The Station House Nursery
Day Care of Children
53 Greenlees Road
Cambuslang
Glasgow
G72 8DZ

Inspected by: Ann Dornan
Type of inspection: Unannounced
Inspection completed on: 7 May 2014
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 6 Excellent
- 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

The service provides an environment where children are relaxed and settled. Children have formed positive relationships with staff, and are confident in their play and learning. Families are regularly consulted about developments within the nursery and their views and ideas are valued by the service.

The nursery environment is clean, well maintained and safe for children. A wide range of well maintained equipment is available for children within each age group.

What the service could do better

The service should address the areas for further improvement suggested within this report.

What the service has done since the last inspection

The service has further developed its methods of consulting children and involving them in how the service develops. Staff have undertaken a variety of professional development opportunities and have used their increased knowledge to assist them in providing a wider range of play and learning opportunities for children. The recommendations contained within the previous report have been met.
Conclusion
The owner/manager of the service leads a committed and enthusiastic staff team, who work together to provide a very good level of care to children in a stimulating and supportive environment.

Children’s views are sought and valued, and they are fully involved in developing their own learning. Parents and carers are encouraged to be fully involved in the development of the service.

Who did this inspection
Ann Dornan
1 About the service we inspected

The Station House Nursery operates from a detached property in the Cambuslang area of South Lanarkshire. The service was registered with the Care Commission and transferred to the Care Inspectorate on 1 April 2011. The nursery can accommodate a maximum of 32 children aged between 6 weeks and those not yet attending primary school. The operating hours are Monday - Friday from 08:00 - 18:00hrs, 52 weeks per year. The nursery is in partnership with South Lanarkshire Council to provide pre school education.

Among its stated aims, the nursery planned to “work closely with children, staff and parents to provide the highest standard of childcare.”

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

Quality of Care and Support - Grade 6 - Excellent
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
This report was written following an unannounced inspection. This was carried out by Ann Dornan on behalf of the Care Inspectorate. Visits took place over two days on 25 and 28 April 2014. Final feedback was given by telephone following the inspection.

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

We sent twelve care standards questionnaires to the head teacher to distribute to relatives and carers of people using the service. Six completed questionnaires were returned before the inspection.

In this inspection, we gathered information from various sources, including the relevant sections of policies, procedures and records. Some of these are listed below:

certificate of registration
certificate of insurance
partnership with parents policy
parental questionnaires
enrolment forms
staff meeting records
children’s floor books
child protection policy
information on infection control
information recorded about children
children’s profiles
staff training records
recruitment and selection procedures

We talked to the owner/manager and staff members. We spoke to children informally during the inspection process and reviewed care standards questionnaires. We did not speak to any parents or carers during this inspection. However, the care standards questionnaires that were returned to us were very full and contained a good variety of useful information.
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

A recommendation was recorded in the previous inspection report suggesting that a system be put in place to evidence that personal plans had been updated within the relevant timescale. This recommendation had now been met.

A recommendation had been recorded in the previous inspection report suggesting that all stakeholders should be involved in the quality assurance procedure. The evidence we sampled during this inspection indicated that this recommendation had been met.

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 fully completed self-assessment form from the service. We were satisfied with the way this had been completed, and with the relevant information they had given us for each of the headings we use to grade the service.

The service identified what they thought they did well, some areas for development, and any future changes they had planned.

Taking the views of people using the care service into account

Children were busy and engaged within the nursery environment. They were happy to talk to us about the time they spent in nursery. They were enjoying the activities and learning taking place around the topic of the Commonwealth Games. They enjoyed outdoor play and making new friends. They also enjoyed the meals and snacks that were provided.
Younger children and babies were observed to be happy and content with staff. They were involved in a range of enjoyable play experiences suited to their stages of development.

**Taking carers' views into account**

We received six completed care standards questionnaires from parents and carers of children who attend the service. Parents expressed a very high level of satisfaction with the service provided for their children. Some comments from parents are included throughout this 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: 6 - Excellent

**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 the service to have excellent performance in relation to the areas covered by this quality statement, and have awarded a grade of 6.

We awarded this grade after we had spoken to the owner/manager and staff, observed children’s play and learning experiences, and reviewed policies, procedures, questionnaires and other relevant documents.

Parents and children were consulted in a variety of ways, and were provided with a range of information. Detailed below is some of the information we looked at, and some of the procedures we observed:

- a participation strategy that described some of the consultation methods used by the service
- questionnaires for parents and children
- a comments and suggestions box
- notice boards throughout the nursery that provided information, results of consultation, and planned activities for children
- two way communication diaries
- daily routine sheets
- nursery to home ‘a day in the life’ sheets
- newsletters that contained useful information and sought feedback
- children’s ideas and suggestions recorded in mind maps and floor books
- children’s profiles and comments sheets
- outcomes from ‘two stars and a wish’ suggestions
- information relating to parents’ involvement in the playroom
The range of opportunities available to parents and carers to participate in assessing and improving the quality of care and support within the service had been enhanced by the nursery’s increased use of information technology. The service had recognised that working parents were less likely to return written questionnaires, and had made effective use of e-mail to communicate information and to seek views.

In addition, the service had recently introduced e-profiles for children. These were being used very effectively. Children showed us their profiles and told us how they were involved in choosing the pieces of their work and photographs that they wanted to have included. Parents had access to their child’s profile at any time. This resulted in increased discussion between parents and their children about what children were learning, and assisted staff in introducing topics that interested children and extended their learning. Most parents took advantage of the opportunity to review their child’s profile and to add information and comments that helped staff to plan future activities.

We observed very good interaction between staff and children. Children’s views were sought and valued, resulting in them becoming confident about expressing opinions and seeking advice and information. Children showed us evidence of a topic they were undertaking on the Commonwealth Games. They told us how this had incorporated information about following a healthy diet and getting plenty of exercise.

Consultation had also taken place in relation to ensuring that meals and snacks were healthy and nutritious, and were low in fat and salt. As well as involving parents in determining what children were fed, this raised children’s awareness of what they were eating, and encouraged them to make healthy food choices.

Children’s floor books clearly reflected extensive consultation on a variety of topics. Each child’s ideas were recorded, and the books reflected the learning that had been undertaken. At the end of the topic, it was clear how children’s knowledge of specific subjects had increased.

Throughout our visits, we saw children being offered opportunities to explore their environment and to choose what they wanted to learn. They were involved in undertaking basic risk assessments and recognising how to keep themselves safe.

From our observations, it was clear that staff knew the children very well. They encouraged quieter children to express their views, and ensured that each child had opportunities to take part in a full range of activities.
Both verbal and written communication enabled staff caring for younger children to provide a service that met their needs. We observed staff speaking to parents when they collected and their children, and sharing information about what they had done during the nursery day. In addition, daily routine sheets and communication diaries assisted both parties in sharing information that would improve each child’s care and support.

Parents were routinely consulted about various aspects of the nursery. Good use was made of ‘two stars and a wish’ which allowed parents to share their views of what the service was already doing well and encourage suggestions for possible further improvement. The outcome to any suggestions made, and any action taken, was shared with families.

The extensive consultation that took place in relation to the care and support of children resulted in confident, outgoing children who knew their contributions would be valued, and parents who felt the nursery respected their views on how their children could best be cared for in a way that complemented their home lives.

Some comments from parents who completed our care standards questionnaires included:
"Staff are always welcoming upon my child's arrival at nursery. They are also sensitive to her needs".
"I feel that staff know my child very well - what she likes and dislikes, who she plays with, and I’m informed of any new things she has learned".
"We are delighted with the quality of service we receive. It is a safe and fun environment for children to play and learn".

**Areas for improvement**
Where relevant, the service should continue to extend the use of E profiles throughout the nursery.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

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

Service strengths
We have awarded a grade of 6 - excellent, in relation to this quality statement. We awarded this grade after we had looked at planning records and children’s folders. We spoke to nursery staff, and observed some of the routines in operation during our visits. We spoke to the children about the activities they were involved in, and asked parents for their views on how well the nursery was meeting their children’s needs. We discussed training with the staff and reviewed staff training records. We assessed the impact of staff training on the care and support provided to children attending the nursery. We looked at the information recorded about children, and spoke to the manager and staff about how the nursery accessed additional support for children who might benefit from some support from other professional agencies.

From our observations, and discussions with staff and parents, it was clear that staff knew the children very well. They were able to describe how they met each child’s needs, using subjects that children found interesting and enjoyable to extend their development and understanding. We observed all children to be comfortable and relaxed with staff. They were motivated to learn and confident about discussing their achievements.

The service had recorded useful information about children to help them meet individual needs. We saw that personal plans had been put in place for each child. These indicated the areas for development staff were working on with regard to each child, and the way in which the information was shared with parents and children. Achievements were recorded, along with ‘next steps’, so that children continued to be provided with activities that stimulated them and increased their learning. Records showed that the nursery respected the information provided by parents, and followed the care routines for younger children that families followed at home. Staff had a good awareness of GIRFEC (Getting it Right for Every Child) and used the indicators from this document to ensure that personal plans covered all areas of children’s development. The incorporation of parents’ comments in children’s folders encouraged parents to talk to children about what they were learning. Parents also shared information about children’s achievements at home. This helped to strengthen the links between the nursery and children’s homes.

The nursery had taken part in projects such as ‘health promoting nurseries’, indicating that the service recognised the importance of outdoor and physical play, as well as following a healthy diet.

We saw all children playing outdoors and taking part in physical activities. This encouraged their physical development and well-being, as well as helping them to understand the importance of energetic play. Very good use was made of the
Commonwealth Games as a topic that interested children. They spoke confidently about the aspects of the Games that interested them. Outdoor play within the nursery was supplemented by trips to local parks and a soft play area. This gave children opportunities to use larger equipment.

Children learned about different types of food, and the importance of following a healthy diet. They were encouraged to learn about healthy foods, and to help prepare the snack. We saw healthy lunches being offered and enjoyed by the children. Menus indicated that a varied and nutritious range of foods was provided for both meals and snacks. Children were offered a choice of water or milk to drink. Water was available to children throughout the day.

Children learned about the importance of hand washing, cleaning their teeth and taking care of their environment. They learned about safety through stories, activities, and visitors to the nursery. Examples of this included visits from the lollipop lady and the fire and rescue service. Staff had been trained in food hygiene, and we saw them following safe practices when handling food. We reviewed procedures relating to nappy changing and the use of bedding, and found these to be in line with good practice guidance. The manager and staff had been trained in child protection and pediatric first aid. They demonstrated a clear understanding of their roles and responsibilities in relation to keeping children safe.

Staff spoke to us about how they had accessed help from agencies such as learning support and speech and language, and how they worked in partnership with them to provide individual programmes for children. They worked closely with families and any agencies involved with any of the children in their care. Information recorded showed that families were involved in discussions with support agencies. Plans clearly indicated ‘goals’ for children, and how these were to be achieved. We felt that this was an area in which strong links had been established with support agencies, indicating the nursery’s commitment to providing an inclusive service for children.

**Areas for improvement**

The service was committed to continuous ongoing improvements in line with the GIRFEC well-being indicators.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0
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
There was evidence that the service valued the views of families when reviewing the nursery environment. This included the way in which the outdoor area had been developed. Children were consulted about new equipment, and were also encouraged to take part in carrying out some risk assessments. This helped to develop children’s awareness of their environment, and to assist them in managing risk.

Respondents to our care standards questionnaires confirmed that they felt the service provided a safe, secure, hygienic and stimulating environment with a suitable range of equipment, toys and materials for the children.

Areas for improvement
The service should continue its very good practice in relation 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
We have awarded a grade of 5 - very good, in relation to this quality statement. We awarded this grade after we had spoken to staff, parents and children, and looked at how children used the playrooms and outdoor area. We looked at records on health and safety, infection control and risk assessment. We spoke to staff about how they ensured that children were kept safe.

The nursery operated from a detached, single storey building. There was a secure entry system in place. We were required to offer evidence of identity and to sign a visitors’ book before gaining entry to the nursery.

The nursery operated from three separate playrooms. Children were accommodated in relation to their ages or stages of development. The secure entry system allowed children to access the toilet independently. Children could also access the outdoor area directly from one of the playrooms. Appropriate deployment of staff meant that children had access to the outdoor area throughout the nursery day. There was a separate kitchen for the preparation of meals and snacks. Cleaning and risk assessments implemented by the service ensured that all areas were clean and safe for use by children.

The playrooms were well planned, allowing children safe access to all areas and resources. Equipment was well maintained and safe. Procedures were in place for identifying and referring maintenance issues, and records indicated that these were acted on timeously. The accommodation was suitably heated and had appropriate ventilation. Restrictions were in place to ensure that children had computer access only to relevant programmes.

The service had developed written policies and procedures to indicate how they would address issues of infection prevention and control. These had been influenced by relevant documents such as ‘Infection Prevention and Control in Childcare Settings’. Staff members had been trained in paediatric first aid. A designated staff member was responsible for ensuring that first aid boxes were kept up to date and any out of date materials discarded.

Parents who returned care standards questionnaires told us they agreed that the service provided a safe, secure, pleasant and stimulating environment for children, and that there was sufficient space for children to be involved in a variety of activities.

Areas for improvement
The service was committed to ensuring that the nursery environment continued to change and develop in line with the needs of children attending.
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
The procedures used by the service to ensure that families were able to participate in assessing and improving the quality of the environment were similar to those described at quality statement 2.1. Parents who returned our care standards questionnaires spoke highly of staff, considering them to be friendly, approachable and professional.

Areas for improvement
Please refer to quality statement 2.1.

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 have awarded a grade of 5 - very good in relation to this quality statement. We awarded this grade after we had spoken to staff and observed how they interacted with children. We also spoke to children and read the comments parents and carers had made.

We spoke to staff about their professional development and training, and reviewed planning records and children’s folders. We asked staff about their roles and responsibilities and looked at some training files and continuous professional development records.

From our observations and review of comments from families, it was clear that staff had developed very good relationships with children. They were committed and motivated, and brought a variety of skills to the staff team. Staff had worked in the service for a long time and had developed a cohesive team that worked well together. They were committed to extending their knowledge and skills in order to improve the service they offered to children. They had attended a variety of training events, and the manager and some staff had undertaken additional qualifications. Staff were supportive of one another and shared their learning and increased knowledge with their colleagues. All staff had attained recognised qualifications and were registered with their professional body the Scottish Social Services Council (SSSC). They understood and implemented their responsibilities in terms of the SSSC’s codes of conduct.

Staff met regularly to plan activities that met children’s needs and challenged their learning. Staff told us that they were all encouraged to contribute agenda items to staff team meetings. Minutes were kept of the issues discussed, and these were available to all staff for reference.

When additional support was required for individual children, staff worked closely with a variety of support agencies. This assisted them in developing a joint approach to meeting the specific needs of individual children.

Respondents who returned our care standards questionnaires felt that staff had the skills and experience to care for children and to support their learning. They told us:

“The staff are helpful and caring towards me and my child”.
“My child is very happy to see the staff when she goes in”.
“The staff really are fantastic. They care do all they can to look after, and help the children develop”.
Areas for improvement

Staff completed their SSSC records detailing the impact of training and development opportunities they had taken part in. We suggested that this information could be further improved by extending the information included.

**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
It was clear from the evidence we reviewed that parents and children had been fully involved in developing the service. The owner/manager and her staff team recognised that developments were achieved more effectively when all parties were working towards a common goal. The documents and records we looked at confirmed a strong link between the information provided by families, and the identified priorities within the improvement agenda. We have assessed this quality statement as very good.

Areas for improvement
Among the identified areas for further improvement, the service planned to strengthen their links with the support agencies who worked with them.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0
Number of recommendations: 0
Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths
We have awarded a grade of 5 - very good, in relation to this quality statement. We awarded this grade after we reviewed how children and parents were involved in evaluating the service. We asked the manager and staff how the nursery evaluated the information provided by families, and how they used it to improve the service. We discussed the improvement plan for the service and how priorities were identified. We discussed how staff were involved in this process. We reviewed minutes of staff meetings and planning records, and assessed how the nursery took account of the ideas and suggestions made by children, parents and staff. We looked at the aims and objectives of the service, and asked staff about the documents they used when evaluating the nursery's performance.

Our discussions with staff indicated that they used relevant national and local documents to help them provide an appropriate range of learning opportunities for all children, and to follow the codes of practice of their relevant professional body.

Procedures were in place within the service for the management team and staff to review how well the nursery was performing in relation to its identified priorities. They used time during their staff meetings to reflect on the progress of individual children, and to evaluate how well the priorities in their development plan were being progressed. Regular monitoring was carried out by the manager and deputy manager of the service. This ensured that important records were kept up to date, and provided the management team with information on how children were progressing and how effective staff were in carrying out their roles.

A staff appraisal system was in place. This took account of staff strengths and areas for development identified through playroom monitoring, discussion, and staff self-assessment. The management team and staff worked jointly to identify training that would assist staff in meeting children’s needs while aiding their professional development.

We issued staff questionnaires to the service and asked the owner/manager to distribute these to staff members. The questionnaires that were returned to us indicated that all staff had been provided with learning opportunities that assisted them in carrying out their roles. Staff told us that they were asked for their opinions on how the service could be improved, and were given opportunities to meet with colleagues and discuss their day to day work. One staff member told us: “I am confident within the workplace due to the smooth running of the service and a very supportive manager”.

We felt that the systems in place within the service to monitor the effectiveness of records, procedures and staff interaction, resulted in a very good service being provided to children and their families.

Areas for improvement

The service had developed a written complaints procedure. It was suggested that they review and reduce the timescale detailed in the document for responding to complainants. This had been done by the time the inspection was concluded.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements
We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).
5  Summary of grades

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<th>Quality of Care and Support - 6 - Excellent</th>
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6  Inspection and grading history

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<th>Date</th>
<th>Type</th>
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<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>Staffing 5 - Very Good</td>
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<td>Management and Leadership 5 - Very Good</td>
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<td>Care and support 4 - Good</td>
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<td>Environment 4 - Good</td>
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<td>Staffing 3 - Adequate</td>
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<td>Management and Leadership 3 - Adequate</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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