

# Care service inspection report

## Triangle Playgroup

### Day Care of Children

Community Campus  
Elm Drive  
Blairgowrie  
PH10 6HZ

Inspected by: Arlene Cattigan

Type of inspection: Unannounced

Inspection completed on: 8 May 2012



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### Service provided by:

Triangle Playgroup

### Service provider number:

SP2011011593

### Care service number:

CS2011290100

### Contact details for the inspector who inspected this 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	3	Adequate
Quality of Environment	3	Adequate
Quality of Staffing	3	Adequate
Quality of Management and Leadership	3	Adequate

### What the service does well

Children were cared for in a warm and welcoming environment, where staff were kind and respectful.

Children were happy and settled and parents told us they were very satisfied with the playgroup.

Children were provided with a range of activities both indoors and outdoors.

The committee and staff encouraged parents to play an active part in the life of the playgroup.

### What the service could do better

At the inspection we spoke with the chairperson of the playgroup and the recently appointed manager. They agreed that they would further develop:

- specific aims and objectives for the playgroup and include these in the information pack and display them alongside other notices in the playroom;
- creative ways to seek the views of children and parents and use the feedback gained to improve the overall quality of the service;
- a more organised approach to record keeping;

- information provided to parents about the key groups, for example explain the role of the key worker and display the list of children in each key worker's group and add the staff member's name and photograph;
- children's individual folders to include a record of children's development and next steps in learning and share this with parents;
- a recording system for the administration of medication;
- a recording system for incidents;
- a staff skills audit and training calendar which will address the training needs of staff;
- an effective monitoring and evaluation system which supports the playgroup's improvement agenda.

### **What the service has done since the last inspection**

Not applicable as this is the first inspection of the playgroup since registration on 15 August 2011. The newly appointed manager demonstrated to us a clear commitment to developing the service. Throughout our discussion the manager identified areas of practice that she is currently progressing or would like to develop; and willingly and enthusiastically sought our ideas and suggestions for the ongoing improvement of the playgroup.

### **Conclusion**

A warm and caring ethos was evident throughout the inspection visit. The children were seen to be happy and content as they played with a range of toys and materials which supported their learning and development.

The staff had developed positive relationships with the children and their parents. We saw staff warmly and personally welcome adults and children into the inviting playgroup setting.

### **Who did this inspection**

Arlene Cattigan

**Lay assessor:** Not Applicable.

# 1 About the service we inspected

Triangle Playgroup was registered with the Care Inspectorate on 15 August 2011.

The playgroup is registered to provide care to a maximum of 15 children at any one time. The age range of the children is from two years of age to those not yet attending primary school.

The playgroup operates from a room within Blairgowrie Community Campus, Elm Drive, Blairgowrie. The playroom has integral kitchen and storage cupboard. There is easy access to toilet and changing facilities and an outdoor play area.

(Please note for the purpose of the report we will use the word 'parents' throughout to mean those who are the main carers of the children in the parent's absence.)

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

**Quality of Care and Support - Grade 3 - Adequate**

**Quality of Environment - Grade 3 - Adequate**

**Quality of Staffing - Grade 3 - Adequate**

**Quality of Management and Leadership - Grade 3 - Adequate**

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.scswis.com](http://www.scswis.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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### What we did during the inspection

We wrote this report after an unannounced inspection. The inspection was carried out by inspector Arlene Cattigan. The inspection took place between 9am and 12.30pm on 8 May 2012. We gave feedback on findings from the inspection, on the day of the visit, to the chairperson of the committee, playgroup manager and two play assistants.

As requested by us, the service sent us an annual return. The service also sent us a self-assessment form.

We provided the service with ten questionnaires for parents and carers of children using the service. Seven completed questionnaires were returned before the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents:

- supporting evidence from the self assessment and annual return
- playgroup information pack 2011 - 2012
- policies and procedures folder
- a sample of newsletters
- suggestions book
- displayed weekly plan
- displayed snack menu
- a sample of children's files, folders and scrapbooks
- accident records
- attendance register
- daily risk assessment
- displayed staff photographs
- staff meeting notes
- sample of committee meeting minutes and agendas
- certificate of registration and insurance certificate.

We spoke with various people about the service, including:

- chairperson
- manager
- two play assistants
- five parents
- five children.

We spent time observing how staff interacted with the 14 children aged two years and over. We also considered the general environment and equipment used in the service.

## **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](http://www.firelawscotland.org)

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

This is the first inspection of the playgroup since registration.

## 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. We were satisfied with the way the service had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service identified what they thought they did well, some areas for improvement and any changes they had planned. They should consider how people who use the service may take a part in their future self assessment process.

## Taking the views of people using the care service into account

On the inspection morning there were 14 children aged between two years and over present. All children were settled and interacted positively with staff. Children enjoyed playing with a range of toys and in particular construction materials and work bench, popioids and farm resources. Children were seen drawing and painting, and taking part in role play in the home corner. They listened well to stories read to them by staff and joined in singing. All children enjoyed their snack. They went outdoors for the latter part of the session.

Children told us they enjoyed coming to the playgroup and they liked the toys they played with and the snack.

One child told us, 'I had jam and pancakes and a drink of water (for snack). I don't like milk.'

Another told us, 'We're going outside now. I have my coat on and I'm going to play on the boat. I like outside.'



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### Taking carers' views into account

Seven parents completed Care Inspectorate questionnaires prior to the inspection. In the questionnaires five parents 'strongly agreed' that overall they were happy with the quality of care their children received and two 'agreed'. We also spoke to five parents on the morning of the inspection and all were complimentary about the playgroup service they and their children received. Specific comments from parents included:

'My son thoroughly enjoys his time at playgroup. It has been a very easy time for me.'

'My son really enjoys the playgroup and the staff have been excellent at settling him into the setting. I feel they offer a wide range of activities and have seen this while on playgroup duty. I really like the newsletters as they keep you informed of the planning and activities within the playgroup.'

'This is my first experience with the playgroup ..... The staff are relaxed and friendly and my child is very happy attending. Facilities are always clean and as tidy as a child's play area should be. I don't feel I have had a lot of feedback about my children's progress but on the other hand I haven't asked for it other than a general comment on how she got on at the end of the session. I am confident that my child is happy and mixing well and that is all I am concerned about at her age so I don't feel I need an intense feedback session regularly. I prefer their relaxed approach.'

'My child is extremely happy to attend playgroup. She chats happily about the staff and activities. The leaders know my child's interests but also encourage her to try new things. The setting is vibrant and stimulating. I would like to see assessment feedback in a more formal way.'

'The staff are so friendly and they are fantastic with the kids. They keep them entertained all the time. How do they find the time - its brilliant. The newsletter is a great way of telling us what's going on. It's something to do with farms just now. There is a suggestions book which I've not used. I'm happy with the way they are doing things.'

'I am very happy with Triangle Playgroup. My child's development has come on loads since starting ..... Well done to the team!'

NB Before we even spoke to the manager about the results of the questionnaires and how some parents wanted more information regarding their child's progress in learning, she explained to us that one of her main priorities is to put in place a simple and effective system for the recording of 1) observations made about children's development and 2) next steps in learning, and share the findings with parents. The manager told us that she will continue to explore ways of doing this which will support her planning and further enhance children's learning.

## 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: 3 - Adequate

#### Statement 1

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

#### Service strengths

We found the service was performing adequately in the areas covered by this statement. We concluded this after we spoke with the chairperson, manager, staff and parents and reviewed information within the playgroup.

The playgroup had a range of methods in place to seek the views of children and their parents regarding the service they received.

We saw that parents were provided with a range of information about the service to ensure they were informed about what was happening.

Prospective parents were provided with a playgroup information pack which gave them information about the playgroup. They were then kept up to date through verbal, displayed and written correspondence; and through the playgroup's 'Facebook' site, a closed site for members.

Displayed notices in the hallway and playroom provided parents with relevant information and we saw parents reading the notices on the day of the inspection, including the weekly plan.

The playgroup manager issued a newsletter to all parents each term and the most recent newsletters (Spring and Summer 2012) were seen to contain information about activities, fund raising events, staffing, and asked parents to make suggestions and comments about things they wanted the playgroup to do. Parents told us that they found the newsletters to be a very helpful way of keeping up to date with playgroup news.

The chairperson told us that the committee sent out newsletters too and that these were often issued after committee meetings or related to specific events such as staffing matters. We saw one committee newsletter which asked parents for their views about proposed changes to the duty system. We saw that the feedback was very positive.

The suggestions book contained some positive comments from parents and in particular about the improved room layout and newsletter. Written comments in the book included:

'Looking around the room, the setting looks fantastic! Loving the new plans too. It's nice to see what they are doing.'

'X (child) really loves coming to playgroup. The room is bright and welcoming. Staff are very friendly and approachable. Really like how the new newsletter mentions about what children are doing.'

'The staff have really helped X (child) to adjust to coming to playgroup. The new room layout is lovely.'

We asked staff about the new layout of the playroom and they told us that the activity areas were more defined and purposeful and this meant that children were provided with increased learning opportunities each session.

Playgroup fund raising and social events provided parents with the opportunity to meet with each other and to contribute to the work of the playgroup. Parents took part in a duty rota at the playgroup to assist the playgroup staff with the activities.

One to one discussion, snack and group time provided the children with many opportunities to further their knowledge and learning, celebrate achievements (such as good sitting) and offer their opinions and views. We heard children being consulted about the colour of paint they wished for their painting activity and all children had choices at snack of milk or water to drink and what they wanted to spread on their pancake.

### **Areas for improvement**

Although there were some opportunities for parents and children to give both formal and informal feedback on the service they received this area needs to be strengthened. (See recommendation 1)

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 1

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## Recommendations

1. It is recommended that creative ways be considered and put in place to provide parents and children with improved opportunities to assess and influence the quality of care and support, the environment, staffing and management and leadership of the playgroup. This could include regular questionnaires or a focused question of the month for parents. A simple children's questionnaire could be implemented to further support and strengthen communication with children. Staff should collate all responses from parents' and children's feedback (whether question of the week, questionnaires or other means). They should continue to demonstrate to parents and children how their views have been taken forward and where possible acted upon. Parents could perhaps be informed of action taken through the playgroup's newsletter.

National Care Standards early education and childcare up to the age of 16.  
Standard 13: Improving the service.

## Statement 3

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

## Service strengths

We found the service was performing adequately in the areas covered by this statement. We concluded this after we spoke with the chairperson, manager, staff and parents, reviewed information within the playgroup and observed practice.

We saw that children were settled and happy throughout the session. Staff were kind and caring and interacted positively with children. Children confidently selected toys and resources with which to play.

Snack time proved to be very popular. Children were seen to wash their hands before eating snack. It was noted that children were very familiar with the routine and sought assistance from staff where required. Children were encouraged to collect their own plate and cup, spread butter and/or jam on pancakes and put their dirty dishes in the sink. We saw that the children enjoyed snack, and staff supported the children to ensure it was a positive and social experience. One parent told us, 'The snack is very good. The children made their own jam tarts for snack last time I was on duty and they really enjoyed eating them.'

The children had daily opportunities for outdoor play to promote their health and wellbeing and further their learning. This was evidenced through discussion, in photographs and observed during the inspection. All parents we spoke to confirmed how much the children enjoyed getting outside. One parent told us, 'I think the playgroup is great. I just love that they go out so much and they get to see the kids from the nursery when they are in the garden. It will make the move to nursery so much easier.'

We sampled children's files and saw that they held factual information about the children and their families and this included any medical, dietary or additional support needs. This ensured that staff could provide necessary care and support to individual children in accordance with their needs.

The manager told us that she was in the process of introducing new folders and scrapbooks and organising the contents to ensure they contained a wide range of information; including a record of children's development and next steps in learning. Staff should continue to develop children's folders and this is highlighted in the section below.

### **Areas for improvement**

We discussed medication consent and administration with playgroup staff. This was specific to a child currently attending who may require an inhaler. (see requirement 1).

The manager acknowledged that staff observed children closely at play but that current records kept did not note children's next steps in learning. The manager confirmed that parents did not receive feedback on their children's learning. (see recommendation 1).

The playgroup works a key worker system and this is good practice to aid communication between the playgroup and home and help staff to provide consistent, individualised care. It is suggested that information is provided to parents about the key groups, for example explain the role of the key worker and display the list of children in each key worker's group and add the staff member's name and photograph.

To aid children's learning a pictorial snack menu could be displayed for children which would provide them with information about the daily snack.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 1

**Number of recommendations:** 1

### **Requirements**

1. The service should improve the recording system for the administration of medication and this should include:

- written permission from parents
- details of what is to be administered

- the reasons for the medication
- instructions of how/when and how much to administer
- details of when the medication was last administered by the parent
- record of when it was administered, how much was administered and by whom
- record of parents informed when the last dose was given.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

SSI 2011/210 Regulation 4(1)(a) Welfare of users.

Timescale for implementation: upon receipt of this report.

The manager was provided with the Care Inspectorate health guidance for the management of medication in daycare and childminding services (April 2011) for further information.

### **Recommendations**

1. Children's folders should include detailed information about children's progress and their next steps in development and these should be shared with parents.  
National Care Standard: Early Education and Childcare up to the age of 16  
Standard 5: Quality of Experience.

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 3 - Adequate

### 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 for this statement is included under statement 1.1.

#### Areas for improvement

The playgroup should continue to seek creative ways of enabling parents and children to assess and improve the quality of the environment.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 2

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

#### Service strengths

We found the service was performing adequately in the areas covered by this statement. We concluded this after we spoke with the chairperson, manager, staff and parents, reviewed information within the playgroup and examined the environment.

The playgroup was located in a designated room within the school. We saw parents accompanying their children into the playroom. This ensured that the children safely reached their destination. At the start of the session staff completed the attendance register to ensure an accurate record was kept of the number of children in attendance.

The playroom provided a clean, bright and welcoming environment and we saw children's work displayed on the walls. The space available both indoors and out was utilised appropriately during the inspection and offered children a range of activities suited to their needs and interests and the planned work being followed.

Staff were aware of how to report building faults and any repairs needed. We saw that a daily risk assessment sheet was completed by playgroup staff for the indoor and outdoor play area. This helped to maintain a safe environment for the children attending.

We saw that the playgroup had a child protection policy which detailed staff responsibilities and the actions to be taken if concerns arose. The policy was available to staff and parents.

## Areas for improvement

Although some staff had undertaken child protection training, the manager told us that she did not have up to date child protection training. (see requirement 1).

The chairperson explained to us how the accident and incident book and bump book were currently used by the playgroup. Given that 'serious' accidents and incidents were noted in the accident and incident book, we suggest that a separate incident book, similar to the bump book, is used for the recording of all less serious incidents. The manager should ensure these books are clearly labelled with instructions for use to avoid confusion for staff and ensure clear records are kept and accidents and incidents are monitored.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 1

**Number of recommendations:** 0

## Requirements

1. The provider must ensure that all staff are trained in child protection to safeguard children's health and wellbeing.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

SSI 2011/210 Regulation 4(1)(a) Welfare of users.

Timescale for implementation: within six months of receipt of this report.



## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

### Statement 1

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

### Service strengths

Evidence for this statement is included under statement 1.1.

### Areas for improvement

The playgroup should continue to seek creative ways of enabling parents and children to assess and improve the quality of staffing.

**Grade awarded for this statement:** 3 - Adequate

**Number of recommendations:** 0

**Number of requirements:** 0

### Statement 3

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

### Service strengths

We found the service was performing adequately in the areas covered by this statement. We concluded this after we spoke with the chairperson, manager, staff and parents, reviewed information within the playgroup and observed practice.

There was a team of four staff working at the playgroup. The manager and two play assistants were present on the morning of the inspection. We saw staff were motivated and enthusiastic about their work with the children.

The manager was a qualified primary teacher, one play assistant held a National Certificate in Childcare and Education and one play assistant had experience of working with young children. The member of staff not present at the inspection due to her weekly working pattern was undertaking a Scottish Vocational Qualification (level three) in childcare and had much relevant experience of working with children and young people. Some staff held first aid qualifications and some were trained in food hygiene and child protection. The manager was registered with the General Teaching Council and all other staff were registered with the Scottish Social Services Council (the registration body for care service workers).

The playgroup provided information to parents about the staff who worked there and we saw that staff photographs were displayed. This ensured parents and children could easily identify the individual staff members.

The chairperson confirmed that she carried out appraisals with the staff and that these identified individual training and development needs. It was confirmed that written review records were maintained for future reference.

The manager told us that she and her staff team spoke with each other informally on a daily basis about any matters relevant to the smooth running of the playgroup. She told us that they met formally weekly and we saw a written record of this in the manager's meeting book. The notes showed that a range of topics were discussed including snack, planning and resources. One staff member explained that the room layout had recently been reviewed and the changes had enhanced the room and had been well received by the children and their parents.

Children and parents were noted to be comfortable and relaxed with the staff and all parents we spoke to confirmed that staff were friendly and approachable.

### **Areas for improvement**

We spoke to the manager about the variety of training staff might be expected to attend as part of their role and responsibilities. She told us that she intends to undertake a staff skills audit to identify where gaps might be. This could be followed by putting in place a training calendar based on training availability which will address the training needs of staff and the service as a whole.

Although we saw one member of staff's qualification and training certificate displayed, it is suggested that more information be provided to parents about the staff group for example the positions they hold, mornings of the week they work, qualifications they hold, training they have attended and any specific responsibilities they may have in the playgroup such as child protection officer.

We suggested to the manager that a 'running agenda' be displayed to enable staff to add agenda items for discussion at staff meetings.

The manager should consider recording all action points taken forward from staff meetings ensuring that there is a person/s responsible for the action and the date of when the action is to be completed, where appropriate.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

### 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

Evidence for this statement is included under statement 1.1.

#### Areas for improvement

The playgroup should continue to seek creative ways of enabling parents and children to assess and improve the quality of management and leadership.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 4

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

#### Service strengths

We found the service was performing adequately in the areas covered by this statement. We concluded this after we spoke with the chairperson, manager, staff and parents, reviewed information within the playgroup and observed practice.

The management committee had overall responsibility for the playgroup and provided managerial support to the manager and her staff team.

Parents on the committee held identified roles which contributed to the smoother running of the playgroup and ensured staff and parents knew who to contact if they had a query.

Regular committee meetings were held and the minutes were shared with the staff and parents. Staff were invited to the playgroup's annual general meeting; and committee members could attend the weekly staff meeting if necessary. This provided opportunities for discussion and sharing good practice and achievements.

Although there was no formal quality assurance system currently in place to assess the quality of the service, the chairperson and committee members spoke to staff daily when they dropped off and collected their children and they could see staff at work at these times. The chairperson told us that she had spent designated time in the playgroup talking to children and parents and observing practice. As a result of this some positive changes had been made to aspects of practice.

The manager had only been in post for a short time. She told us that she monitors the quality of the service provided as she and the staff team carried out their day to day work, identifying areas for improvement from her own observations and from feedback from staff members, children and parents. The manager explained that any relevant matters were discussed at team weekly meetings.

The service had been vigilant in maintaining regular contact with the Care Inspectorate to ensure the exchange of important information.

We were pleased to note that the chairperson, manager and staff were clearly committed to improvement and discussion through inspection and at feedback demonstrated that they were continually seeking new opportunities and ways to further develop the service.

### **Areas for improvement**

We asked the chairperson to develop specific aims and objectives for the playgroup and include these in the information pack and display them alongside other notices in the playroom.

We acknowledge that this is the first year of operation for the playgroup and that some monitoring of the service had taken place. However, it is suggested that the playgroup formalises the monitoring and evaluation processes in place to help identify the strengths of the group, and support key areas for improvement. This needs to include monitoring the quality of work of each staff member and the playgroup as a whole. Written evidence of all monitoring and evaluation carried out should be kept.

It is important that the staff see monitoring and evaluation as a whole service responsibility. They should be reminded that they are responsible for reviewing the quality of their own work and that they should regularly reflect on practice through daily discussion, staff meetings and when they talk to parents and children.

It is suggested that the playgroup not only continues to develop creative ways in which to seek the views of children and parents but also seeks the views of other stakeholders (such as visitors to the playgroup) to assess the quality of the service provided.

**Grade awarded for this statement:** 3 - Adequate

**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

There is no other information to be included in this report relevant to the inspection.

### 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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 3 - Adequate</b>	
Statement 1	3 - Adequate
Statement 3	3 - Adequate
<b>Quality of Environment - 3 - Adequate</b>	
Statement 1	3 - Adequate
Statement 2	3 - Adequate
<b>Quality of Staffing - 3 - Adequate</b>	
Statement 1	3 - Adequate
Statement 3	3 - Adequate
<b>Quality of Management and Leadership - 3 - Adequate</b>	
Statement 1	3 - Adequate
Statement 4	3 - Adequate

## 6 Inspection and grading history

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 iarrrtas.

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ہے بایتسرد می م وونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

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

ی ر خ ا ت ا غ ل ب و ت ا ق ی س ن ت ب ب ل ط ل ا د ن ع ر ف ا و ت م ر و ش ن م ل ا ا ذ ه

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