

Care service inspection report

Fairhill Nursing Home Care Home Service Adults

Fairhill
3 Fletchers
Letham Grange
Arbroath
DD11 4QT
Telephone: 01241 890774

Inspected by: Carol Ambrose

Type of inspection: Unannounced

Inspection completed on: 2 May 2014



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Service provided by:

Melanie Cash

Service provider number:

SP2009010693

Care service number:

CS2009235211

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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 | 6 | Excellent |
| Quality of Environment | 6 | Excellent |
| Quality of Staffing | 6 | Excellent |
| Quality of Management and Leadership | 6 | Excellent |

What the service does well

Fairhill continues to provide excellent care and support based on expertise and hard work.

Fairhill provides an excellent example of person centred values and care.

Very good communication between the providers and people using the service and their visitors, has been maintained. The process of consultation is a fundamental part of every activity and aspect of this service.

This home continues to provide a warm and welcoming atmosphere within an excellent environment.

Care plans contain a very high level of relevant detail. All record keeping reflects the same very high standard seen with all aspects of this service.

What the service could do better

As recorded within our last inspection report;

The service should continue to evidence the maintenance of high standards and improvements in the quality of life enjoyed by the people living here.

The process of consultation should continue to involve everyone with an interest in the home. Their influence on decisions made about all aspects of the service should continue to be evidenced.

What the service has done since the last inspection

As evident from the continuing service developments, the provider uses a reflective practice model of care and management, learning from experience and making changes to improve performance.

The provider has sustained very good practice and excellent record keeping.

The provider has continued to install specialised equipment to meet increasing service user dependency as has been needed to provide a home for life.

Conclusion

As recorded within our last report, this is an excellent service with unique advantages for people living here. It is evident that Fairhill continues to successfully provide person centred care and support within a very well designed and maintained environment. The atmosphere remains one of quiet comfort and nursing care is provided very discreetly.

Who did this inspection

Carol Ambrose

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

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 directly result in enforcement.

-A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (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 Inspectorate.

Fairhill Nursing Home is registered to provide 24 hour care and support to a maximum of 3 older people. The service provider and registered manager is Melanie Cash (Mel). Mel along with her husband John, live with the people using the service and are directly involved in the delivery of all aspects of service provision. Care is provided within an adapted family bungalow and located within a setting of trees and golf course. This service provides expert care and support for older people with physical and cognitive impairment. Direct care here reflects a 1-to-1 model. All service users and permanent staff members live together and share the same communal areas.

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

Quality of Care and Support - Grade 6 - Excellent

Quality of Environment - Grade 6 - Excellent

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - Grade 6 - Excellent

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

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

What we did during the inspection

This report was written after an unannounced inspection of the service carried out on 2 May 2014. The visit took place between 10.30 a.m -5.30 p.m and feedback was given to the owners at the end of the visit.

We received information from relatives. I spent time with the people currently living here to gather their views. This has been used to inform this report.

During this inspection evidence was gathered from a range of sources including:

- A sample of policies, procedures, records and other documents the provider must keep.
- Personal plans of people who use the service.
- Discussions with the manager, her husband, two care staff and 2 people living here.
- Observation of practice and environment.

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

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 as requested. This was completed in detail, identified areas of strengths and the provider's own areas for development. Our inspection verified the information contained within this self assessment.

Taking the views of people using the care service into account

The views of 2 people living here were gathered through discussion and observation. I also had the chance to speak with one person who arrived on the day of the inspection visit. It was evident that they were completely relaxed within this service and comments included:

"I enjoy getting out for my walks"

"They are very good here"

"Nothing is too much bother, somethings take a wee bit of organising"

"I like it here"

When asked simple questions, for example about the staff and food, people confirmed they were very happy with all aspects of their care and support. My observations of interactions between the people living here and staff verified a very positive rapport. The owners were affectionately referred to as "The lady of the house" and "The boss".

Taking carers' views into account

We received 3 completed Care Standards Questionnaires before this visit. This reflected the very high level of satisfaction with all aspects of this service. Comments included:

"I think Fairhill Nursing Home must be one of the best in the UK. The personal, small, homely care that patients are offered is second to none. John and Mel are wonderful people who have their patients' interests firmly at the front of their minds. I have found them to be nothing but friendly, caring, approachable and genuinely concerned about my relative. Other carers should see how they work, and be shown the "Gold Standard" of a care home. I have nothing but praise for Fairhill".

3 The inspection

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

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

Statement 1

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

Service strengths

Evidence in support of this statement can be found in Quality Theme 4, Quality Statement 1.

Areas for improvement

Please see Quality Theme 4, Quality Statement 1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

This service continues to perform very well with regard to this statement and the grade awarded at the last inspection is re-confirmed.

The comprehensive range of policy documents has been reviewed and developed by the provider to support the assessment of the health and wellbeing of people using the service and, identify support needs and risks. This review continues to reflect the provider's access to training and good practice guidance. The provider's reflective approach to their performance is also evidenced in lessons learned through their provision of end of life care. The impact of their experience has led to further investment in equipment and a review of palliative care and end of life policy and documents.

There is evidence of a sensitive and effective system of care review which reflects a multi-disciplinary approach, within records. This is supported by an excellent standard of record keeping and a real commitment to providing the best possible care and support.

Care records have changed but continue to be very well structured and contain comprehensive detailed records of daily activities which then inform care plans and risk assessments. All care records are very well written, person centred, relevant, complete and current, supporting the delivery of care. All care is based upon continual assessment and a review of the effectiveness of any action taken. They provide an excellent example of a nursing model supporting a person centred approach to care. The care records confirm that support from community health care services is accessed and that the health and wellbeing needs of people using the service are thoroughly assessed and met. Fairhill continues to successfully support people with dementia through difficult situations. This includes managing medication in a way that has improved the quality of life for one person.

A comprehensive range of training reference files has been compiled and training accessed. The skills and knowledge and recent experience of the owners, their application of good practice guidance and access to external training events continues to result in excellent care and support.

The provider is very well prepared to support end of life care while concentrating on maximising the health and wellbeing of people living here by supporting meaningful activity. This is one area of service provision that was highlighted by the providers as having been a source of great learning and satisfaction.

Information from observations, care records, minutes of meetings, information from relatives and people using the service confirmed excellent practice and a high level of satisfaction concerning the way the health and wellbeing of the people living here is supported.

Areas for improvement

Although this service provides us with an example of an excellent service, the provider continues to recognise the need to access best practice guidance and up-date policies and procedures. This will continue to involve ensuring that the necessary training and resources continue to be accessed.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 6

People who use, or would like to use the service, and those who are ceasing the service, are fully informed as to what the service provide.

Service strengths

Following examination of written information, discussion with provider and staff and, information from people using the service (including a new admission), this service was found to perform very well with regard to this statement.

A welcome pack was seen in each room. This clearly defines the service that will be provided. For example;

- What is not included in the fee structure,
- The terms and conditions of residence,
- The rights of service users at the home,
- Making a complaint and
- Rules regarding smoking, the consumption of alcohol.

In addition to the welcome pack there are brochure and leaflet holders situated in the reception area informing people using the service, their carers, family members and any other visitors to the home of local attractions, places of interest, voluntary services including independent advocacy services and, our Inspection Reports.

Examination of the home's website confirmed it to be accurate and up-to-date.

Having good written information supports people in decision-making and in measuring the quality of the service. However, the climate of care in Fairhill is one where people contribute. They are consulted and given information, repeatedly as needed. The settled, confident manner in which people living here went about their daily routine reflects confidence and security. There was never a hint of not knowing what was happening to them or who would be around to help.

The service aims to offer a graduated admission process for people moving in and, operates a trial period in the home to provide experience and absorb the reality of moving in. This is also supported by regular reviews. The manner in which care and support is provided promotes good communication. I observed the new resident receiving excellent support in every aspect of their arrival, leading to lunch and, at their request, a shower. Nothing was too much bother, the resources were available to respond in a person centred manner. As a result, this person was completely at ease in their new surroundings. Introductions to everyone at home were carried out quietly and discreetly. One of the people already established here, took the initiative in offering guidance and support in a companionable way. All contributing to a very warm welcome.

Fairhill provides the opportunity for all carers and other family members, including friends to be part of regular discussion, whereby they can become involved in expressing their expectations of the home, their involvement in the home, being part of the decision process on improvements to the care delivery and development of the home, and any other issues they feel relevant which affect themselves or their loved ones. This was verified by information contained within the contact sheets of the support plan process

There are regular planned service user meetings where people can discuss any aspects of the home and the environment they wish to, including the planning of activities and visits that interest them. This was confirmed by the content of minutes from meetings.

People can furnish their room to their choice, bringing items of personal furniture and belongings to their room so long as the room can accommodate them. Rooms seen all reflected personal involvement. One person described their choices around the room and bathroom. They were most proud of their involvement in the pots of flowering plants around the home.

The home aims to provide a home for life, experience has shown that a successful relationship owes a lot to the work that goes into planning and assessment. It was interesting to see this process currently being used to support people living here attending another home for respite while the providers have a holiday.

Areas for improvement

The provider has identified the challenge in providing cover for planned holidays. Previously they have accessed staff to live in as they do. Accessing respite within another service is currently being considered.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

Statement 1

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

Service strengths

Evidence in support of this statement can be found in Quality Theme 4, Quality Statement 1.

Areas for improvement

Please see Quality Theme 4, Quality Statement 1.

Grade awarded for this statement: 6 - Excellent

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

The service continues to perform very well in relation to this statement and the grade awarded at our last inspection has been re-confirmed.

Great emphasis is placed on the safety of people using the service and very detailed records kept, reflecting diligence and an excellent balance between maintaining safety, preserving dignity and promoting independence.

A comprehensive range of relevant policy documents are established and regularly reviewed in order to support practice. This service offers an auditable trail of improvements to policy and practice based on access to training, good practice guidance and lessons learned from people using the service and others with an interest in the service.

Discussions with people living here confirmed that they felt safe and secure without being overprotected. The atmosphere was very relaxed and homelike. They were keen to emphasise their daily walks and access to the patio and garden as adding to a feeling of independence.

Records of risk management and safety checks were complete, up-to-date and reflected consultation with external agencies. There is excellent record keeping.

All areas of the home were observed to be spotlessly clean, free from offensive odours and very well maintained.

The adaptations to the bungalow have demonstrated the provider's commitment to ensuring a pleasant, domestic, safe structural environment.

Ever increasing specialised equipment to meet the individual and assessed needs of people using the service is in place. The providers have experienced end of life care provision and aim to provide extra care and support with the minimum of fuss, maintaining normal life as much as possible.

General environmental and individual personal risk assessments are in place and are supported by effective review.

Examination of staff files and discussions with staff verified an excellent process of induction and practice supervision is maintained. This is key to the provider's quality assurance and control system.

Areas for improvement

The provider recognises the continuing need to review and develop policies and access training and good practice guidance.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

The environment allows service users to have as positive a quality of life as possible.

Service strengths

As recorded within our last report;

The environment offers a very high standard of accommodation. The climate of care is very homely and reflects a domestic model that does not compromise standards.

All service users and staff members live together and share the same communal areas which are clean, serviceable and safe, as well as homely.

The service provider has established a participation policy based upon good relationships with people using the service, their families and representatives and other stakeholders. The service provider is committed to ensuring people using the service and their relatives, are encouraged and supported to participate in assessing and improving the quality of the environment. There continues to be a strong emphasis on getting out and maintaining normal activities such as shopping. The provider has good knowledge of dementia friendly places to visit. The whole approach to assessment and meaningful activity determines a service tailor-made to the 2 people living here. The person joining the service on the day of the inspection gave a very positive account of their first impressions. Their comments included; "It's so peaceful" and "They're just so friendly."

The accommodation provides a very pleasant place to live. Rooms are personalised and this process/partnership is clearly in evidence. Information from observations, care records, minutes of meetings, relatives and people using the service confirmed good relationships and a high level of satisfaction with the environment.

As recorded within theme 2, statement 2;

Specialised equipment has been sourced to meet the needs of people as their care and support needs change. The provider demonstrates effective individual strategies that promote independence and enhance safety and wellbeing. We now have evidence over time of a service that can provide a home for life.

Areas for improvement

The provider recognises the need to maintain current standards.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 1

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

Service Strengths

Evidence in support of this statement can be found in Quality Theme 4, Quality Statement 1.

Areas for improvement

Please see Quality Theme 4, Quality Statement 1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths

Following examination of records, discussions with staff and provider, this service was found to perform well with regard to this statement.

This service has a comprehensive staff recruitment policy in place to guide and support the recruitment process.

Examination of records confirmed that the recruitment process had involved Disclosure Scotland checks, taking up references and cross-reference to professional organisations, where appropriate.

Discussions with staff confirmed that they had undergone a period of induction and were accessing training relevant to protecting and supporting service users.

Staff also confirmed that they were aware of how to access and apply the home's policies to their practice and that they benefited from staff meetings, appraisal and supervision.

Staff files were seen to be confidential and are kept in a locked filing cabinet at all times.

A new staff member confirmed that they were given a full induction package. The induction booklet is built up over weeks and months and staff are introduced to all policies and procedures throughout their induction, including health and safety, fire safety and vulnerable adult policies.

Examination of records confirmed Fairhill includes people using the service in the process of staff selection.

The newly devised service user questionnaire also addresses staff selection.

Evidence of how staff members interact with people using the service, and how they deliver care on a daily basis is evidenced in the Staff Supervision Records.

There are Training and Development Plans for all staff members. Each time any training is undertaken a training and development form is completed and filed against their personal training record in the Teaching and Training Records folder. Records confirmed the service carries out exit interviews.

Service user information makes reference to policies and procedures that cover all aspects and legal requirements governing the running of the home and, staff training.

These can be made available along with staff support should anyone wish to read and discuss them.

Areas for improvement

The provider recognises the need to ensure that the process of recruitment and induction continues to support new staff and protect people using the service.

Grade awarded for this statement: 6 - Excellent

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

Following discussion, observation and examination of records this service was found to have maintained an excellent performance with regard to this statement. The grade awarded at our last inspection visit is re-confirmed.

As a result of a professional, trained and motivated team, people living here experience excellent outcomes.

The model of care demonstrated in Fairhill relies on the commitment and investment of the owners.

The belief that good care makes good business sense results in continuing commitment. As a result the standard of staff practice is excellent.

The unique model of service delivery allows staff to know the people living here very well and monitor outcomes in detail. This is evidenced by an excellent standard of record keeping and a real commitment to providing the best possible care and support.

The comprehensive range of policy documents has been reviewed and developed by the provider to support excellent staff performance. This review also reflects the provider's access to training and good practice guidance.

A comprehensive range of training reference files has been compiled and training accessed. This resource has also been reviewed since our last inspection. The skills and knowledge of the owners, their application of good practice guidance and access to external training events has resulted in the continual development of the service.

Areas for improvement

The provider continues to recognise the need to access best practice guidance and up-date policies and procedures. This will continue to involve ensuring that the necessary training and resources are in place to build on already excellent practice.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

This service continues to perform very well with regard to this statement and the grade awarded at our last visit is re-confirmed.

The unique size of this care home allows the small staff team to know the people living here very well and, monitor outcomes in detail.

There is high quality information about all aspects of the service available to people using the service, relatives and other stakeholders. This assists people making informed decisions.

The provider's aims and objectives place people using the service firmly at the heart of all activity. All the evidence seen reflects a person centred approach to care. As a result, we see well-informed relatives and valued residents influencing all aspects of care and support. This coupled with the extremely high standards demonstrated by the owners, supports excellent outcomes for people living here.

The participation policy is founded upon good relationships with people using the service, their families and representatives and other stakeholders. The service provider is committed to ensuring people using the service and their relatives are supported in making choices on a day-to-day basis and as changes in needs occur or/are anticipated. Information from observations, care records, minutes of meetings and people using the service confirmed good relationships and a high level of satisfaction with the care and support provided.

Care records examined contained signatures of people using the service and/or relatives in a variety of places, confirming their involvement and agreement.

Care records also reflected rigorous efforts to ensure that preferences and wishes had been identified prior to admission to support staff in continuing to support people who may no longer communicate directly. The standard of all record keeping is excellent.

There is no need for laundry to be labelled as individuals' clothes are dealt with individually. Meals are planned and shopping done in partnership.

Areas for improvement

The provider recognises the need to continue exploring ways of involving people using the service in promoting improvements in the service.

Grade awarded for this statement: 6 - Excellent

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

Following discussion, observation and examination of records, this service was found to have maintained an excellent standard in regard to this statement. The grade awarded at our last inspection visit is re-confirmed.

People living here have unique access to the owners, resulting from their direct and day-to-day involvement with the delivery of every aspect of the service.

The direct contact people using the service and their relatives/representatives have with the owners, lends itself to an effective exchange of views on all aspects of the service including staff performance.

There is evidence of management working closely with the small team of care staff. This supports their detailed knowledge of all individual circumstances and good relations.

The measurement of performance is based on self assessment and feedback from everyone with an interest in the service.

The owners demonstrate their own professional and very high standards in all aspects of service delivery.

A system of well established internal audits and evaluations are in place to ensure quality control, influence practice and promote further improvements.

Information from observations, care records, minutes of meetings, relatives and people using the service confirmed good relationships and a high level of satisfaction with all aspects of this service.

The home has a complaint procedure. Information from people using the service and their relatives/representatives confirmed awareness of the complaints procedure and a very high level of satisfaction.

The provider's aims and objectives emphasise the importance of the experience of people using the service and their relatives/representatives, in shaping the delivery of the service. This is evident from observations and feedback from people living here and their relatives.

People who spoke with the inspecting officer all reported their confidence in management and their ability to approach them with concerns or suggestions and requests.

Information from relatives described good communication from the provider and that they were encouraged to give their views on the service and whether anything could be done to improve their experience.

Areas for improvement

The provider remains committed to developing their quality assurance systems and ensure they best fit the service.

Grade awarded for this statement: 6 - Excellent

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

N/A.

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

| | |
|---|---------------|
| Quality of Care and Support - 6 - Excellent | |
| Statement 1 | 6 - Excellent |
| Statement 3 | 6 - Excellent |
| Statement 6 | 6 - Excellent |
| Quality of Environment - 6 - Excellent | |
| Statement 1 | 6 - Excellent |
| Statement 2 | 6 - Excellent |
| Statement 3 | 6 - Excellent |
| Quality of Staffing - 6 - Excellent | |
| Statement 1 | 6 - Excellent |
| Statement 2 | 6 - Excellent |
| Statement 3 | 6 - Excellent |
| Quality of Management and Leadership - 6 - Excellent | |
| Statement 1 | 6 - Excellent |
| Statement 4 | 6 - Excellent |

6 Inspection and grading history

| Date | Type | Gradings |
|-------------|-------------|--|
| 14 May 2013 | Unannounced | Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent |
| 30 Nov 2012 | Unannounced | Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and Leadership 6 - Excellent |

Inspection report continued

| | | | |
|-------------|-------------|--|---|
| 24 Feb 2012 | Unannounced | Care and support Environment Staffing Management and Leadership | 5 - Very Good Not Assessed 4 - Good Not Assessed |
| 29 Aug 2011 | Unannounced | Care and support Environment Staffing Management and Leadership | 5 - Very Good 5 - Very Good 4 - Good 5 - Very Good |

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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Translations and alternative formats

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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