Danderhall After School Club
Day Care of Children
Danderhall School
59 Edmonstone Road
Danderhall
Dalkeith
EH22 1QL

Inspected by: Karen Robertson
Type of inspection: Unannounced
Inspection completed on: 19 September 2013
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Service provided by:
Danderhall After School Club

Service provider number:
SP2003003477

Care service number:
CS2003015237

Contact details for the inspector who inspected this service:
Karen Robertson
Telephone 0131 653 4100
Email enquiries@careinspectorate.com
Summary

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

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

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
<th>Rating</th>
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</thead>
<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>2</td>
<td>Weak</td>
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<tr>
<td>Quality of Environment</td>
<td>3</td>
<td>Adequate</td>
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<tr>
<td>Quality of Staffing</td>
<td>3</td>
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<tr>
<td>Quality of Management and Leadership</td>
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<td>Weak</td>
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</tbody>
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What the service does well

Parents said that Danderhall After School Club provided an essential service for working parents. Children we spoke to said that they liked going to the club.

What the service could do better

We have asked the club to make several improvements to their service:
- Child protection policies and procedures need to be improved
- Child protection training for staff needed to be sought
- Policies and procedures to included the recording of medication and accidents needed to be improved
- Recruitment and induction procedures needed to be improved
- The manager needed to include staff, parents and children in a full assessment of the service to identify where improvements were needed.

What the service has done since the last inspection

The club had not improved since our last inspection of the service. Most of the recommendations we made at our last visit have been made again.
Conclusion
We have identified several areas where the club needs to improve the service offered to parents and children. We acknowledge that the manager was very new in post and that there had been a significant staff turn over in a small staff team over the last year.

Who did this inspection
Karen Robertson
Lay assessor: N/A
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 registration to the Care Inspectorate on 01 April 2012.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Danderhall After School Club, referred to as the club in this report, is provided by a parent committee. The current registration certificate states that the service operates during term time 7.30am - 9am, 2.00pm - 5.45pm Monday to Thursday and 7.30am - 9am, 12 noon - 5.45pm on a Friday. During school holidays and in-service days 7.30am - 5.45pm Monday to Friday.

The club use a room within Danderhall Primary School in the small town of Danderhall, Midlothian. The club have almost exclusive use of the room which also provides a small kitchen area for making snacks. Children had access to a grassy area to the front of the service and the school gym hall.

Aims and objectives for the service had been developed:

Danderhall After School Club provides:

a) A flexible and reliable service of care for children of working parents/carers or parents/carers returning to education and training after normal school hours, during holidays and at other times when the school may be closed (excluding public holidays).

b) A safe, pleasant and stimulating environment for children whilst in the care of the project.

c) A challenging child-centred and intensive programme which will broaden the range of experience of the children involved, and offer a wide range of activities including arts and crafts, drama, sport, project work and outings.
d) The club will be able to respond to a limited extent to emergency short-term needs.

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

**Quality of Care and Support - Grade 2 - Weak**
**Quality of Environment - Grade 3 - Adequate**
**Quality of Staffing - Grade 3 - Adequate**
**Quality of Management and Leadership - Grade 2 - Weak**

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
We completed this report following two unannounced inspections. The inspection was carried out by the Care Inspectorate. Inspector Karen Robertson carried out the inspection on 29 July 2013 between the hours of 11:00am and 1:00pm. We visited the club again on 19 September 2013 to look further at the service as there were only two children using the club on our first visit.

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

We issued 15 care standard questionnaires to families using the service. Five families using the service returned the questionnaire.
In this inspection we gathered evidence from various sources, including the following:
We spoke with:
Five of the children using the club
Staff present on the day of our second visit
The manager of the club.

We looked at:
Policies and procedures
Evidence of activities
Child protection procedure and policy
How staff worked with children
We examined the resources available to children and the suitability of the environment.

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 several recommendations at our last inspection. We found that the club had met three of the fifteen. We have made recommendations again in this report which were not met from our last visit.

The annual return

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment

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

The Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each statement that we grade them under.

Taking the views of people using the care service into account

We spoke to five children using the club on the day of our second visit. We did not ask children formal questions but chatted to them about the club. All said they liked the staff group. One said that they got bored occasionally and another agreed. We asked if they would recommend the club to their friends. All said they would.

Taking carers’ views into account

We received five completed parent questionnaires from parents. All agreed with the statement: ‘Overall, I am happy with the quality of care my child receives in this service.’ Comments included:

‘The service provided is imperative within the local community of Danderhall. The staff over the years have been excellent in ensuring that this continues.’
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: 2 - Weak

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths
This section takes account of Quality Statements 1.1 and 1.3.

We found that the club provided adequate opportunities for parents and children to be involved in the assessment and improvement of the service through a range of methods. We assessed this through:
Speaking to children using the club
Information given in parent questionnaires
We looked at:
The partnership with parent’s policy
The partnership with children policy.

Children we spoke to said that they were involved in decision making in the club. They had opportunities to choose snacks and plan activities. Children were about to be given an opportunity to influence what fundraising money would be spent on.

The main activity for the day was displayed for children so that they knew what their play options were.

The club was managed by a parent committee. This committee was appointed last year. Regular committee meetings were held and minutes were available for parents if they asked for them to ensure that were kept up to date with what was going on in the club.

Parents who responded to the Care Standards Questionnaire, which is issued as part of the inspection, all agreed or strongly agreed with the statement: ‘The service has
involved me and my child in developing the service for example asking for ideas and feedback.’

The manager had issued letters to parent’s to inform them of activities and plans for the club.

Areas for improvement
Although children said they had opportunities for choosing snacks and activities they said that they had forgotten about this as they hadn’t made any choices for a while. (See recommendation 1.)

There was a method by which parents could make suggestions at the entrance to the club. However the manager had not received any suggestions in this manner over the past year and a half. We could find no evidence that any other methods had been used to gather parent’s views. (See recommendation 2.)

As an area for development the club should start to produce a summary of the committee meeting minutes to be added to any newsletters.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 2

Recommendations
1. The club should develop systems to ensure that children’s views and suggestions are sought on a consistent and meaningful basis. Children should be made aware of the methods in place and actively encouraged to take part in the evaluation of the club. National Care Standards for Early Education and Childcare up to the age of 16. Standard 11 - Improving the service.

2. The club should develop systems to ensure that parent’s views and suggestions are sought on a consistent and meaningful basis. Action plans should be developed to evidence how the club has addressed suggestions or evaluations. National Care Standards for Early Education and Childcare up to the age of 16. Standard 11 - Improving the service.

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

Service strengths
The club provided a weak service to meet children’s health and wellbeing needs. We assessed through looking at:
A range of health and wellbeing policies and procedures
Child protection information and knowledge
Observing infection control practice
Information collected when a child starts at the club
Staff interaction with children.

We saw that staff had collected a range of information on each child at the registration stage. Information was updated yearly although parents were reminded to inform staff of any changes in circumstances when they happened. This ensured that parents were able to share information needed to meet each child’s individual needs.

Staff were effective in reminding children that they had to wash their hands before snack and before taking part in the baking activity on the day of our visit.

Staff were observed to be good at encouraging children to form friendships and take account of each other’s views. A behaviour management policy was in place.

Children were responsible for picking the snack options for the club. We found that healthy food choice options were encouraged by staff and that drinks were available throughout the session and after outdoor play.

Children were informed about the activity for the day on a wipe board on the door of the club. On our second visit to the club we saw staff responded to children’s requests for activities such as the pool table or table tennis. Children said that if they wanted something to play with they got it most of the time.

Areas for improvement

We looked at the child protection policy in place and discussed child protection with staff present on our second visit. The child protection policy referred to another provider. We asked staff if they had been involved in the development of this policy and if they were familiar with the content. Both staff said they knew that the manager had been re-developing the policies but had not seen the child protection procedure. Neither staff had attended child protection training, which was recommended at the last inspection. (See requirement 1.)

Policies and procedures to ensure children’s health and safety needs were met were incomplete. We acknowledge that policies and procedures are in the process of being redeveloped however key procedures for staff to follow needed to be given priority. Accurate accident recording by staff was not in place. Staff could not find the current accident book and no accidents had been recorded since 2005. The policy for administration of medication was not complete to take account of current good practice. (See requirement 2.)

Children were informed about the activity for the day on a wipe board on the door of the club but there was no other record or evaluation of the play activities which had taken place in the club. We asked children if staff asked them what they thought of
the range of activities. They said not really. One child said: 'It can be quite boring, it just depends.' (See recommendation 1.)

One parent commented:
'If policies and procedures change we should be told about it.' Policies and procedures were being redeveloped when we visited the club. As an area for improvement the provider should ensure that parents have the opportunity to see these policies and comment on them before they are adopted by the club.

Grade awarded for this statement: 2 - Weak

Number of requirements: 2

Number of recommendations: 1

Requirements

1. The provider must ensure that an effective policy and associated staff procedure for child protection is developed. In order to meet this requirement the provider must:
   * Develop a policy which takes account of local authority guidelines
   * Develop a procedure which gives staff information about the process which must be followed
   * To underpin this policy and procedure staff training on child protection must be accessed for all staff
   * This training must be suitable for the role they play within the club with managers of the club doing a more in depth course.

   This is in order to meet The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. No.210. Regulation 4.(1)(a) - A provider must make proper provision for the health, welfare and safety of service users.

   Timescale: The child protection policy, procedure and dates of training for staff must be sent to the Care Inspectorate before October 31 2013.

2. The provider must ensure that effective policies and associated procedures are developed to ensure children’s health and wellbeing. To meet this requirement the provider must:
   * Expand the medication policy and procedure to take account of current good practice advice
   * Develop the accident recording policy and procedure.
   * Action must be undertaken to ensure that staff are familiar with these policies and procedures.

   This is in order to meet The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. No.210. Regulation 4.(1)(a) - A provider must make proper provision for the health, welfare and safety of service users.
Timescale: Policies, procedures and information on how these policies were disseminated to staff must be sent to the Care Inspectorate before 31 October 2013.

Recommendations

1. The manager and staff should further develop the method used to plan activities to ensure that they take account of children’s suggestions and provide a good range of options. The main play activities should be recorded and evaluated by staff and children. National Care Standards for Early Education and Childcare up to the age of 16. Standard 11 - Access to resources.
Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths
This section takes account of Quality Statements 2.1 and 2.2.

The club provided parents and children with adequate opportunities to participate in assessing and improving the quality of the environment provided.

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also. (See recommendations 1 and 2 in Quality Statement 1.1.)

Grade awarded for this statement: 3 - Adequate

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 club provided an adequate environment to ensure that children were safe and protected. We assessed this through:
Looking at the environment used by children
Looking at policies and procedures which referred to safety
Risk assessments and safety checks
Environmental health reports.

The club had the use of a main club room in Danderhall Primary School. They also had the use of the gym hall and playground. The manager said the janitor was very good at attending to issues as they arose.
Entrance and exits were safe. Children had been reminded about safety procedures regarding the main door to ensure they did not allow others to enter or leave the premises.

The manager had developed risk assessments for outings and trips undertaken in the summer holiday club. Some safety tick sheets were also available to enhance safety procedures in the club.

The outdoor area was enclosed and provided a safe and secure area for children to play. The club also had access to main playground which they used in good weather. We talked to staff about outdoor play and found that they were aware of the need to get children out to play after a day in school. Children said they liked playing outside.

Areas for improvement
At the last inspection we were told that a recent report from environmental health highlighted the need for the club to have a hand washing sink. This was still the case. We have contacted the Environmental Health Officer to get information about this and will report on our findings at our next visit.

Staff informed us that there were risk assessments for the club. We could not find these on the day of our visit. (See recommendation 1.)

We discussed outdoor play with the chairperson, manager and staff. We confirmed that for primary school aged children a member of staff could be outside with some children while the other member of staff was inside. This would provide children with flexibility to choose to play indoors or outdoors. We said that this could only happen after staff had fully risk assessed this procedure, that all children were part of the discussion about rules for outdoor play and that there were procedures getting assistance if required.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. Where risk assessments have been developed these must be available for staff to refer to ensure the on-going safety of children. 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: 3 - Adequate

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

Service strengths
This section takes account of Quality Statements 3.1 and 3.3.

The club provided parents and children with adequate opportunities to participate in assessing and improving the quality of staffing in the service.

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

Areas for improvement
Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also. (See recommendations 1 and 2 in Quality Statement 1.1.)

Grade awarded for this statement: 3 - Adequate

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
The club provided an adequate workforce which was professional, trained and motivated. Staff operated in line with National Care Standards, legislation and best practice. We assessed this through:
Looking at recruitment procedures
Speaking with staff
Looking at training opportunities
Discussing SSSC registration.

We saw during our visit and through discussion with staff and parents that the staff team were motivated to provide a good quality service to both children and parents.
There were three main staff working in the club. Two were working towards a childcare qualification and the manager held a SVQ III.

The manager was aware of the need for staff to register with the Scottish Social Services Council (SSSC) in accordance with their role. The SSSC is the body responsible for care sector workforce development.

A process for carrying out staff appraisals was in place. Due to the appointment of the new manager and new staff appraisals for this year had not as yet been carried out.

Areas for improvement

The recruitment policy which had been revised by the manager was not sufficient to ensure the safe recruitment of staff. The policy referred to potential staff bringing two references with them. This is not seen as safe recruitment practice. Requesting and properly following up references is one of the most vital safer recruitment tools. As well as providing a valuable source of information on candidates, their histories and performance in previous roles, they can also give an indication of personal qualities and characteristics. A robust approach to these on the part of recruiting organisations is therefore important. (See requirement 1.)

There had been a 100% staff turn-over in the after school club over the past year, with the exception of a staff member who worked only in the breakfast club. There had been limited induction for the two newest members of staff who included the manager of the service. (See recommendation 2.)

As commented on in Quality Statement 1.3 neither of the staff on duty on the day of our second visit. We have made a requirement regarding training and child protection.

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

**Number of requirements:** 1

**Number of recommendations:** 1

**Requirements**

1. The provider must ensure that the service recruitment procedure is effective to ensure that quality staff are employed in the service. The procedure must include that two references must be sought for each member of staff. One of these references must be from the previous employer where applicable. This is in order to comply with SSI 2011/2210 Regulation 9. (1). A regulation with regard to the fitness of employees.

In making this requirement we took account of the Scottish Social Service Codes of Practice - Employers of Social Services Workers1.3 and the National Care Standards
for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

Timescale: The recruitment procedure must be forwarded to the Care Inspectorate before 31 October 2013.

Recommendations

1. The provider should ensure that the induction procedure gives new staff in the club a good knowledge of policies and procedures and what is expected of them in their new role. Induction should be fully recorded. In making this recommendation we took account of the Scottish Social Service Codes of Practice - Employers of Social Services Workers1.4 and the National Care Standards for Early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 2 - Weak

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

Service strengths
This section took account of Quality Statements 4.1 and 4.4.

The club ensured that parents and children using the service had adequate opportunities to participate in the assessment and improvement of the quality of management and leadership in the service.

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

Areas for improvement
Comments made in Quality Statement 1.1 apply to this Quality Statement also. (See recommendations 1 and 2 in Quality Theme 1 Statement 1.)

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

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

Service strengths
The club had weak quality assurance systems and processes in place. We assessed this through:
Committee minutes and information from the chairperson
Talking to staff
Talking to the manager.
Regular committee meetings took place. All staff and parents could attend these meetings if they wished. Minutes of committee meetings were available to all parents.
The club had links with Midlothian Association of Play. This link will be built up on to access training and support.

Areas for improvement

There was a complaints policy for parents to use. This addressed only complaints to the manager or committee. The name and address of the Care Inspectorate was not included. (See requirement 1.)

The previous manager had, through the action plan, indicated that she and the staff team would be carrying out work to meet the recommendations made at the last inspection. We found through this inspection that this was not the case. The new manager of the service had been in post since the end of June 2013 and now needed to improve her knowledge on how to carry out a full evaluation of the service offered to parents and children. This needed to be carried out with staff, committee, children and parents. Before action is taken to make changes to the club the audit must be carried out and an action plan developed. This will ensure that the manager and staff are clear of what is expected of them. Tools such as 'Aiming High Scotland' could be used for this purpose. (See requirement 2.)

As we have mentioned in this report the manager was in the process of revising policies and procedures. This needed to be carried out with staff and approved by the committee. Doing this work with staff would enable them to have a working knowledge of them and understand them fully. The manager must ensure that policies and procedures take account of good practice guidance and the legislation which applies to this service. (See recommendation 1.)

Grade awarded for this statement: 2 - Weak

Number of requirements: 2

Number of recommendations: 1

Requirements

1. The provider must ensure that the complaints procedure used in the service includes the information contained in The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 No. 210. Regulation 18.

   Timescale: The complaints procedure must be forwarded to the Care Inspectorate before 31 October 2013.

2. An in-depth and comprehensive audit of the service must be undertaken. This will include all areas of the service. Through auditing the service an action plan must be developed to address the areas staff, managers, children and parents have identified for improvement. This is in order to comply with SSI 2011/210 Regulation 3 - A regulation to ensure that the service is provided in a manner which promotes
quality and safety and respects the independence of service users and affords them choice in the way in which the service is provided to them.
In making this requirement we took account of the National Care Standards for Early Education and Childcare up to the age of 16. Standard 13 - Improving the service and Standard 14.4 and 14.7 - Well-managed service.
Timescale: The audit of the service with associated action plan must be forwarded to the Care Inspectorate before 30 November 2013.

Recommendations

1. The manager and provider should ensure that staff are involved in the development of new policies and procedures. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well managed 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
As a result of this inspection we have increased the frequency of inspection of this service. Another inspection will take place in the inspection year 2013 - 2014.

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 - 2 - Weak</th>
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<td>Statement 1</td>
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<td>Statement 1</td>
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## 6 Inspection and grading history

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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| 11 Jul 2012   | Unannounced | Care and support 4 - Good
|               |           | Environment 3 - Adequate
|               |           | Staffing 3 - Adequate
|               |           | Management and Leadership 3 - Adequate       |
| 9 Mar 2012    | Unannounced | Care and support 3 - Adequate
|               |           | Environment Not Assessed
|               |           | Staffing 1 - Unsatisfactory
|               |           | Management and Leadership 1 - Unsatisfactory |
| 25 Nov 2011   | Re-grade  | Care and support Not Assessed
|               |           | Environment Not Assessed
|               |           | Staffing 2 - Weak
<p>|               |           | Management and Leadership 2 - Weak            |</p>
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<td>5 - Very Good</td>
<td>4 - Good</td>
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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