Happitots Day Nursery - Cumbernauld
Day Care of Children
9/11 Allander Walk
Town Centre
Cumbernauld
Glasgow
G67 1DW
Telephone: 01236 736821

Type of inspection: Unannounced
Inspection completed on: 9 July 2014
Service provided by:
Happitots Day Nurseries Limited

Service provider number:
SP2003002955

Care service number:
CS2003055749

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  4  Good
- Quality of Staffing  4  Good
- Quality of Management and Leadership  4  Good

What the service does well

As a result of the changes within the playrooms, staffs approach and support from management children’s experiences should be more appropriate for their age and stages of development. This includes increased outdoor play, improved use of space and responsive planning.

What the service could do better

The service needs to continue to monitor the progress made and ensure that areas for improvement continue to support staff in providing quality child care. This will be achieved by the use of good quality assurance systems that are implemented and used to measure the outcomes for children.

What the service has done since the last inspection

We found the management had taken positive steps to address the two requirements and seven recommendations made since the last inspection. The management explained the changes they had implemented and the positive impacts on the service. This included staff engagement with children, children experiences and monitoring of the service provided. We found there were signs of improvement; however the outcomes were not yet being measured.
Conclusion

The service had taken positive steps to improve the service provided. The management team and staff had worked hard and we could see the impact of this. The service needs to ensure that they continue identify, monitor and measure improvements.
1 About the service we inspected

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

This service was previously registered with the care commission and transferred to the Care Inspectorate on 1 April 2011.

Requirements and recommendations
If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognise good practice.

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

Happitots Day Nursery is registered to provide childcare to a maximum of:
27 children 0 - under 2 years
25 children 2 - under 3 years
32 children 3 - 5 years.

The care service operates between the times of 7.00am and 7.00pm Monday to Friday on a year round basis.

The nursery is located in premises on the third floor of the main shopping mall in Cumbernauld Town Centre, and is acceptable by lifts and stairs. The service has access to a roof garden for outdoor play.

There is a secure entry system, and the premises consist of a cloakroom/foyer, office, four playrooms, cloakroom, toilets, kitchen, and staff facilities.

The service aims to “ensure that all children are treated as individuals, and all learning opportunities are matched to their individual needs”.

It also aims to ‘continue to work in partnership with parents and to develop links with
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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection
We wrote this report following an unannounced inspection carried out by an inspector.

The inspection took place on Tuesday 8 July 2014 between 8:45am and 1:40pm. It continued on Wednesday 9 July 2014 between 7:45am and 3:45pm.

As part of the inspection, we took account of the completed annual return we asked the provider to complete and submit to us.

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

We asked the service to inform parents we were carrying out the inspection and provide parents with the inspectors contact details, if they wished to share their views on the service. Some parents made contact with the inspector through face to face discussions and by telephone.

We also asked the manager to give out twenty staff questionnaires to staff to complete. We were informed fourteen staff were employed at the time of the inspection. No staff returned questionnaires.

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

We spoke with:
- the service manager (temporary)
- the service area manager
- practitioners
- the children using the service
- parents of children using the service

We looked at
- children’s information records/personal plans
- medication policy and records
- policies and procedures focusing on infection prevention
- risk assessments
- accident records
- registration certificate
- insurance certificate

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

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

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

**Inspection Focus Areas (IFAs)**

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

**Fire safety issues**

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

The requirement
1. This requirement was made following inspection activity. The provider must complete an assessment for the nappy changing facilities and make the relevant improvements to ensure that the service has appropriate facilities and safety measures in place to reduce the risk to children in relation to spread of infection and to ensure dignity and privacy for those children using the changing area. This is to comply with SSI 210 (4) (1) (a) and SSI 210 (10) (2) (a) (c)

What the service did to meet the requirement
We found the nappy changing facilities had undergone a deep clean and all unnecessary items had been removed this included the wooden changing unit. We found the door to the nappy changing area was closed and there was no longer an unpleasant odour in the main corridor. The area was well ventilated. As a result we found this requirement had been met.

The requirement is: Met - Within Timescales
The requirement

2. This requirement was made following inspection activity. The provider must ensure that all staff follows the services management of medication procedures. This includes gaining appropriate consent, having medication care plans in place where necessary and that only medication in which they have consent for is stored in the service. Management must monitor these closely to ensure they are being implemented. All staff must follow the medication protocol to ensure that all relevant staff are knowledgeable about when medications are to be administered. This is to ensure the proper provision for children’s health, welfare and safety. This is to comply with SSI 210 (4) (1) (a)

What the service did to meet the requirement

We found the service implemented regular monitoring of the medication procures. We tracked children’s medication using the consent forms, care plans and medication stored within the service. We found the service medication procedures were followed and staff were aware of which children required medication and when it was to be administered. As a result we found this requirement had been met.

The requirement is: Met - Within Timescales

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

1. This recommendation was made following an inspection. Staff should develop their playroom skills to ensure that they listen and engage with the children to ensure they provide appropriate support. This would improve staff interactions with the children and the quality of activities on offer.

Progress: We observed staff within the playrooms and found them to be engaging better with the children. We found staff were deployed more effectively within the playrooms and were more responsive to the needs of the children. We were informed following the last inspection staff had undergone training and received support on engaging with children, pathways of learning and use of meaningful communications. As a result we concluded that this area of recommendation had been addressed. The service management informed us that they would continue to monitor staffs engagement with children.

2. This recommendation was made following an inspection. Staff should ensure that they provide quality care to ensure children personal care needs are meet. This includes tooth brushing and personal hygiene such as wiping noses and washing faces.

Progress: We observed the care children received through the inspection. We found staff provided children the opportunity to brush their teeth following the tooth
brushing guidance. We found staff assisted children well and promoted good hand washing through the nursery day focusing on times such as before snack and after toileting. We found children had clean faces and when needed assistant to wipe their noses staff gave assistance. There were amble supplies of tissues around the playrooms. We concluded staff were more aware of children personal care needs and provide assistant to meet these. As a result this area of recommendation had been addressed.

3. This recommendation was made following an inspection. Staff should ensure that appropriate equipment is provided to promote children’s independence during snack time.

Progress: We observed children over the lunch time and snack times. We found the service had made changes to meal times this included have to sittings for lunch resulting in smaller number of children eating at the one time. Children in the older rooms now served themselves and were observed pouring own drinks. The younger children were observed feeding themselves and staff provided assistance when needed. As a result we found this area of recommendation had been addressed.

4. This recommendation was made following an inspection. The service should have a deep clean and keep all areas accessed by the children clean, tidy and fit for purpose. The utility areas should be maintained and kept following best practice guidance. This is to ensure children are cared for in a safe, hygienic and pleasant environment that is kept in good condition.

Progress: We found the nursery had undergone a deep clean and cleaning schedules were in place and had been implemented. As a result the environment was clean and a more pleasant environment for children. As a result we found this area of recommendation had been addressed. The management agreed to continue to maintain and monitor the environment to this standard found at this inspection.

5. This recommendation was made following an inspection. Staff and children should look after the resources. The staff and children should tidy up the playroom regularly. Staff should respect the resources and encourage children to do so also.

Progress: We found that within all play areas the staff and children were tidying up resources. Staff encouraged children to respect and take care of the toys. As a result we have found this area of recommendation had been addressed.

6. This recommendation was made following an inspection. Management should ensure that they have effective systems in place to monitor the quality of work of each member of staff. They should demonstrate effective leadership qualities to identify staff development needs and plan appropriate training and support. Management should evaluate the impact of training and support to ensure that the quality of staffs practice improves as a result.
Progress: We found the service had implemented more regular monitoring of staffs practice this entailed staff appraisals, observations of practice and reviews of staffs planning. Staff informed us that they felt support by the service identifying areas for development and providing training and support in these areas. Through regular monitoring management and staff informed us that the service being provided had been improved. We found that the training and support provided had a positive impact on staffs practice and on the service provided. As a result we found the area of the recommendation had been addressed. We did discuss how staff could further evaluate on their practice as a result of training.

7. This recommendation was made following an inspection. Management should take actions, within timescales appropriate to the areas for improvement identified. For example storing resources tidily and out of reach from children when identified not being suitably stored. This is to ensure that when improvements are identified they are addressed as soon as possible.

Progress: We found the management had been proactive to ensure that were possible areas requiring actions were undertaken. As a result we found the area of the recommendation had been addressed.

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment
Every year all care services must complete a `self assessment` form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a completed self-assessment document from the service provider. The service provider had completed this with the relevant information they had given us for each of the headings that we grade them under.

Taking the views of people using the care service into account
We spoke with some of the children using the service. We found children were positive about their experiences within the service. Children told us they felt safe, secure and well looked after.

We observed the younger children over the two-day visits and found children to be happy, settled and taking part in a range of activities.
**Taking carers' views into account**

We sent out forty questionnaires and eight were completed and returned to us before our inspection. We had further opportunities to speak to relatives of the children during the inspection. All feedback received indicated relatives of those using the service were happy with the service provided.

Some relatives agreed they had been involved in developing the service and that staff asked their child’s views about activities and planning.

Most relatives agreed the environment is safe, secure, smoke free, pleasant and stimulating and that the children had ample space to take part in a range of activities.

All relatives were confident about staff's skills and experiences and that there was always enough staff to provide quality care.

Some written comments included:

'I am happy with the staff and my child is very happy, although I sometimes wonder if there is enough staff to always 100% meet the staff to child ratio.'

'I feel I don’t receive a lot of information about what my child does on a day-to-day basis in the nursery.'

'I feel like the nursery could be cleaner, more attention needed to wiping children’s hands and faces and when nappies are being changed.'

'My child keyworkers have been very caring towards them and they have built nice bonds with them.'

'I am always welcomed in the morning by pleasant staff. My child is happy to go to them which makes the transition easier in the morning.'
3  The inspection

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

Quality Theme 1: Quality of Care and Support
Grade awarded for this theme: 4 - Good

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

Service strengths
At this inspection, we found that the performance of the service was good for this statement. The service met the aspects considered. We gathered evidence from talking to staff, observing children, collating feedback from family members, and information written and verbally presented by the service.

We were informed following the last inspection staff had undergone training and received support on engaging with children, pathways of learning and use of meaningful communications. We observed staff within the playrooms and found them to be engaging more with the children. We found staff were deployed more effectively within the playrooms and were more responsive to the needs of the children. As a result we concluded that this area of recommendation had been addressed since the last inspection. The service management informed us that they would continue to monitor staffs engagement with children.

We found the service had considered the methods used for consultation since the last inspection. The consultations examined focused on the services identified areas for improvement. We could see how parents and children’s views had influenced the service provided. This included the development of the outdoor play experiences and the use of playrooms and layouts. The systems used to gather views included talking to parents and for children the use of 3D mind maps, discussions and floorbooks. We concluded the service had involved parents and children in the development of the service.

We observed the children and spoke to staff to find out how children were encouraged to make decisions about their daily care. We found children choose what
they had for lunch, daily activities and if they wanted to play outdoors. Staff explained how they planned the daily activities and learning in response to children’s interests. We concluded that children were encouraged to share their views and that these were included in the daily routine.

**Areas for improvement**

Staff planned to continue developing the use of floor books. When these are well-established they provide an effective method in involving children in planning their own early learning experiences.

The service offered parents various methods to share their views on the service this included parents forum, parents surgery and social networks. The management informed us that these were not always used and that they planned to review these methods to ensure they focused on the most effective methods to gather parent’s views.

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

**Number of requirements:** 0

**Number of recommendations:** 0
Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
At this inspection, we found that the performance of the service was good for this statement. The service met aspects considered. We looked at how the service provided care to meet children’s individual needs, the opportunities to promote healthy living and promotion of children’s health and wellbeing through infection prevention measures.

The management, children and staff informed us that since the last inspection they accessed the outdoors more. The service had made some improvements to the nursery outdoor space for example creating a mud kitchen. The service regularly visited a local green space where children participated in a wide range of experiences. Some staff had undergone training in working with children outdoors. Staff spoke with enthusiasm about the children’s outdoor experiences and about the benefits such as increased concentration. We concluded children’s experiences when outdoors had improved and children were learning more. The service planned to further refurbish the nursery garden and staff planned to continue developing their skills in delivering the outdoor learning experiences.

We observed the care children received through the inspection. We found staff provided children the opportunity to brush their teeth following the tooth brushing guidance. We found staff assisted children well and promoted good hand washing through the nursery day focusing on times such as before snack and after toileting. We found children had clean faces and when needed assistant to wipe their noses staff gave assistance. There were ample supplies of tissues around the playrooms. We concluded staff were more aware of children personal care needs and provide assistant to meet these.

We observed children over the lunch time and snack times. We found the service had made changes to meal times this included have two sittings for lunch resulting in smaller number of children eating at the one time. Children in the older rooms now served themselves and were observed pouring own drinks. Younger children were encouraged to eat independently, although staff assisted when required. Meal times were sociable and we found children spent the time talking to each other. We concluded meal times played an important part of the day to support children’s social development.

We spoke with the management about accessing appropriate services to support children with additional support needs (ASN). The management explained since the last inspection they had familiarised themselves with the services and procedures within North Lanarkshire council in relation to ASN. The provider employed a speech and language therapist, which the service could access for support and guidance. The
speech and language therapist also worked with staff to develop their confidence in working with children to support their language development. We concluded the service if required were aware of how to access additional support services.

We observed practice focusing on infection control measures in place. We found staff and children to be following good hand washing at all times. Staff discussed nappy changing procedures demonstrating awareness of following appropriate safety measures to reduce the spread of infection. Staff confirmed undergoing regular infection control training including hand washing and use of protective equipment such as gloves and aprons. We concluded that staffs practice followed the services infection control policies and procedures and best practice guidance.

**Areas for improvement**

We discussed further development of children’s personal plans with management. Management informed us that there is a planned review of the personal plans was on-going. We discussed personal plans reflecting how the service intends to meet children’s health, welfare and safety needs and meets the legislative requirements. The management have agreed to take this into account.

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

**Number of requirements:** 0

**Number of recommendations:** 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

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

Service strengths
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the quality of the service environment. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

We have included the strengths under quality theme one, statement one when grading this statement.

Areas for improvement
The service planned to continue to involve parents in the development of the outdoor area.

Grade awarded for this statement: 4 - Good

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

Service strengths
At this inspection, we considered the premises were maintained, how well service users were protected and the promotion of children’s health and wellbeing through infection prevention measures. We found aspects considered were met. We gathered evidence through viewing the areas used by children, considering the space, layout and equipment, examining relevant records and observing how environment and equipment was used.

Since the last inspection the service had met the requirement and addressed the recommendations made under this statement. We found the nursery including the nappy changing facilities had undergone a deep clean and all unnecessary items had been removed. We found the door to the nappy changing area was closed and there was no longer an unpleasant odour in the main corridor. The area was well ventilated. We found cleaning schedules were in place and had been implemented. As a result the environment was clean and a more pleasant, safe environment for children. The management agreed to continue to maintain and monitor the environment to this standard found at this inspection.

We found the younger children’s cots for sleeping had been moved away from under the windows. Staff informed us that through monitoring the room temperature and taking appropriate actions that the room temperature had been maintained with guidelines.

Children had access to large playrooms, toilets and enclosed outdoor area. These areas provided ample space for children to take part in a range of activities safely.

The service had policies and procedures in place, in which staff were familiar with to reduce any possible hazards. This included child protection, hand hygiene, food handling and administering medication. The service provider had undergone a recent review of the medication policy and procedures to ensure they followed best practice. We found medications to be stored safely and staff were following the services medication policy and procedures.

Staff informed us of the nappy changing procedures. Staff confidently explained the procedures which included use of personal protective equipment (PPE) such as gloves and aprons demonstrating the infection prevention measures followed during nappy changes and assisting children with toileting.

Areas for improvement
The management agreed to continue to maintain and monitor the environment to this standard found at this inspection.
We identified a section of the work top in the nappy changing area that was not sealed resulting in not being easily cleaned. The management agreed to address this.

The service was in the process of reviewing the risk assessments in place for the premises, resources and activities. They were introducing a benefit of risk assessment format. As a result staff were developing increased skills in identifying hazards and safety precautions.

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

**Number of requirements:** 0

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

Grade awarded for this theme: 4 - Good

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

Service strengths
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the quality of staffing. The service met all aspects considered. We gathered evidence from talking to staff and children, collating feedback from family members, and information written and verbally presented by the service.

We have included the strengths under quality theme one, statement one when grading this statement.

Areas for improvement
The service planned to further develop how they involve the parents and children in the assessment and improvement of the quality staffing of within the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

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

Service strengths
At this inspection, we found that the performance of the service was good for this statement. The service had met all the aspects considered. We looked at staff interactions with the children and their families, staff awareness and knowledge of the children in their care, and staffs practice and training opportunities and how they promoted children’s health and wellbeing through infection prevention measures.

We observed staff interactions with the children. We found staff to be more engaged with the children and providing appropriate support. Staff and children interacted well and staff responded appropriately to children’s requests. Children told us that liked the staff and parents gave positive feedback about the staff. We concluded that children were being cared for by staff that had formed positive relationships with them.

We found staff had an increased enthusiasm and confidence. Staff were confident discussing their roles, training and projects undertaken since the last inspection. This included the implementation of the outdoor learning, menu reviews and changes in the use of playrooms.

Staff told us that they worked well as a team. They informed us that they felt supported by the management and were pleased with the support and training being provided to develop their skills. Some staff spoke how they were keen to take on board further qualifications. We conclude staff had an interest in developing their skills to ensure they provided the quality early learning and childcare.

We were informed that twelve staff were employed to care for the children at the time of the inspection and all staff, required were registered with the appropriate professional body.

Areas for improvement
The service had a training calendar in place to continue to support staff in their personal development. The service should continue to ensure that training offered meets the staff development needs. Staff with conditions on their SSSC registrations should ensure they attend training to gain qualifications to meet conditions within the timescales.

We discussed how staff evaluate their learning and how staffs learning impacts on the service. The management agreed that this an area that could be further developed.
Grade awarded for this statement: 4 - Good

Number of requirements: 0

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

Grade awarded for this theme: 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
At this inspection we considered the opportunities for children and their families to give feedback and make suggestions for improving the service. The service met all aspects considered. We gathered evidence from talking to staff, observing children within the service environment, collating feedback from family members, and information written and verbally presented by the service.

We have included the strengths under quality theme one, statement one when grading this statement.

Areas for improvement
The service should continue to further develop opportunities for parents and children to get involved in assessing and improving the quality management and leadership of within the service.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0
Statement 4

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

Service strengths

At this inspection, we found that the performance of the service was good for this statement. We found aspects considered were met. We looked at how the service had self-evaluated, planned and continued to improve the service provided and promoted children’s health and wellbeing through infection prevention measures.

We found the management had taken positive steps to address the two requirements and seven recommendations made since the last inspection. The management explained the changes they had implemented and the positive impacts on the service. This included staff engagement with children, children experiences and monitoring of the service provided. We found there were signs of improvement; however the outcomes were not yet being measured.

We found the service had implemented more regular monitoring of staffs practice this entailed staff appraisals, observations of practice and reviews of staffs planning. Staff informed us that they felt support by the service identifying areas for development and providing training and support in these areas. Through regular monitoring management and staff informed us that the service being provided had been improved. We found that the training and support provided had a positive impact on staffs practice and on the service provided. We did discuss how staff could further evaluate on their practice as a result of training.

The provider reviewed the organisation policies and procedures. This included infection control, medication and nappy changing. We concluded that the provider was proactive in ensuring the policies and procedures were kept in line with best practice guidance.

The management discussed how they had monitored and reviewed practice to improve the outcome for children. This included more focused improvement targets with measurable outcomes. We concluded management demonstrated more confidence in planning and implementing improvements.

We found the management had been proactive to ensure that were identified areas that required actions were taken.

Areas for improvement

We discussed with the manager methods used to observe and monitor staffs practice, procedures and children’s experiences. We found that these could be improved by setting SMART (specific, measurable, agreed upon, reasonable and timely) targets and evaluating these. As a result the manager would be able to base findings more on evidence.
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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6 Inspection and grading history

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<td>13 Nov 2013</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<td>Environment 3 - Adequate</td>
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<td>Staffing 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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