Mauricewood Primary School Nursery
Day Care of Children
11 Muirhead Place
Penicuik
EH26 0LE
Telephone: 0131 271 4630

Type of inspection: Unannounced
Inspection completed on: 30 May 2014
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### Service provided by:

Midlothian Council

### Service provider number:

SP2003002602

### Care service number:

CS2003016006

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0845 600 9527 or email us at 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

- Quality of Care and Support: 4, Good
- Quality of Environment: 5, Very Good
- Quality of Staffing: 5, Very Good
- Quality of Management and Leadership: 5, Very Good

What the service does well

Well trained staff provide a welcoming environment for children and their families. Staff are on duty to welcome families into the service at the start of each session. The nursery is fully integrated into the school and transition arrangements for children are very good. Parents are encouraged to get involved in the service by, for example, helping with the nature schools initiative and by volunteering in the nursery.

What the service could do better

The service should look for ways to continue to develop their existing positive practice and consider the action they will take on the requirement and recommendations in the body of the report.

What the service has done since the last inspection

Since the last inspection took place staff have continued to take part in relevant training courses. Working with families they have raised funds to further develop the exciting and challenging outdoor play area.

Conclusion

Children are cared for by skilled and experienced staff in a fun and challenging environment. The views of children and parents are valued. Staff training is ongoing and staff are constantly looking for ways to improve their practice.
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to April 1 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

The 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 to comply with the Public Services Reform (Scotland) Act 210 and Regulations or Orders under the Act or conditions 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.

Mauricewood Primary School Nursery is registered to provide a service to a maximum of 40 children aged three - five years. The service may operate between the times of 8.55am to 12 noon Monday to Wednesday and 8.55am, to 12.10pm on Thursday and between the times of 1.00pm to 3.30pm Monday to Thursday and 9.00am to 11.30am on Friday.

The nursery is part of Mauricewood Primary School which is set in a residential part of Penicuik. Children in the nursery have their own playroom and large well developed outdoor play area. The nursery is fully integrated into the primary school. Children regularly use parts of the primary school including the library, sports hall and outdoor areas.

The nursery Aims include the following:

To ensure that the children have a happy, stimulating and challenging experience.
To promote positive school ethos.
To ensure that staff work as an effective and efficient team.
To promote and provide staff development opportunities.
To implement National Guidelines and ensure quality of learning.
To liaise with local schools, and the wider community.
To involve parents in the life of the school”.

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 5 - Very Good**
**Quality of Staffing - Grade 5 - Very Good**
**Quality of Management and Leadership - Grade 5 - Very Good**

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

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

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

What we did during the inspection
We wrote this inspection report after we carried out an unannounced inspection on Monday 26 May 2014. We provided feedback to the service on Friday 30 May 2014. We issued twenty Care Standard questionnaires to families using the service. Four completed questionnaires were returned to us before the inspection took place.

In this inspection we gathered evidence from sources including relevant policies and procedures, records and other documents including:

Certificate of registration.
Public Liability Insurance.
Aims and Objectives.
Parents Information pack.
Parents Notice Board.
Medication Records.
Accident Records.
Children’s Folders.
Minutes of meetings.
Planning.
Staff training information.

We spoke to the following people:

Head Teacher.
Deputy Head Teacher.
Nursery Teacher.
Care and Development Workers.
Children.
Parents.

We observed the interaction between staff and children. We observed staff practice and checked the quality of resources and activities available to children. We walked around all the parts of the building and the outdoor play areas used by children.
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 detailed self assessment from the service before this inspection took place. The service identified areas of strength and areas for future development.

Taking the views of people using the care service into account
On the day of the inspection we saw that children appeared happy and relaxed in the care of staff. They moved freely between the indoor and outdoor play areas. We chatted to some of the children attending nursery in both morning and afternoon sessions. Some of the children showed us their “All About Me” folders. Others were happy to chat about favourite activities. They were particularly enthusiastic about the outdoor play opportunities available to them.

Taking carers’ views into account
Before the inspection took place we sent twenty Care Standards Questionnaires to the service to distribute to families. Four of the questionnaires were returned to us. All of the families who returned their questionnaires told us they strongly agreed with the statement “Overall I am happy with the quality of care my child receives in this service.”

During the inspection we spoke to twelve parents. Some parents told us they felt communication and opportunities to talk to staff could be better, others told us they were happy with current arrangements. All of the parents we spoke to told us that overall they were happy with the quality of care their child received. Some of the individual comments we received are included in the body of the report.
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 provided very good evidence of how they met the areas covered by this Quality Statement.

Staff were on duty to welcome families as they came into nursery to drop off and pick up their children. This created an opportunity for staff and parents to pass on information about children’s progress and development.

Staff had developed a number of ways to gain the views of parents, keep them informed and allow them to express their views. They include:

- notice boards.
- newsletters.
- training certificates.
- suggestions box.
- weekly plans.
- parents evenings.
- last Wednesday of the month parent meetings with Nursery Teacher.

The comprehensive nursery handbook helped parents to understand what they could expect from the service. It gave parents detailed information about the opportunities staff provided to support the key aspects of children’s development and learning. In addition there was useful information about specific policies and procedures supporting the service and list of useful addresses.
Parents comments included “Communication is much better this year we have dates in advance which makes it easier to plan”

The nursery issued questionnaires to families after specific events asking for their views and suggestions.

On the last Wednesday of every month an open meeting was held for nursery parents. This was an opportunity for them to meet with the Nursery Teacher and talk about any issues they chose.

Families who returned our Care Standards Questionnaires told us that they received clear information about the service and had been able to visit before their child started.

Children were consulted through circle time and through conversations with individual staff. These together with staff’s general observations, were used to help staff plan to make sure the activities and experiences provided met the children’s needs and provided them with challenge. We saw examples of staff responding to children’s comments. For example during an activity session in the sports hall involving balancing bean bags a child said “This is too easy”. Staff immediately asked the child what they could do to make it more challenging.

We saw examples of how floor books had been used effectively to help children get involved and influence the service for example in planning the outdoor play area.

**Areas for improvement**

During the inspection some parents said they felt that opportunities to give and receive information were limited because the number of children coming into the nursery made it difficult to talk to staff. We spoke to the Nursery Teacher and the Head Teacher about this. They were aware that this was a busy time and stressed that parents could ask for a private meeting if they felt this would be useful.

Some parents said they got information too late for them to be able to plan around it. Several parents suggested that using social media would be a more effective way of communicating with them. We discussed this with the Head Teacher who told us that a small group of parents were working on developing a website for the school, including nursery classes. It was hoped that this would be available at the start of the new school year in August 2014.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

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

**Service strengths**

We found that the service provided good evidence of how they met the areas we looked at in relation to this Quality Statement.

The nursery handbook gave families detailed information about the nursery which helped families know what to expect when they took up a place.

The nursery was fully integrated into the school. Children frequently visited the upper school and took part in activities with primary age children. The layout of the nursery and the lower primary school meant there was a natural link between the two areas. Children often shared space for activities and to display their art and craft work. This helped children to become familiar with staff and with the layout of the school. On the day of the inspection children who would be moving into primary 1 after the summer break were visiting their new class teacher to share in an activity linking the nursery and primary parts of the school. Positive transition arrangements helped to support children’s wellbeing as they moved through the school.

Staff were trained in Infection Control procedures and understood the importance of supporting children’s wellbeing through routines including hand washing and toothbrushing. We chatted to children who were taking part in these activities and found they were able to tell us why these activities were important for their general health.

We found that children were given opportunities to learn about healthy eating through projects including planting and growing fruit and vegetables as part of the ‘plot to plate’ initiative. Children’s independence and self help skills were supported in a number of ways including the opportunity to get involved in preparing snack and serving themselves at snack time.

Staff understood the importance of supporting children’s physical wellbeing. Children were free to go between the playroom and the outdoor area as they wished.

Children’s “All About Me” folders were easy for the children to reach by themselves. We saw that several children enjoyed looking at and talking about their folders. They chatted about past achievements recorded in photographs and it was apparent they felt a sense of pride. One child said “Look I’ve still got the spider I made in that picture”. Another noted that they had grown bigger and said “I’m stronger now, I can run faster and I can write my name”.

Staff worked well together to make sure that children with additional support needs were cared for in a consistent and sensitive manner which supported their wellbeing and promoted their independence. Where necessary staff worked with other professional agencies to make sure children’s needs were met.
Staff met together regularly to plan activities to support children’s experiences. We agreed that a strength of the staff group was their ability to support children to achieve positive behaviour and develop social skills through clear and consistent messages and through effective role modelling by staff.

Parents who returned our questionnaires told us they agreed or strongly agreed that the service provided their children with a healthy well balanced diet which met their children’s cultural needs. They also agreed or strongly agreed that staff had a clear code of behaviour for children and worked with children to ensure they understood it.

**Areas for improvement**

During the inspection we found that the system for recording medication did not follow current guidance. We directed the service to our document ‘The Management of Medication in Daycare and Childminding Services’ which is published on our website at www.careinspectorate.com. and made a requirement about this.

See Requirement 1

We found that while some folders showed clear links between the observations staff made about children and how staff identified next steps in their learning this was not always the case. Some folders required work in order to achieve consistency. The Head Teacher told us she was aware that this was an area for ongoing development.

We made a recommendation about this

See recommendation one

Children’s folders were laid out where they could be seen by parents and we were aware that some parents had taken their children’s folders home and had put comments into them. In addition the parents handbook reminded families of their responsibility to keep staff informed of any changes in their circumstances. However the system to ensure that all of the folders were reviewed at least once every six months in accordance with the Public Services Reform (Scotland) Act needed to be more closely monitored.

We made a recommendation about this

See recommendation 2

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

**Number of requirements:** 1

**Number of recommendations:** 2

**Requirements**

1. It is required that the service ensure they follow the current guidance on medication in day care settings when dealing with the administration of medication. This is in order to comply with Scottish Statutory Instrument 2011/210.
Regulation 4(1) a provider must (a) make proper provision for the health, welfare and safety of service users.

Time scale: one month

When we returned to the service to give feedback we found that they had taken appropriate action in order to meet the requirement

**Recommendations**

1. The Head Teacher should go ahead with plans to ensure greater consistency in the quality of information and the links between observations and next steps in children’s folders.

   National Care Standards Early Education and Childcare up to the age of 16
   Standard 14 Well Managed Service

2. The Head Teacher should ensure that the systems currently in place to review information held in children’s "All About Me Forms" are effective and that they are reviewed formally at least once every six months and more often if this is necessary.

   Standard 14 Well Managed Service
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

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

Service strengths
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 Statement 1.1 applies to this Quality Statement.

In addition we saw that parents and children had been involved fundraising and planning for the ongoing development of the whole school grounds. In the nursery this included new permanent climbing and balancing equipment and a large sandpit. The children and parents were enthusiastic about these developments and the benefits they had brought to the children’s overall experience.

Areas for improvement
The areas for improvement identified in Quality Statement 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 was able give us very good evidence of how they met the areas covered by this Quality Statement.

The nursery was bright and clean. Displays of children’s work and photographs helped to create a welcoming space for children’s play.
The school employed a janitor who monitored the building. All maintenance issues were referred to the landlord, Midlothian Council. Staff confirmed that the Council were responsive in dealing with repairs.

We could see that children were encouraged to get involved in tasks like tidying up and helping to prepare snack. We could see that staff praised children for their achievements and offered helpful suggestions where they saw that children would benefit from this. This supportive approach helped children to feel valued.

The environment was secure. A buzzer entry, signing in book and manned entrance helped to ensure that staff knew who was in the building and the purpose of their visit. This helped to reassure parents that the school had taken reasonable steps to ensure children’s safety.

The play room was divided into specific areas for different activities. This helped children to move around and to choose their own activities. We could see that the nursery was well resourced and that staff had access to well organised and clearly labelled topic boxes. Staff told us this allowed them to respond to children’s interests quickly.

During the last inspection staff told us of their plans to further develop the outdoor play experience for children. This had been achieved. Children had access to a very well resourced outdoor play area which gave them very good opportunities to experience challenge through the high quality of equipment. Staff told us they found that children were growing in confidence in their physical skills.

Some staff had been trained in the Nature Schools initiative and the nursery had access to a nearby woodland area. We spoke to staff who had completed Nature Play training and an Outdoor First Aid course. They were enthusiastic about the opportunities this new development gave the children. They gave examples of children having increased confidence and decision making skills which they brought into other areas of their learning.

In term one, children spent one full day a week for six weeks in the woodland area. In term two, they spent a day a week for three weeks. This was at the request of parents who wanted their children to experience play in an outdoor environment at different times of the year.

Children were eager to talk to us about the nature play experience which gave them the opportunity to play and learn in an outdoor environment. We looked at photographs of children taking part in activities. These included climbing trees collecting natural materials for building dens and other structures and generally enjoying being in a woodland environment.
Parents who returned our questionnaires told us they felt the nursery had a suitable range of equipment, toys and materials for their children. They also told us they were confident that staff had the skills and experience needed to care for their children and to support their learning and development.

**Areas for improvement**

In order to maintain and improve on their very good grades for this Quality Statement staff should continue to look for ways to further develop their existing positive practice.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

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

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

Parents from the Parent Teacher Association and from the Parent Council who were interested in staff recruitment were given the opportunity to be involved in interviewing for new staff. The Head Teacher told us they were given training on recruitment and selection and order to do this.

In addition parents whose children attended the nursery were invited to get involved in the service through volunteering as parent helpers in the nursery. This gave them the opportunity to observe staff practice first hand and meant they were well informed to comment on this area.

Comments from parents we spoke to on the day of the inspection included “I really enjoy volunteering in the nursery and I’ve learned some tips for helping my own child” and “I’m impressed by how often they change the activities there’s always something different going on.”

Areas for improvement
The areas for improvement identified in Quality Statement 1.1 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 very good evidence of how they met the areas covered by this Quality Statement.

All of the staff held qualification in teaching or in childcare. Staff were registered with the Scottish Social Services Council or with the General Teaching Council Scotland. These are the bodies responsible for the registration, training and conduct of staff working in childcare and education. One of the Childcare Development Workers was currently working toward her BA in Early Childhood Studies.

Parents were reassured that as far as possible their children would be kept safe because staff had taken part in mandatory training in First Aid, Food Hygiene and Child Protection.

Additional staff training included, dance, Better Movers Better Thinkers, epilepsy awareness, asthma, numeracy and maths and nature play. This training helped staff to support children’s diverse interests and learn more about areas they had particular interests in. For example, the Big Dance Pledge enjoyed by the whole school and the nature play course which is detailed under Quality Statement 2.2.

Some staff had used their training to help support parents with their young families. For example, the nursery offered a Parents as Early Education Partners (PEEPS) Course and a Raising Children With Confidence Course to families.

At the time of the inspection there were no students on placement. However we were shown the information given to them along with the induction into the service which helped to ensure that they understood their responsibilities and the action they should take in the event of emergency situations.

Staff told us they met together regularly in order to plan activities. We saw samples of activity plans. These plans were displayed where they could be seen by families visiting the service.

The Head Teacher and staff told us that the twice yearly system of appraisal linked to a competency framework worked well. The meetings were recorded and provided an opportunity for professional discussion and appraisal on strengths, areas of particular interests and future plans. The system appeared to work well, for example we saw that a member of staff was able to follow and develop their professional interest in outdoor play which led to the high quality practice described in Quality statement 2.2.

Areas for improvement

The service should continue with their current very good practice and look for ways to further develop their current knowledge and skills.
Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

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

Service strengths
The information contained in Quality Statement 1.1 applies to this Quality Statement.

Areas for improvement
The area for development contained in Quality Statement 1.1 applies 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
The service provided very good evidence of how they met the areas covered by this Quality Statement.

The services aims and objectives were shared with staff and parents. When we spoke to staff it was apparent that they were familiar with the aims and objectives of the nursery and were able to discuss how they worked in order to meet them.

The service’s School Improvement Plan and Standards and Quality Reports were shared with parents. The Standards and Quality Report identified targets the school had set and told parents about the progress they were making in meeting these targets. The school received regular visits from a Quality Improvement Officer from Midlothian Council for advice and support in meeting the targets in the School Improvement Plan.
Senior staff met regularly with other local nurseries to share best practice and to gain information. This information was passed to staff through regular team meetings.

The Deputy Head Teacher regularly spent time in the nursery in order to observe and support staff practice. This helped her to develop a good sense of staff strengths and areas for development for individual staff. This information was used to inform staff appraisal and identify training needs.

We saw written examples of observations on individual staff practice completed by the Deputy Head Teacher. The observations identified next steps in learning. This helped to support learning and development in a positive way.

The service’s self assessment document had been written with input from staff.

Through discussion and feedback it was apparent that the management team were aware of the strengths and areas for development of the nursery

Areas for improvement
The information on how to take forward concerns or complaints does not tell families that if they are not satisfied with the way the nursery has dealt with their issue they have the right to contact the Care Inspectorate. We made a recommendation about this
See recommendation 1

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations
1. It is recommended that the nursery handbook is amended so that parents understand their right to contact the Care Inspectorate at any point in time if they are not satisfied that the nursery has dealt with their concern in a fair and reasonable manner.
   National Care 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

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 Environment - 5 - Very Good</th>
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<td>Statement 1</td>
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<th>Quality of Staffing - 5 - Very Good</th>
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<th>Quality of Management and Leadership - 5 - Very Good</th>
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## 6 Inspection and grading history

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tr>
<td>15 Jun 2012</td>
<td>Unannounced</td>
<td>Care and support: 5 - Very Good</td>
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<td></td>
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<td>Environment: 5 - Very Good</td>
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<td>Management and Leadership: 5 - Very Good</td>
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<td>2 Feb 2010</td>
<td>Unannounced</td>
<td>Care and support: 5 - Very Good</td>
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<td>Management and Leadership: 5 - Very 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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