We concluded this after we:
spoke to the manager and staff
looked at policies and procedures

The registration certificate and the certificate of insurance were displayed in the entrance to the service where they could be seen by visitors to the service.

The manager provided staff with regular support and supervision sessions. The sessions were recorded and signed by staff to confirm their agreement with the content.
The deputy manager was supernumerary on three afternoons a week. This was to allow her to focus on management tasks.

The Standards. Quality and Improvement (SQIP) plan for the nursery identified key targets for the future development of the service. An adviser from the local authority assessed the plan. Staff were aware of the SQIP which had been discussed at staff meetings.

The manager told us that she spent time in the playrooms on a regular basis in order to audit staff practice. This was confirmed by staff.

The manager collated information from questionnaires which was distributed to parents. The results of the questionnaires informed the services action plans.

Areas for improvement
The provider and the manager told us that they met regularly for discussion however there was no formal system of support and supervision of the manager. This meant that there was no record of issues discussed and action plans made.

We made a recommendation about this
See recommendation 1

We could see that the manager and the deputy manager spent time in the playrooms auditing practice however this was not effective in picking up issues of practice requiring attention and identified in Quality Statements 1.3, 2.2 and 3.3.

We made a recommendation about this
See recommendation 1

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Recommendations
1. It is recommended that a system is put in place to ensure that the manager receives regular support and supervision. This should result in action plans which are recorded and followed up.
   NCS Standard 12 Confidence in Staff

2. It is recommended that the provider and the manager develop an effective systems for assessing practice and activities in the playrooms. This should be systematically recorded, fed back to staff and included in action plans in order to improve outcomes for children.
   NCS Standard 14 Well Managed Service and 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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<thead>
<tr>
<th>Quality of Care and Support - 4 - Good</th>
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<td>Statement 1</td>
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## 6 Inspection and grading history

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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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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