Happitots Day Nursery
Day Care of Children
28 Colston Drive
Bishopbriggs
Glasgow
G64 2AZ
Telephone: 0141 772 4708

Type of inspection: Unannounced
Inspection completed on: 19 February 2015
Contents

Summary
1 About the service we inspected 5
2 How we inspected this service 7
3 The inspection 11
4 Other information 25
5 Summary of grades 26
6 Inspection and grading history 26

Service provided by:
Happitots Day Nurseries Limited

Service provider number:
SP2003002955

Care service number:
CS2003003685

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 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
The nursery ethos was very positive. The management team and staff worked well together to provide good quality childcare within the local community and were committed to providing a positive experience for the children in their care. Parents and children expressed their satisfaction with the service.

What the service could do better
The management team and staff should continue to build upon the good practice that is now in place and continue to embed the improvements that have been made since the last inspection year.

What the service has done since the last inspection
Since the last inspection the management team had worked closely with staff to continue making improvements to practice within the nursery. In 2014 the nursery was revisited by an inspector from Education Scotland who confirmed that progress was now being made in early learning.
Conclusion

We were impressed by the commitment of the management team to maintaining and improving standards within the nursery. Significant work had been undertaken by the whole staff team to improve outcomes for children.

Parents told us that they were pleased with the improvements and were happy with the service provided to their children. During the inspection children were observed to be happy and settled within the nursery.
1 About the service we inspected

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and Recommendations

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

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

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

Happitots Day Nursery is registered to provide a daycare of children service to 97 children in the following age ranges:

- Children aged 12 weeks to 1 year - maximum of 15
- Children aged over 1 year to 2 years - maximum of 12
- Children aged over 2 years to 3 years - maximum of 20
- Children aged over 3 years to under primary school age - maximum of 30
- Children primary school age - maximum of 20.

The service operates from a detached villa in Bishopbriggs.

The service aims include the following information: “to ensure that all children are treated as individuals and all learning opportunities are matched to their individual needs. Encourage children to become successful learners, responsible citizens, confident individuals and effective contributors”.

Inspection report continued
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 0345 600 9527 or visiting one of our offices.
2 How we inspected this service

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

What we did during the inspection
We wrote this report following an unannounced inspection. The inspection was undertaken by two inspectors. Our initial visit took place on Wednesday 18 February 2015 and we returned to the service on Thursday 19 February 2015 when the inspection was concluded. Feedback was given to the nursery manager and two area managers on Thursday 19 February 2015.

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

We sent twenty five care standards questionnaires to the service to be distributed to parents and carers of children using the service. Thirteen of these were completed and returned to us prior to the inspection.

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

We spoke with:
- children
- the nursery manager
- area manager
- childcare workers
- the maintenance person.

We looked at:
- arrangements for involving children and parents/carers in improvements within the service
- arrangements for the storage and administration of medication
- arrangements for controlling and preventing the spread of infection
- children’s personal plans
- arrangements for health and safety and maintenance within the service
- staffing qualifications and access to training
- arrangements for involving children, parents and staff in self-evaluation and quality assurance
- the environment and equipment.

The findings from the above were taken into consideration for the purpose of reporting.

**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

At the last inspection we made three recommendations for improvements within the nursery. We were satisfied with the progress that had been made for each of these recommendations.

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.

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

Taking the views of people using the care service into account

During the inspection, approximately 50 children aged between birth and five years were attending the nursery. We found that children were very happy and settled within the service. Children were confident in their play and in their interactions with staff and each other. Some of the older children told us about what they enjoyed doing at nursery.
Taking carers' views into account

As mentioned earlier, we sent twenty five questionnaires to the nursery for distribution to parents/carers. Thirteen were completed and returned before the inspection. In the completed questionnaires, ten parents/carers strongly agreed and three agreed that overall, they were happy with the quality of care their children received in this service.

Parents’ commented:

"Happitots Bishopbriggs is an outstanding childcare provider. Both my children have had and continue to have fantastic early years/after school experiences within the nursery."

"My child loves this nursery, has lots of friends and enjoys all of the activities. My child plays outside and visits the community when possible, and always has positive comments and often asks to go on days off. My child has a good relationship with the staff, trusts them and enjoys spending time with them. My child has learned so much and is continuing to do so. I am more than happy with Happitots and so is my child."

"I have been with Happitots Bishopbriggs for the past seven years. Over the years I have seen various changes. Things have just been improving. All the staff have been approachable and they always give time to the parents to understand any concerns. I am so happy with all the services the nursery provides. They can’t get rid of me that easy as I will be using their after school facility and summer club."

"I would like to say that the staff at Happitots Bishopbriggs are a breath of fresh air. They have all helped both my kids to develop further. I think the nursery has got so much better now that Jodi Byres has taken over. My child goes to school next week and has been there since 8 months old. My child will now go to after care and my other child will go in too. I would strongly recommend the nursery."

"I have concerns about cost now that East Dunbartonshire Council have withdrawn their funding. I am unsure how long my child will continue to be subsidised by Bertram."
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 overall the service’s performance was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

In the completed Care Inspectorate questionnaires ten parents strongly agreed and three agreed that the service had involved them and their children in developing the service, for example asking for ideas and feedback. One parent commented:

"Jodi and Emma are an excellent management team and regularly keep me updated on developments through newsletters, emails, room noticeboards and verbal communication. I particularly like that they involve both parents and the children in these changes. Keep up the good work!"

At the last inspection we made a recommendation that the service provider introduced a clear system for consulting children and parents to all aspects of nursery life. Good progress had been made in this respect.

The nursery had a number of policies to underpin their good commitment to involving children and their parents in assessing and improving standards within the nursery:- Parents and Carers as Partners, Participation Strategy and Consultation with Children. These policies were made available to parents.
The nursery team made very effective use of social media to keep parents up-to-date, share information on activities and outings and enable suggestions. During the inspection the manager asked parents if they would like to participate in the inspection process via Facebook.

Two Parents' Evening were held each year to enable staff to inform parents about their children’s development and to enable parents to make comments and suggestions about the nursery.

A Parents' Council had been established to discuss the work of the nursery.

Children and parents were being consulted on the introduction of a new lunch menu within the nursery.

In the Care Inspectorate questionnaires, eight parents strongly agreed and one agreed that the staff asked for their children’s views about the activities and outings and used them to plan future activities. Staff told us that all activities were planned to suit children’s individual interests, age and stages of development. Staff did this through observing and consulting children. Children’s views were central to the planning process and we saw that they used simple voting systems to make decisions. Staff made good use of floor books to encourage children’s thinking skills through talking together in a group which allowed children to be consulted and influence the learning taking place. Throughout the inspection children had many opportunities to make choices. Older children chose what area of the playroom they wanted to spend time in; what they wanted to play with; and when they wanted to go outdoors. We chatted with some children who told us that they could decide what activities they took part in.

During a recent consultation with children, some children had asked if the nursery could have a pet snake. Given that this was not practical, the staff explained this and instead arranged for a snake to visit the nursery.

In the completed Care Inspectorate questionnaires ten parents strongly agreed and three agreed that they were kept informed about what was happening in the service, for example, through newsletters and information boards. We found that the service used a range of communication methods to keep parents informed about their children’s development, nursery life and planned events and to encourage their participation, including:
- useful newsletters
- social media
- notice boards.

However, parents and staff told us that they preferred to rely on building good relationships and informal communication channels with each other to ensure that there was an open and mutual exchange of information about children.

Areas for improvement

Parents had recently been asked to complete a questionnaire about the wellbeing indications from Getting It Right For Every Child (GIRFEC). (The GIRFEC approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. The Scottish Executive is working to ensure that GIRFEC is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.) There had been a relatively low response to this questionnaire and we felt that this was probably due to the technical and complex nature of the questions asked. The manager may wish to make the language of future questionnaires more relevant to parents.

The manager should continue with her plans to introduce methods of involving younger children within the nursery in the consultation process.

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, for this statement, we focused on children’s personal plans; the arrangements for the storage and administration of medication; and the quality of children’s experience at the nursery.

We found that overall the service’s performance was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

In the completed Care Inspectorate questionnaires nine parents strongly agreed and three agreed that staff had worked with them and their children to develop individual education and support programmes for their children. Each child had an up-to-date personal plan which staff used to get to know children and ensure that the planning process met their needs. A new format for personal plans was being introduced, which would enable staff to plan for each child’s individual needs. The new plan was based around the GIRFEC well being indicators. In addition to this, staff used electronic learning journals to record observations of children and were beginning to use them to track children’s next steps and development progress.

Overall, we found that the arrangements for the administration of medication to children were appropriate. The policy and procedures contained an appropriate range of information. We found that for medication in use at the time of inspection, the relevant parental consent forms were in place for all medication. Through discussion we confirmed that staff were aware of children in their playrooms requiring medication. Specific care plans were in place for children requiring long term medication.

In the completed Care Inspectorate questionnaires nine parents strongly agreed and four agreed that their children could experience and choose from a balanced range of activities. Most children throughout the nursery were content, settled and well cared for. Babies were free to explore their playroom and choose from a range of resources and activities, which were changed throughout the day. Most children were engaged in appropriate activities during the inspection. Staff had developed good relationships with the children in their care and were attentive to their needs.
Since the last inspection conditions in the tweenie room had greatly improved. Children were very confident and content. During our observations there was a very good level of engagement in the activities offered. Children particularly enjoyed their time outside in the garden.

Children in the toddler room were busy and engaged in a number of interesting learning experiences. Staff were attentive to their needs and used appropriate strategies to deal with children’s behaviour.

Overall, standards in the pre-school room had improved. We found that there was a calmer, quieter atmosphere in the room and staff interaction was appropriate. Children were busy and stimulated by a range of interesting and appropriate learning experiences. Some children were picked to be daily monitors and told us how they enjoyed this responsibility and explained what they had to do.

Older children told us:

“There are lots of books here, I think that’s why it’s called the story corner.”

“I am going to school soon. I will be in primary one.”

We are learning about space. I know the biggest planet.”

Areas for improvement

While checking medication records, we found that there was some confusion over recording when parents had given children the last dose versus the first dose of the medication. Recording the first dose ensured that parents could confirm that their children had not experience an allergic reaction after taking the medication. We also noted that some parents had indicated that children should be medicated when their temperature became high, but normal nursery procedure dictated that when children experienced a high temperature their parents were called to collect them from nursery. We felt that staff within the nursery would benefit from clearer guidance in these areas (see Recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1
Recommendations

1. The service provider should consider the issues around:
   - clarifying when children had received medication for the first time;
   - recording when the medication was last administered at home;
   - children with a high temperature remaining at nursery; and
   - how staff recorded children receiving short term medication over a number of
     days in one week.

and seek to revise the administration of medication procedures accordingly. The
revised procedures should then be shared with staff to ensure they are familiar
with any changes to be put into practice.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 3 - Health and Wellbeing
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

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

Service strengths
We found that overall the service’s performance was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

Parents and children had opportunities to be involved on the nursery eco-committee. At the time of inspection the nursery manager was actively encouraging parents to be involved through the use of a questionnaire and the service newsletter. As part of this parents and children would be involved in recycling and developing the garden area.

Children showed me their floor book, which detailed what they had learned about keeping themselves safe in the community, including road safety and ‘stranger danger’.

Children in the after school service had submitted their ideas for the sensory area of the garden.

Parents and children had been consulted on where they would like to go on nursery outings.

Further strengths relating to this area were recorded in Quality Theme 1, Statement 1.

Areas for improvement
The service provider should continue with plans to develop the garden area in consultation with children and parents.

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
We found that overall the service’s performance was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

Happitots Day Nursery was based within a converted and extended detached villa in Bishopbriggs. The premises consisted of six playrooms for use by children, office, kitchen, staff room and toilet facilities.

There was a door entry system at the main entrance to the accommodation to ensure that children were secure at all times. Visitors to the premises were asked to provide identification and sign the visitors’ book.

We found that the accommodation was clean and equipped with appropriate furniture and fittings. The playrooms were laid out to make good use of the space available. There was an appropriate range of play material available to support children in their learning. Staff confirmed there were appropriate arrangements in place for cleaning and maintaining the play equipment.

The building was well maintained by the company maintenance team. Since the last inspection staff had worked well to create a pleasant and stimulating environment for children through the use of attractive wall displays.

An appropriate system was in place for recording accidents and incidents. We confirmed that staff discussed completed forms with parents and asked them to sign them. The forms we checked were appropriately signed.

A designated first aider had been identified and trained and first aid boxes were available in the playrooms.

An infection control policy was in place and appropriate guidance documents were available to help staff to prevent and control the spread of infection within the nursery. During our inspection, staff demonstrated good practice in relation to hand-washing, wearing gloves and aprons and encouraging children to wash their hands.
Areas for improvement
During the inspection we noted that the cupboard used for storing cleaning materials was bolted closed. However, given that older children could access this cupboard, we suggested that a lock be fitted to this door to prevent children from unbolting this cupboard.

We noted that some areas of the nursery, particularly the children's toilets, would have benefited from being redecorated. The area manager confirmed that the nursery was on the agenda for redecoration in the near future.

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
We found that overall the service’s performance was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

We were able to see that comments made by parents in nursery questionnaires were used to inform staff appraisals. The comments we saw were very positive and were used to reinforce the individual strengths of staff.

Parents had nominated a number of staff for annual awards organised by the service provider.

Further strengths relating to this area were recorded in Quality Theme 1, Statement 1.

Areas for improvement
The service provider should continue to explore ways of involving children and their parents in assessing and improving the quality of the staffing 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
We found that overall the service’s performance was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

In the completed Care Inspectorate questionnaires, ten parents strongly agreed and three agreed that they were confident that staff had the skills and experience to care for their children and support their learning and development. We found that all care staff held an appropriate qualification and had been registered with the Scottish Social Services Council (SSSC) to work within the nursery.

A staff development policy was in place to confirm the service’s commitment to ensuring that staff received appropriate support and training to carry out their roles effectively. A training plan for the service was available. Staff told us that they had good access to training. We checked the staff training records and found that all staff had recently attended training in a range of subjects.

The full staff team could participate in team meetings, although these could be more regular. Staff told us they could contribute to the agenda for these meetings and had access to a written record of the discussions which took place. The management team used these meetings for ensuring staff were kept up-to-date with best practice guidance. During our discussions, staff demonstrated good awareness of National Care Standards and SSSC Codes of Practice and understood their individual responsibility for keeping abreast of changes in best practice and relevant legislation. Staff had done a lot of training on GIRFEC and were able to talk with confidence about the wellbeing indicators.

Throughout the inspection we observed that staff worked very well together as a team. Staff had developed very good relationships with each other and were very supportive of each other. Staff told us that they felt well supported in their roles, by management and their colleagues, and that they were confident in management’s ability to deal with any concerns or issues raised.

In the completed Care Inspectorate questionnaires ten parents strongly agreed and three agreed that staff treated their children fairly and with respect. During the inspection we found staff interaction with children was good. Staff were very kind and caring in their interactions.
Any issues around children’s behaviour were tackled sensitively and effectively. Some staff used appropriate questioning techniques to extend children’s learning and offered encouragement and guidance where appropriate.

Staff were very enthusiastic and committed to their roles and to the service in our discussions with them.

Areas for improvement
The service provider should continue with plans to build on peer assessment techniques within the nursery, as a way of developing staff skills and strengths. It was suggested that the use of video could prove an effective tool to help staff to review their own practice constructively.

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
We found that overall the service’s performance was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

All parents were issued with a copy of the nursery Improvement Plan which detailed the nursery’s priorities for improvement and asked to comment.

A policy of the month was highlighted to parents to enable them to become familiar with nursery practices and to enable them to make comments to change or improve the policies.

Further strengths relating to this area were recorded in Quality Theme 1, Statement 1.

Areas for improvement
The service provider should continue to develop opportunities for children and parents/carers to be involved in assessing and improving the quality of the service overall. Staff should continue to ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

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
We found that overall the service’s performance was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff and parents, observed and chatted with children who use the service and reviewed a range of supporting paperwork.

A Self Evaluation Policy was in place outlining the nursery commitment to involving others in identifying strengths and areas for improvement.

A Quality Assurance Calendar was in place, which detailed how the management team would monitor standards and quality within the nursery.

An improvement plan was in place, which identified the improvement priorities of the nursery. As mentioned earlier all parents had been issued with a copy of this document and comments had been invited. Staff and children had also been involved in this process.

Areas for improvement
The management team should continue with monitoring practice in the playrooms, with more of a focus placed upon identifying outcomes for children.

Grade awarded for this statement: 4 - 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
None.

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

<table>
<thead>
<tr>
<th>Quality of Care and Support - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Environment - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Staffing - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of Management and Leadership - 4 - Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement 1</td>
</tr>
<tr>
<td>Statement 4</td>
</tr>
</tbody>
</table>

6 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 Feb 2014</td>
<td>Unannounced</td>
<td>Care and support 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 3 - Adequate</td>
</tr>
<tr>
<td>13 Mar 2013</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 4 - Good</td>
</tr>
<tr>
<td>14 Sep 2012</td>
<td>Unannounced</td>
<td>Care and support 2 - Weak</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 2 - Weak</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 2 - Weak</td>
</tr>
<tr>
<td>Date</td>
<td>Inspected By</td>
<td>Inspections Type</td>
</tr>
<tr>
<td>------------</td>
<td>--------------</td>
<td>------------------</td>
</tr>
<tr>
<td>11 Apr 2012</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td>16 Feb 2012</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td>29 Sep 2010</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td>7 Oct 2009</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td>10 Oct 2008</td>
<td>Unannounced</td>
<td>Care and support</td>
</tr>
</tbody>
</table>

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
To find out more about our inspections and inspection reports
Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0345 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0345 600 9527.

Translations and alternative formats
This inspection report is available in other languages and formats on request.

Telephone: 0345 600 9527
Email: enquiries@careinspectorate.com
Web: www.careinspectorate.com