

Care service inspection report

Full inspection

Kidscene Day Care of Children

Royal Blind School - Canaan Campus
43-45 Canaan Lane
Edinburgh

Service provided by: Royal Blind Asylum and School

Service provider number: SP2003002572

Care service number: CS2011285937

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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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	5	Very Good
Quality of environment	6	Excellent
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

Kidscene offers integrated after school and holiday provision for children with and without additional support needs and children with visual impairment. Staff are enthusiastic about their roles and committed to providing high quality experiences for children.

What the service could do better

Kidscene should now:

- ensure that the medication system is updated and is monitored to ensure that it is meeting the standards required
- incorporate areas for improvement from their action plan into their self assessment for the Care Inspectorate.

What the service has done since the last inspection

Since the last inspection the service has moved to a new purpose built area within the school.

Conclusion

Kidscene offers a variety of activities for children. The environment provides many opportunities for learning and play. Staff and children had a good rapport.

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 registered with the Care Inspectorate on 11th January 2012.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they get the best start in life, are ready to succeed and lead longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting It Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. GIRFEC is being threaded through all existing policy, strategy, and legislation affecting children, young people and their families.

In Scotland, the GIRFEC approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'

Kidscene is operated by Royal Blind Asylum and School which is a charitable organisation registered with the Office of the Scottish Charity regulator. Kidscene is an integrated after school club for children with and without disabilities. Kidscene provides a daycare of children service based at the Royal Blind School which is situated in a residential area of Edinburgh. The service has use of dedicated space in the school which includes two large playrooms, hall/cloakroom, a kitchen/dining room, office and toilet facilities. They also have use of a soft play room, the hydrotherapy pool, a sensory room, a light room, soft play, sensory garden and extensive grounds.

The service is registered to provide a care service to a maximum of 40 children from entry to primary school age up to 16 years of age. Care may be provided to a child/young person out with this age range following approval from the Care Inspectorate.

The club aims are:

To provide a safe, secure and relaxed environment for the children in our care. We endeavour to provide an atmosphere and activities similar to those found at home.

Recommendations

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

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 5 - Very Good

Quality of environment - Grade 6 - Excellent

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 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 carried out by a Care Inspectorate inspector. The inspection took place on the 19th January 2016 between 2.30 pm and 5.30 pm, we returned on the 20th January 2016 to conclude the inspection and give feedback. There were 35 children were present on the first day of 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 submit to us.

We issued sixteen questionnaires to the service to give to parents and carers before the inspection. Ten completed questionnaires were returned to us prior to the inspection.

During this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures and records. This included:

- returned Care Standard Questionnaires
- children's files
- evidence of "The kids scene collective"
- planning for activities, children's ideas book
- Facebook and Twitter
- the service's website
- child protection policy
- risk assessments
- staff files.

We also:

- spoke with children,
- spoke with staff and the manager,
- spoke with parents,
- observed the interaction between staff and children.

Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

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. They identified what they thought they did well. They did not identify many areas for development. Future self assessments could be used to evidence the changes made to the service since the previous inspection and clearly identify where improvements could be made and develop a vision for the future of the service.

Taking the views of people using the care service into account

Children using the service appeared happy and comfortable in the care of staff. Children spoken with told us how they felt about the club, their comments are included in the body of this report. "I like it here, there is loads to do".

Taking carers' views into account

Parents who returned the Care Standards Questionnaires were very positive about the service. Their comments are included in the body of the report.

Additional comments were:

- "My child is always happy here, she loves Kidscene".
- "A first-rate service".
- "My child has been here since it started. We are very happy with the service".
- "My child is always happy there, I feel she is well cared for".

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: 5 - Very 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

The service provided good evidence in relation to this statement.

There was a good rapport between staff and children. Staff listened to children and responded to their needs.

We saw that staff and the manager spoke with parents when they picked up their child. Daily verbal feedback was given to parents. Parents confirmed that there was good communication with staff and the manager. A parent commented in the returned CSQ "Staff always make an effort to tell me how my child got on during the session". A parent spoken with during the inspection told us that "I get a lot of feedback from staff on a daily basis, this is really useful as my child has limited communication".

There was an ideas book where children could put their ideas for activities. We saw children ask for the book to write their ideas down. Activities were planned for using the ideas and interests of children, for example many children had been interested in Star Wars, so there was a Stars War theme.

Two children represented the club in 'The kidscene kids collective". This was an opportunity for children to meet with senior managers to discuss aspects of the club. We spoke to the children who represented the club. They told us that they spoke to all the children in the club to gain their ideas. At the end of November 2015 they had canvassed the children to ask what toys or activities they would like within the club. One child told us "I like seeing the children enjoying the toys we got and making people happy". They made a list and met with the senior management team to discuss what the children wanted and why. The children had asked for an area for primary 6 and 7 children with their own books and games. The children showed us this area and appeared very happy with it. This was meaningful participation which demonstrated how the children were respected and valued.

The Royal Blind website had an area dedicated to Kidscene, this gave parents lots of information about the club, such as equal opportunities policy, philosophy of care, child protection policy and the complaints policy with a link to the Care Inspectorate website. This told parents how the service should be run and what they could expect from the service. A Facebook page informed parents of what the club was doing and included photographs of children engaged in activity.

The website described the induction procedure, for children who were going to start using the service. This was an opportunity for children to visit the service, find out how it worked and ask any questions they had about the service. All parents who returned the Care Standards Questionnaires agreed that they had received clear information about the service before their child started using it and were able to visit the service before starting to use it. One parent wrote "Staff took time to meet with me and my child before starting, getting to know her as an individual and taking time to show her around and introduce her to all the staff and some children. She had lots of time to look around, play and have snack on her visit".

Eight parents who returned the Care Standards Questionnaires agreed that they were kept informed about what was happening in the service, for example through newsletters and information boards.

Areas for improvement

Two parents who returned the Care Standards Questionnaire disagreed that they were kept informed about what was happening in the service through newsletters and information boards. One parent who returned the Care Standards Questionnaire had positive comments about the service provided but felt that more formal avenues for meetings and feedback were necessary.

"There is a glaring need for parents nights or meetings to discuss concerns and issues. For a while we have been hoping for feedback forms or opportunities, but currently there are no opportunities". We discussed this with the managers, who said that there was always someone available to speak with parents when they collect their child. We were unable to speak with the parent about this as they had not included any contact details. The service should consider further consultation with parents to determine which forms of communication best met their needs.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

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

Service Strengths

Kidscene provided an integrated service for visually impaired children and children with and without disabilities. Children who attended the club had a wide range of care and support needs. The service provided very good evidence about how they met children's needs. A parent spoken with on the day of the inspection said "It is lovely to see the integration of children with and without disabilities. Children learn to accept others".

All children had individual folders. These contained information relevant to the child and included emergency and doctor contacts. Children completed 'all about me' forms with information about what they enjoyed doing. These were updated by the children as staff noticed their ideas and interests changing.

Children with additional support needs had care plans with information from parents. Information about care and support needs, catalyst for behaviour and calming strategies was gathered from parents. Staff had completed individual risk assessment forms where applicable. This meant that staff had the information to meet the needs of the children and young people who used the club. A parent wrote "Due to the level of my child's care needs, it is the only after school club provision that she is able to access. I feel that she is always well cared for and happy there".

Staff had received training in the administration of medication to meet the needs of individual children. A nurse from the Royal Blind School was available to train staff in medical issues. This contributed to the overall health and wellbeing of children.

Staff had attended a variety of courses, detailed in theme three, statement three to ensure that they could not only meet the needs of the children but contribute to children having a good quality of life when they were in the club.

Staff knew that children's emotional wellbeing could be positively developed through nurturing relationships and taking part in a variety of activities. This resulted in children having a number of opportunities to learn and practice skills such as decision-making and expressing their feelings, all of which helped support children to make healthy and safe choices. Staff were sensitive to children's needs and feelings. One child told us "I cried when I first came here, staff had a sticker chart for me. Then I settled in really quickly and was very confident by the time I finished Primary 1".

The club had access to a variety of outdoor spaces and children had the opportunity to play outside on most days. On both days of the inspection children had an opportunity to play outdoors. On Fridays during term time and during the holiday club, the service had access to the hydrotherapy pool. These opportunities for physical activity contribute to children's overall health and well-being.

The promotion of healthy snacks was an important part of the work carried out in the club. Tables were set for snack in one of the playrooms when the children arrived from school. Staff should now ensure they follow the 'Setting the Table' Guidance which will inform their practice when providing snacks. We could see that staff followed good hygiene practice in the preparation and presentation of snack food. We observed the children washing their hands before eating.

Parents who returned the Care Standards Questionnaires wrote "

- "Kidscene has been fantastic for my child and our family. I know my child has good stimulating care in a supported environment. This is an invaluable care service - safe, supported and integrated social experiences with mainstream children".
- "Staff led by the exceptionally competent manager have gone to great lengths over the years to ensure that my disabled child's complex support needs and interests are met".

Areas for improvement

We saw that the medication system required to be updated, this included the recoding and storage. An outside organisation had already been booked to come in to review the medication system. We told the service about the

'management of medication in daycare and childminding services' available on our website.

This will be followed up at the next inspection.

Grade

5 - Very Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. To ensure the health and safety of children when giving them medication the service must review their recording system.

We suggested that staff refer to the 'Management of Medication in Daycare and Childminding Services' Guidance available on the Care Inspectorate website to ensure they are following the correct procedure. This can be found at www.careinspectorate.com.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 3 Health and Well being.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

Statement 2

"We make sure that the environment is safe and service users are protected."

Service Strengths

The service provided excellent evidence in relation to this statement.

The club was run from the Royal Blind School Building and was a suitable environment for visually impaired children as well as children with and without disabilities.

The building was very secure. The area of the school used for the after school club was secured so that no one could enter the building and no children could leave the area without the knowledge of staff. These systems contributed to keeping children safe when they were at the service.

As discussed in theme one, statement three staff had gathered information from parents to ensure that they could keep children safe, for example catalysts for behaviour and calming strategies. Individual risk assessments, demonstrated staff's awareness of how to keep individual children safe from harm.

A clear Child Protection policy and procedure were in place. Staff spoken with knew about the procedure and their responsibilities in relation to Child Protection. One new member of staff who had not yet received child protection training was aware of the clubs procedure and what they should do if they had a concern about a child. All staff were booked onto Child Protection training in May 2016. The Child Protection policy was shared with parents when their child began to use the service to ensure that they were aware of the club's responsibility to keep children safe.

There were checklists for safety and cleanliness which were checked by the manager. All areas of the school used by the club had been risk assessed. There was bespoke equipment which allowed children with additional support needs and visual impairments to access facilities and resources. This included the hydrotherapy pool, the soft play area, the sensory room and the sensory garden. Staff had received training for any equipment they may need to use, for example hoists. This allowed children and young people being able to partake fully in the life of the club.

There was a process in place for reporting any maintenance issues. Staff confirmed that any issues were dealt with promptly. This meant that staff were aware of the condition the property should be in to be safe for children and what to do if it was not. Staff encouraged children to tidy up after themselves which meant that the area was free of clutter and gave children free movement around the playrooms.

The manager described how they offered an inclusive service which promoted an ethos of valuing and respect for others. The manager had worked with staff to explore the Scottish Social Services Council (SSSC), Codes of Practice. This resulted in staff being fully aware of their responsibilities and how their behaviour could impact on the children and their service. Staff had worked with children to respect individuality, both their own and others. Children had learnt the importance of valuing people's differences. A young person from the Royal Blind school had spoken to the children about the impact of visual impairment. All of this impacted on the children's awareness of themselves and others. Throughout the inspection we observed children taking responsibility for keeping each other safe in the environment.

A parents who returned the Care Standards Questionnaire commented:
- "Excellent facilities".

Areas for improvement

Kidscene should continue to monitor and maintain the very high standards of quality. They should ensure that they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade

6 - Excellent

Number of requirements - 0**Number of recommendations - 0****Statement 5**

“The accommodation and resources are suitable for the needs of the service users. ”

Service Strengths

The service provided excellent evidence in relation to this statement.

As the club was housed within the Blind school, they had access to areas of the school and it's grounds. Areas of the school which the club had access to included the hydrotherapy pool which they used on a Friday and during school holidays. A gym with machines which the manager told us the older children enjoyed using. A sensory room, soft play room, gym hall and music room.

The large secure outdoor area, had a multi use games area, astro turf, a climbing wall, musical instruments, a sensory area and a story area. The doors from the club also opened out to an enclosed area with play equipment. This provided opportunities for children to develop their physical bodies, movement and spacial awareness both inside and outdoors. This contributed to children's independence in other areas of their life.

The clean, safe and well resourced playrooms were an exciting and dynamic space which led to positive outcomes for children's learning. We saw photographs and written evidence which showed that the environment continually evolved as staff promoted children's interests. Displays were linked to topics and included examples of children's work. The respectful and thoughtful way staff had set out the room allowed children to take ownership of the space. Children moved around confidently choosing activities and experimenting with well thought out interactive topic tables.

One playroom was used for art, crafts, sand and water, playdough as well as a reading area and space to do homework. The second playroom had a comfy

area, a role play area, sensory area, primary 6 and 7 area, computers, games and construction. An X box 360 required to children to move about to play the games, so still provided physical activity. The comfy area had a television and children could choose to watch a DVD.

There was a wide range of activities and resources for children to choose from. Staff were very observant and responsive to children's needs. Children were aware of what available within the club and we saw children ask for things which they wanted.

Staff who had experience of working with a younger age group had introduced sand, water and playdough. We saw that children were absorbed in exploring these activities, learning through play. Staff provided a variety of resources to encourage children to be creative. This demonstrated staff's understanding of children's needs.

Children wrote their ideas for activities and themes in an ideas book. Staff incorporated their ideas into themes for the week. All staff had an area or theme for the week and they devised art activities and organised books relating to the themes. This meant that activities were well planned for and well resourced. The Star Wars theme was complimented by art activities, Hama beads of Star Wars characters, colouring in, word searches and books.

Children we spoke with during the inspection told us:

- "It's really good here, there are lots of activities".
- "It's a nice place, lots of equipment".
- " I like going outside to the sensory garden".

Parents who returned the Care Standards Questionnaires commented:

- "Excellent facilities"
- "A fantastic range of facilities are always available".
- "My children are always happy to go, they enjoy it. There is always something that sparks their interest".

Areas for improvement

Kidscene should continue to monitor and maintain the very high standards of quality. They should ensure that they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 3

“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service Strengths

Kidscene provided very good evidence in relation to this statement.

All staff within the club had a relevant qualification and were registered with the Scottish Social Services Council (SSSC). The SSSC are responsible for registering people who work in social services and regulating their education and training. Staff had a variety of training and experience which they brought to the club this included a Kindergarten teacher, a forest school teacher, Bachelor of arts in childhood and youth studies and Scottish vocational qualifications in social care.

Staff had received training in

- manual handling, epilepsy,
- management of aggression - strategies and techniques,
- signalong
- autism awareness
- hoist training
- developing outdoor play
- sensory room and soft play
- elementary food hygiene
- managing difficult epilepsy
- gastronomy feeding.

Staff told us how this had impacted on their work in improving outcomes for children.

The manager of the service had received training in

- supervision
- Getting it right for every child (GIRFEC)
- supporting children with autism
- safeguarding children and young people
- management training.

This contributed to her ability to manage the service and support staff and children.

In May 2016, all staff were signed up to receive training in First aid, food hygiene and epilepsy. For new staff this would be their first training and an update for other staff. Three members of staff had completed a foundation in 'Medication in children's services' an e-learning course.

Children spoken with during the inspection told us:

- "The staff are very nice".
- "Staff are always happy and cheerful".

Parents who returned the Care Standards Questionnaires wrote:

- "Qualified and caring staff".
- "Staff and their commitment to supporting each child to access a range of activities that best meets their needs are the great strengths of Kidscene".

Areas for improvement

Kidscene should continue to monitor and maintain the high standards of quality in relation to this statement. They should ensure that they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

“We ensure that everyone working in the service has an ethos of respect towards service users and each other.”

Service Strengths

The service provided very good evidence in relation to this statement.

We saw that staff were very respectful to children in both their conversations and actions. They listened to children when they arrived from school and asked them how their day had been. If children had been at a club staff asked them about it. This demonstrated a caring attitude from staff.

The ideas book where children offered ideas for themes and activities also demonstrated how staff took children's suggestions on board.

This demonstrated that children were respected and their ideas included.

Children were kind and caring towards each other and staff. The atmosphere within the club was friendly and respectful. Despite there being a large number of children present during the inspection, the club was quiet and calm. Staff worked well as a team and were courteous to each other. Staff told us that they were supported by their manager.

We saw that staff had good relationships with parents. Parents appeared comfortable and confident speaking with staff when they collected their child.

Parents who returned the Care Standards Questionnaire agreed and strongly agreed that staff treated their child fairly and with respect and that their child appeared happy and confident with staff.

Areas for improvement

Kidscene should continue to monitor and maintain the high standards of quality in relation to this statement. They should ensure that they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade

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 2

“We involve our workforce in determining the direction and future objectives of the service.”

Service Strengths

The service provided very good evidence in relation to this statement.

Staff had regular supervision with the manager of the club. At this time they could identify any training needs they had, discuss what they thought they did well and what they wanted to improve on. Staff had accessed a range of training, as described in theme three, statement three. This contributed to staff's ability to contribute to the development of the club. The manager told us that they had introduced reflective practice and encouraged staff to become reflective in their practice.

Weekly team meetings were held. All staff took a turn to chair and minute the meeting. This contributed to staff developing leadership skills. A manager attended staff meetings to support staff and encourage them to take ownership. Staff spoken with during the inspection told us that they are encouraged by management to take the lead on areas of interest to them.

Staff had responsibility for an area of the club or activity each week. This was an opportunity for staff to bring their ideas to the club, such as the activities for the younger children described in theme two, statement three. We saw that these actions enhanced the opportunities for children.

Areas for improvement

Kidscene should continue to monitor and maintain the high standards of quality in relation to this statement. They should ensure that they are rigorous in

identifying any areas for improvement and implementing action plans to address these.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

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

Service Strengths

The service provided good evidence in relation to this statement.

We found that there were numerous stakeholders involved with the club. For example,

- There was good communication between the club and schools. The club welcomed feedback from schools , so that they could work together for the benefit of the child.
- Senior management were in the club regularly and were known to children, staff and parents. This meant that children and parents knew senior management and had an opportunity to speak to them if they wanted to. It was also an opportunity for management to see staff at work.
- Staff contributed to the assessment of the equality of the club through team meetings and supervision.
- Children shared their views about the club through the 'Kidscene kids collective'.
- Managers from other Royal Blind services carried out internal quality assurance, identifying areas for improvement.
- A monthly report was provided by the daily manager of the service, this was incorporated into a monthly report for the chief executive.

In addition a business plan included a detailed improvement plan for the club. The improvement plan was specific and detailed the objective, including how and by whom these would be actioned. We saw that many of these improvements had been put in place.

Areas for improvement

We discussed with the manager that the self assessment completed by the service for Care Inspectorate had limited areas for improvement. We spoke about the changes in self assessments and what we now expect from a service. The manager was aware of this change and told us what she planned to do. This will be followed up at the next inspection.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

Date	Type	Gradings								
4 Feb 2013	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very Good</td> </tr> <tr> <td>Environment</td> <td>5 - Very Good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very Good</td> </tr> <tr> <td>Management and Leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very Good	Environment	5 - Very Good	Staffing	5 - Very Good	Management and Leadership	4 - Good
Care and support	5 - Very Good									
Environment	5 - Very Good									
Staffing	5 - Very Good									
Management and Leadership	4 - Good									

To find out more

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Other languages and formats

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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