Happy Days Nursery Eskbank
Day Care of Children

3 Eskview Villas
Eskbank
Dalkeith
EH22 3BN

Telephone: 0131 660 4567

Type of inspection: Unannounced
Inspection completed on: 4 December 2017

Service provided by:
Abacus Nursery Limited

Service provider number:
SP2003002961

Care service number:
CS2003012066
About the service

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

We carried out an unannounced inspection visit to this service on Tuesday 31 October 2017 with further announced inspections on Wednesday 1 November and Monday 6 November 2017. As further information was taken into account following the inspection visits, the inspection was concluded on Monday 4 December 2017.

Happy Days Nursery Eskbank is provided by Abacus Nursery Ltd. Happy Days Nursery is registered to provide a service to a maximum of 68 children between the age of birth and 12 years, of whom a maximum of 24 may be under two years of age.

The service accommodation on the ground floor consisted of a baby room, with nappy changing area, playroom for pre-school children and a playroom for children two-three years of age (tweenie room), open plan kitchen, foyer/office area and toilet facilities. The first floor accommodation consisted of two playrooms for children approximately aged one-two years (toddler room), nappy changing area and staff room. School age children were located before and after school and also in the school holidays in their designated area with its own entrance outwith the main nursery. In addition, the nursery has access to a large garden area which provides a variety of different experiences for all ages. The tweenie room and pre-school children had direct access to the garden from their playrooms.

There were currently no children based in the baby room as children were over 12 months old.

The main aims of the service as stated are:-

‘Happy Days Eskbank is a family run organisation, which actively encourages a ‘home from home’ environment. Through mutual trust and respect with all service users and the community, we promote a positive and stimulating environment to ensure that every child’s individual needs are met. We maintain a supportive and encouraging environment, creating rewarding experiences both indoors and outdoors. We aim to ensure that all children within our care learn and develop to their full potential’.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children. Information on SHANARRI can be found at: http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright
What people told us

We observed the children enjoying a variety of indoor activities and experiences available to them. We saw that they were confident and content during their play and interactions with staff. Some children were able to tell us about what they liked doing at nursery.

We sent 30 care standards questionnaires to the service for them to give to parents to complete and seven of these were returned to us. Parents confirmed that they were happy with the quality of care their child received at the service through these questionnaires.

We acknowledged that there had been significant changes to the nursery environment, directors of the company and staffing since these questionnaires had been issued in the Spring. Therefore we spoke to several parents during our inspection to gather their views. Parents we spoke to were very complimentary about the nursery and staff. Positive comments were made about the changes to the environment, provision of the out of school care service for school age children, communication and support they had received from staff regarding their child’s care needs.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their improvement plan and quality assurance paperwork. These demonstrated their identified priorities for development and how they were monitoring the quality of the provision within the service.

From this inspection we graded this service as:

- Quality of care and support: 3 - Adequate
- Quality of environment: 4 - Good
- Quality of staffing: 3 - Adequate
- Quality of management and leadership: 3 - Adequate

Quality of care and support

Findings from the inspection

The nursery provided a welcoming, professional and caring service for children. There were systems to help keep children safe which included staff being knowledgeable about the child protection procedures to follow in the event of any concerns.

Staff demonstrated that they knew the children in their care well and they could tell us about how they supported their needs. Staff were respectful and nurturing in their interactions with children who were supported to be independent where appropriate. Transition records were kept to facilitate the exchange of information when children moved to a new playroom. We saw how staff and the manager supported families with children’s care routines, advice and reassurance when necessary. This demonstrated how they worked in partnership with parents to support children’s care needs. Regular communication methods with parents to help share information included parental consultations, verbal daily feedback and on-line learning journals. However, children’s personal care plan information was limited. We asked the service to develop systems to demonstrate
that children’s personal care plan information was reviewed with parents a minimum of once every six months in line with legislation and a record made of any changes. The SHANARRI wellbeing wheel and indicators should be used as part of this process for individual children. (See recommendation one).

We had made a requirement in the last inspection report about developing clear care plan information for children who have known medical needs/conditions and about any medication that may need to be administered. Although a medication system was in place, we found that children’s personal care plan information about such needs was still limited. Where children have any known medical information, allergies or additional support needs, clear information including any support from other agencies should be clearly documented. This should outline the relevant information including signs, symptoms, strategies and any stepped approach/ action to be taken by staff. Due to the potential risk to children’s health and wellbeing, the service must ensure that any medication is stored safely. (See requirement one).

Following a recommendation made in the last inspection report, we concluded that some children’s identified next steps in learning outlined on the online learning journals needed to be clearer and more appropriate. Further designated training/support and time for staff to complete such processes may assist them to improve upon the information documented. As part of the nursery’s quality assurance systems, the online learning journal content should be assessed by the management team. The service should also continue to promote the SHANARRI wellbeing indicators with children and consider how these are also taken into account when planning for activities and experiences.

In the last inspection report, we recommended that the menu provision in the nursery should be improved. We found that there were some missed opportunities to further enhance mealtime/snack experiences and to assess children’s nutritional needs and fluid intake throughout the day. Further action was also still needed to improve upon the nursery menu in line with ‘Setting the table’ guidance. Drinking water was usually freely available to ensure that children remained hydrated throughout the day. This needed to be monitored to ensure such facilities are available at all times and that children were supported to access drinks when needed. (See recommendation two).

We saw that pillows/cushions were being used in the cots or sleep areas for younger children and this was not in line with best practice. Some pillows did not have individual cover slips on them and this meant that there was a risk of cross infection if used by other children. The provider agreed to address this and to ensure that staff practice was monitored through the management team’s quality assurance systems. We will follow this up at the next inspection.

We saw that children had opportunities to visit other nurseries owned by the directors to take part in a variety of additional activities. Staff used effective strategies to ensure that children were transported safely to and from venues which also included primary school aged children being collected from local schools. We saw that staff and children wore high visibility vests and road safety was reinforced. We asked that the management team to consider ensuring continuity of staff when providing such services to ensure that children knew who to expect.

Requirements

Number of requirements: 1

1. The provider must minimise the potential risk to children’s health and wellbeing by ensuring there is clear information documented for those who have known medical information, allergies or additional support needs. They must also ensure that any medication is stored safely.
This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument) 2011/210), regulation 4 (1) (a).

Timescale for meeting this requirement: - By 31 January 2018.

**Recommendations**

**Number of recommendations: 2**

1. The provider should develop systems to demonstrate that children’s care and support needs are reviewed in consultation with parents, a minimum of once every six months. The nursery should continue to promote the SHANARRI wellbeing indicators and consider how these can be part of the personal plan reviews.

   National Care Standards for Early Education and Childcare up to the age of 16;-
   Standard 3 - Health and wellbeing.

2. The provider should take action to improve upon the nursery menu, mealtime/snack routines and access to drinks to ensure that children’s experiences are enhanced and their nutritional needs and fluid intake are met throughout the day.

   National Care Standards for early education and childcare up to the age of 16 years.
   Standard 3 - Health and wellbeing.

**Grade: 3 - adequate**

### Quality of environment

**Findings from the inspection**

There was a secure entrance for parents and staff to use and visitors had to be given access to the building by staff which helped keep children safe.

We found that there had been significant refurbishment to improve the nursery environment and enhance the facilities. The baby room had been relocated to a downstairs playroom and new adjacent nappy changing facilities had been installed on the ground floor and the first floor. Children’s toilet facilities had been improved and a new staff toilet, disabled toilet and laundry room had been installed. This along with ongoing improvements to the garden area and out of school playroom demonstrated a commitment to provide children with a high quality environment.

Daily visual checks were carried out by staff throughout the day to maintain safety and any concerns or maintenance were to be reported to the manager. However, there were areas that we identified which needed to be addressed indoors and in the garden. This highlighted that the management team needed to improve upon their quality assurance observations to address some incomplete maintenance of refurbished areas and improve upon communication processes about such issues with staff. The management team took action to address these issues and now planned to develop a new system within the playrooms for staff to record any issues so that these could be addressed quickly. We concluded that the nursery needed to develop their written risk assessment information to outline all the potential risks and record how these would be minimised.

Established community links included older children taking part in Forest School outdoor experiences, visiting the local care home for games with residents. Visiting specialists also offered further experiences that families could
We saw that children did not use the nursery garden everyday during our inspection. Staff needed to recognise the importance of fresh air and outdoor activities for children and facilitate them to be able to enjoy the variety of outdoor play opportunities routinely. The management team agreed to monitor this.

We saw that in some playrooms, more attention to detail was needed when considering the layout/provision of resources and activities. Floor books were being used to record the assessment of the playroom for pre-school children and the changes made as a result. This system may be beneficial for all the playrooms. Staff should continue to assess the playrooms and outdoor provision in line with key best practice documents including ‘Building the Ambition’ and ‘My World Outdoors’. Such improvements should help ensure that children have access to a variety of meaningful, fun and quality experiences and resources that take into account children’s interests and needs.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 4 - good

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**Quality of staffing**

**Findings from the inspection**

There was a welcoming atmosphere in the service and staff demonstrated that they were confident and professional in their dialogue with parents and children. We saw that pastoral care and support was provided well by the manager and staff to families. Staff were aware of the importance of consulting families and sharing information about their child’s interests, potential and experiences.

We observed that staff interaction was nurturing and responsive to children’s needs and interests. They supported children who needed comforting and gently reminded children of the boundaries to maintain safety and encourage them to play co-operatively with each other. We saw some staff were skilled in extending children’s learning and development through providing further resources or asking questions to challenge children further. The manager should support all staff to improve upon such skills to enhance children’s learning opportunities.

We found that staff were committed to continue to reflect on their practice and develop their own learning. Some staff were confident in their ability and skills to be able to contribute to the ongoing improvement of the nursery. Staff now had access to an on-line training facility which would support them to improve upon their skills and knowledge when this was convenient to them. Whilst a record of this was kept, we asked the manager to develop a system to have an overview of training completed for all staff. This would help to identify any gaps in mandatory learning or when specific courses were due for renewal. The management team should also be able to identify the impact that training has had on the delivery of the service and outcomes for children.
We had identified some missed opportunities by staff and the management team to identify areas for improvement for the nursery. To help improve upon this, a number of processes were due to be implemented by the management team. This would facilitate staff to carry out their role and responsibilities effectively in line with best practice. This was to include peer reviews, 1:1 support meetings, floor books and annual appraisals and quality assurance systems. To facilitate this we asked that the directors and manager consider strategies to enable key staff to be able to have protected time to fulfil their role and quality assure the areas that they were responsible for.

The majority of staff were registered with the Scottish Social Services Council (SSSC). We found that the manager did not have access to SSSC information about staff working in the service. This meant that she did not have an overview to monitor staff registration or applications to ensure that staff were registered in line with legislation. The directors told us that action would be taken to address this and that staff SSSC registration would be monitored regularly.

Following a recommendation made in the last inspection, we found that staff files still held limited information. The directors of the company advised that some staff had been recruited via another nursery where they were also directors. However, due to issues with record keeping, this meant that the current staff files and systems did not demonstrate that the provider had followed safer recruitment procedures or assessed the fitness of staff prior to their employment in this nursery. This included information about their SSSC registration status. Following the inspection, the manager and directors provided us with some further information. Systems must now be developed to clearly record all the necessary information including that staff fitness had been assessed prior to their employment or transfer. We directed the manager to safer recruitment best practice for further support. (See requirement one).

Requirements

Number of requirements: 1

1. The provider must ensure the safety and welfare of children by developing systems to demonstrate that all staff have been deemed fit to be employed following robust safer recruitment processes.

This is in order to comply with:-


Timescale:- By 31 January 2018.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership
Findings from the inspection

There were some informal quality assurance processes that helped the manager and staff team reflect on their practice and support continued improvement of the service. Although significant improvements have been made to the environment since the previous inspection, there were issues that we have identified throughout this report as well as aspects of the previous requirement and recommendations that still needed further action. This highlighted that effective formal quality assurance systems were still required. The observations of key routines and specific areas of the playrooms using key best practice document may assist staff and the manager to identify areas for improving positive outcomes for children’s experiences. (See requirement one).

The manager and the directors, demonstrated to us that on-going improvements would continue to be planned to enhance the service. They were clear about their vision for the service and the key areas to focus on for improvement. Best practice documents were known to staff but these now needed to be formally used to evaluate the service and identify changes to be actioned and highlight what the service does well. A written record of the impact on how such best practice has been used and any action taken as a result would be a useful part of the service’s quality assurance processes.

Following an upheld complaint since the previous inspection, a requirement had been made about ensuring staff did not use their own mobile phones whilst caring for children. A mobile phone policy was now in place to outline practice and staff personal mobile phones were not allowed in the playrooms. However we found that staff were still expected to use their personal mobile phones to communicate when on outings or when taking children to/from school or nursery. Therefore this requirement has not been fully met as they are caring for children at this time. There should be access to work mobile phones for this purpose. (See requirement two).

We have taken into account the areas for improvement identified throughout this report when awarding the grade for this statement.

Requirements

Number of requirements: 2

1. The provider must ensure the health, welfare and safety of children by developing formal written quality assurance systems to help with the systematic evaluation and continued improvement of the service.

This is in order to comply with:-

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 /210 - regulation 4 Welfare of users.

Timescale:- By 31 January 2018.

2. The provider must make proper provision for the health, welfare and safety of children. In this instance the provider must ensure that staff do not have access to their personal mobiles when caring for the children.

This is to comply with:-

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 4(1)(a) - a requirement for the welfare of service users.

Timescale for implementation: By 31 January 2018.
Recommendations

Number of recommendations: 0

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

In the last inspection report, the following requirement was made:-

The provider must ensure that:-

- Clear care plans are in place for children who have known medical needs/conditions and any medication that may need to be administered. These must outline any signs and symptoms to be aware of, the procedures to follow which should include the action that staff must take. This must be completed in consultation with parents and reviewed regularly with parents. A record of this must be kept.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument) 2011/210), regulation 4 (1) (a).

Timescale for meeting this requirement:- by 15 August 2016.

This requirement was made on 8 June 2016.

Action taken on previous requirement

A medication system was in place to record information and permission from parents and all about me forms was used to document some information. However children’s personal care plan information about their needs was still limited. Plans needed to be developed to clearly outline the necessary information. Therefore we have made another requirement outlining the action still to be taken under ‘Quality of care and support’ in this report.

Not met

Requirement 2

As a result of an upheld complaint investigation since the last inspection, the following requirement was made:-

The provider must make proper provision for the health, welfare and safety of children. In this instance the provider must:-

- Improve systems for recording children’s food allergies and preferences in their care plan.
- Improve communication and information sharing between management and staff and the kitchen staff in relation to children’s food requirements.

This is to comply with SSI 2011/210 Regulation 4(1)(a) - a requirement for the welfare of service users.

Timescale for implementation: four weeks from receipt of this report.

**This requirement was made on 18 April 2017.**

**Action taken on previous requirement**

We were told that children now had ‘all about me’ booklets which had a section for food allergies and preferences to be recorded. An allergy list was also kept in the kitchen and playrooms to state allergy/food preferences for children which outlined their days of attendance. Whilst we have deemed that this requirement has been met, we have asked the service to take further action to develop the care plan information held. (See requirement one under Quality of Care and Support of this report).

Met - within timescales

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**Requirement 3**

As a result of an upheld complaint investigation since the last inspection, the following requirement was made:-

The provider must make proper provision for the health, welfare and safety of children. In this instance the provider must:-

- prior to undertaking any significant changes in the staff team or environment demonstrate how children’s needs and continuity of care will be maintained
- ensure that staff effectively supervise children and follow any identified measures while the refurbishment programme is underway
- implement effective planning and assessment of risk including those associated with workmen on the premises prior to commencement of any building work and/or refurbishment work across all services, staff must be involved in this process
- ensure parents and carers are given suitable notice of any such intention and kept informed regularly while the work is undertaken
- ensure that staff are given information to provide a prompt response and support parents through changes.

This is in order to comply with SSI 2011/210 Regulation 4(1)(a) - a requirement for the welfare of service users.

Timescale for implementation: two weeks from receipt of this report.

**This requirement was made on 30 May 2017.**

**Action taken on previous requirement**

We saw that written risk assessments had been carried out and outlined the action taken to minimise risks to children. This information was displayed. We were told that refurbishment had been carried out outwith operating hours where possible. An action plan outlined the areas that had been improved upon and information had been shared with parents.

Met - within timescales
**Requirement 4**

As a result of an upheld complaint investigation since the last inspection, the following requirement was made:

The provider must make proper provision for the health, welfare and safety of children. In this instance the provider must:

- prior to undertaking any significant changes in the staff team or environment demonstrate how children’s needs and continuity of care will be maintained
- ensure effective planning and assessment is in place prior to commencement of any building work and/or refurbishment work across all services, this process must include an effective communication system for parents to be consulted and have the opportunity to raise concerns
- ensure that staff are given information to provide a prompt response and support parents through changes.

This is in order to comply with SSI 2011/210 Regulation 4(1)(a) - a requirement for the welfare of service users.

Timescale for implementation: two weeks from receipt of this report.

**This requirement was made on 30 May 2017.**

**Action taken on previous requirement**

Risk assessment information demonstrated the action taken by the provider to address the issues identified. These included outlining a variety of communication methods that had been used to share information with families and staff. The manager’s base was in the central foyer of the nursery and they were available to speak to parents each day.

**Met - within timescales**

**Requirement 5**

As a result of additional findings during a complaint investigation since the last inspection, the following requirement was made:

The provider must make proper provision for the health, welfare and safety of children. In this instance the provider must ensure that staff do not have access to their personal mobiles when caring for the children.

This is to comply with SSI 2011/210 Regulation 4(1)(a) - a requirement for the welfare of service users.

Timescale for implementation: On receipt of this letter.

**This requirement was made on 23 May 2017.**

**Action taken on previous requirement**

A mobile phone policy was now in place. Staff personal mobile phones were not allowed in the playrooms. Whilst action had been taken to meet this requirement, we found that staff were expected to use their personal mobile phones to communicate when on outings or when taking children to/from school or nursery. Therefore this requirement has not been fully met as they are caring for children at this time. Therefore we have made this requirement again under ‘Quality of management and leadership’ in this report.

**Not met**
Previous recommendations

Recommendation 1

In the last inspection report, the following recommendation was made:-

The provider should continue to:-
- Support staff training and practice to enable staff to identity children’s next steps for learning in consultation with parents.
- Develop use of the SHANARRI wellbeing indicators to demonstrate how these are taken into account as part of planning for children’s individual needs as part of their personal plan.

National Care Standards, Early Education and Childcare up to the age of 16:-
Standard 4 - Engaging with children.
Standard 5 - Quality of experience.
Standard 6 - Support and development.
Standard 7 - A caring environment.

This recommendation was made on 8 June 2016.

Action taken on previous recommendation
Online learning journals had been implemented to record and communicate with parents about staff observations of their child, their achievements and their next steps for learning. SHANARRI wellbeing indicators could be selected as part of this system to demonstrate how these have been considered.

Recommendation 2

In the last inspection report, the following recommendation was made:-

The provider should ensure that:-
- The appropriate crockery is always provided at meal times so that food provided is not having to be placed directly on the table.
- Take action to review the pudding menu at lunchtime in line with Setting the table guidance.
- The full menu for the week is shared with parents so that they are aware of the food and drink provision for their child.

National Care Standards, Early Education and Childcare up to the age of 16:-
Standard 3 - Health and wellbeing.
Standard 13 - Improving the service.

This recommendation was made on 8 June 2016.

Action taken on previous recommendation
We saw that children were given appropriate crockery. Although the menu was shared with parents this outlined only the main course. During the inspection, the foods provided did not reflect the menu due to an error and the provision of puddings was inconsistent. Further action was needed to improve upon the nursery menu and
assess children’s nutritional and fluid intake inline with ‘Setting the table’ guidance. We have made a further recommendation in ‘Quality of Care and Support’ in this report.

**Recommendation 3**

In the last inspection report, the following recommendation was made:-

The provider should develop:-
- Checking with SSSC or another professional body to verify if candidates are registered prior to employment and to ensure that ‘My SSSC’ is kept up to date to reflect staff employment.
- Ensuring that induction processes are completed, clearly dated and include child protection procedures.
- Staff files should contain all the relevant information such as job description, PVG date, start date, professional body registration confirmation and a letter of appointment of employment.

National Care Standards Early Education and Childcare up to the age of 16:-
Standard 12: Confidence in staff.
Standard 14: Well-managed service.

**This recommendation was made on 8 June 2016.**

**Action taken on previous recommendation**

We sampled staff files and record keeping to assess information held and the recruitment process for staff that had been appointed since the last inspection. This recommendation had not been met. We have reported on the action to be taken and also made a requirement in ‘Quality of staffing’ in this report.

**Recommendation 4**

In the last inspection report, the following recommendation was made:-

The provider should continue to develop their formal quality assurance systems. The development of a monitoring and evaluation calendar may assist with planning for key quality assurance tasks/assessments throughout the year.

National Care Standards, Early Education and Childcare up to the age of 16:-
Standard 12 - Confidence in staff.
Standard 13 - Improving the service.
Standard 14 - Well-managed service.

**This recommendation was made on 8 June 2016.**

**Action taken on previous recommendation**

Whilst there were some informal quality assurance systems in place, due to the issues we identified during this inspection, we have deemed that this recommendation has not been met. Therefore we have made a requirement outlining the action to be taken in ‘Quality of management and leadership’ in this report.

**Recommendation 5**

As a result of an upheld complaint investigation since the last inspection, the following recommendation was made:-

The manager should consider outcomes for children in decision making and look to minimise disruption to children.

National Care Standards Early Education and Childcare, Standard 14: Well managed service.
This recommendation was made on 30 May 2017.

**Action taken on previous recommendation**
We found that there had been significant refurbishment carried out to improve upon the indoor and outdoor environment. The provider informed us that this was to improve outcomes for children and ensure a hygienic environment. Risk assessments had been carried out and where possible work had been carried out outwith the operating hours of the nursery. Where work did have to be carried out, procedures had been put in place to ensure the safety of children attending.

**Recommendation 6**
As a result of an upheld complaint investigation since the last inspection, the following recommendation was made:-

The manager in consultation with the provider should implement an effective sun protection policy and procedure which includes the criteria for application and how staff will apply this. This should be shared with staff prior to implementation.

National Care Standards Early Education and Childcare, Standard 3: Health and wellbeing.

This recommendation was made on 11 July 2017.

**Action taken on previous recommendation**
A sun protection policy was now in place outlining the nursery’s strategies and staff responsibility to check Ultra Violet (UV) levels with the Met Office. This information had been shared with staff via a memo and was also in the policy folder. Parents were responsible for providing their own child’s suncream and hat. Children without these items would not be able to go outdoors based on the UV levels indicated with the Met Office.

**Recommendation 7**
As a result of an upheld complaint investigation since the last inspection, the following recommendation was made:-

The service should ensure that managers work positively with parents and share information in relation to policies and procedures when requested.

National Care Standards Early Education and Childcare, Standard 7: A caring environment.

This recommendation was made on 11 July 2017.

**Action taken on previous recommendation**
A policy folder was located in the central foyer.

**Complaints**

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

As a result of upheld complaints since the previous inspection we have made 4 requirements and 3 recommendations. We have outlined information under the appropriate sections of this report.
**Enforcement**

No enforcement action has been taken against this care service since the last inspection.

**Inspection and grading history**

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<th>Type</th>
<th>Gradings</th>
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Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at www.careinspectorate.com

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Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

অনুরূপনায় এই প্রকাশনাটি অন্য ফর্মাটে এবং অন্যান্য ভাষায় পাওয়া যায়।

پیدا کردن انتظار دارد که این گزارش به دیگر زبان‌ها و فرم‌هایی که مناسب باشد، باشد.

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