

Care service inspection report

Calderwood Lodge Primary School Nursery Class

Day Care of Children

28 Calderwood Road

Newlands

Glasgow

G43 2RU

Telephone: 0141 570 7060

Inspected by: Lynn McColgan

Type of inspection: Unannounced

Inspection completed on: 28 January 2014



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Service provided by:

East Renfrewshire Council

Service provider number:

SP2003003372

Care service number:

CS2003015830

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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	4	Good
Quality of Environment	3	Adequate
Quality of Staffing	4	Good
Quality of Management and Leadership	3	Adequate

What the service does well

We found that the service had built good relationships with children and parents. This was evidenced by very positive comments received from parents/carers using the service and observation of staff's interaction with the children present.

What the service could do better

Management should continue with their plans to embed their quality assurance processes and further develop their approach to self evaluation and monitoring.

What the service has done since the last inspection

The service had undergone some staff and management changes since the last inspection. The new team had progressed well and built effective relationships. The staff had a shared vision for the ongoing development of the service.

Conclusion

Although the staff team was relatively new at the time of inspection, they had bonded well and created a stimulating learning environment for children. As the team strengthens and gains experience they will continue to make improvements to the service.

Who did this inspection

Lynn McColgan

1 About the service we inspected

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

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

If we are concerned about some aspect of a service, or think it could do more to improve, 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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

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

The service is a daycare of children service and is operated from Calderwood Lodge Primary School. The nursery is currently registered to provide care and education to 40 children aged from 3 years and over. The service operates between 09:00-12:00-13:00-16:00, Monday to Friday with an additional wrap around service.

The nursery aims and objectives include: to work in partnership with parents to foster a sense of pride and identity in our pupils heritage within a strong Jewish ethos which values each individual.

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 3 - Adequate

Quality of Staffing - Grade 4 - Good

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.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

We wrote this report following an unannounced inspection. This was carried out by Lynn McColgan, Inspector. The inspection took place on Thursday 16 January 2014, between 8am and 4pm. It continued on Tuesday 28 January between 9:30am and 2pm, feedback was given to the manager, the depute head and the classroom teacher on the same day.

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

We sent forty care standards questionnaires to the manager to distribute to parents and carers of children using the service. Parents and carers returned twelve of these before the inspection. In addition to this we spoke with five parent's on the day of inspection and five parent's through telephone contact.

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

We spoke with:

some of the children that were present over the course of the inspection
all staff working in the nursery during the inspection.

We looked at:

the annual return and self-assessment document
questionnaires completed for us by parents/carers
questionnaires and other comments received from parent's
care plans/personal plans
the medication policy and procedure, and stored medicines with accompanying paperwork
risk assessments
accident and incident logs
staff development and 1:1 minutes
proposed training plans for individual staff
minutes of staff meetings.

We took the findings from all of the above into account for the purpose of reporting.

Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

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

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.

A self assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themed Statements. The service identified its strengths and some areas for future development.

Taking the views of people using the care service into account

Children attending were happy and active when at the nursery. They were very involved in the activities provided for them. Some children offered the following comments:

"We went to the forest yesterday, my mum laughed at me because I was all muddy"

"Graceen isn't here just now, I miss her"

"All my friends are here, I like to play with the jigsaws the best".

Taking carers' views into account

Views from parents are recorded in the body of the report. Additional comments included:

"This year has been very positive for my son. Last year there appeared to be a lack of creativity and leadership in the nursery."

"I have found the nursery to be exceptional when caring for my son and he returns each day as a confident and happy individual who is growing both educationally and socially under their supervision."

"There are many changes happening for the better and I am confident that communication and learning is improving. My child is very happy here and appears to be learning without knowing. Continue improving communication to nursery parents."

3 The inspection

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

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

Based on the evidence and information sampled the service was found to be operating at a very good standard in relation to this quality statement.

Service users and carers were involved in various ways in assessing and improving the quality of care and support. This included newsletters, questionnaires, daily discussions and informal conversations, open days, parents' evenings and attendance at special nursery/school events and celebrations.

One parent commented:

"A recent evening for parents was most informative on what exactly my child is learning. There are many changes happening for the better and I am confident that communication and learning is improving. Continue improving communication to nursery parents".

Staff and parents confirmed that daily informal discussions provided opportunities in which information and opinions could be shared. Both staff and parents told us that they believed this helped staff get to know the children better and ensured they were familiar with what was happening in their family life.

Staff encouraged children to make choices and share their views. This sharing of information was then used to influence the daily programme of activities. Staff consulted children through group time and other ways including mind mapping.

The information gathered was used to support responsive planning in the provision and the information was recorded in the children's progress files and shared with parents. This allowed parents to see how their child had progressed and how they could support this at home.

Displays of previous activities and topics were evident throughout the nursery. Children's drawings and photographs were effectively displayed and staff had created a pleasant and interesting environment for the children, parents, and visitors. Children's comments, ideas and feelings were often recorded and displayed beside their art work. Children were able to talk about previous topics and show us their art work on display. This gave the children a sense of pride and also encouraged their use of recall skills.

All carers confirmed through the questionnaires that they received clear information prior to their child starting the nursery, and all confirmed they had the opportunity to visit before their child started. 3 parents/carers consulted with "strongly agreed" and 7 "agreed", that staff share information about their child's learning and development with them, 6 parents/carers "strongly agreed" and 5 "agreed" their child could experience and choose from a balanced range of activities and 1 "didn't know".

3 parents/carers "strongly agreed", 7 "agreed" and 2 "disagreed" that staff share information about their child's learning and development with them and where appropriate their child.

One parent commented:

"I am very happy with my child's nursery. I feel to improve however, I would like to have an overview of the term's work so that I can discuss these with my child".

This was addressed by the nursery prior to the inspection.

Areas for improvement

We noted during the inspection that parents were not always given collated feedback after a questionnaire exercise. To keep parents updated, and as a way of maintaining two way dialogue, staff should ensure parents/carers are informed of the findings of any questionnaires/surveys that are issued.

We viewed notes and paperwork that was completed by staff during a recent parents' evening. This paperwork had been recently introduced by the class teacher. Some staff had recorded comments by parents but this was not consistently applied. Through discussion with the management and class teacher, it was felt that some staff may have been confused as to the purpose of the paperwork. The class teacher confirmed she had introduced the paperwork as a system to record any concerns a parent may have had, not for feedback comments. See recommendation 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. How the paperwork to record parents' concerns is used should be made clear to all staff to ensure it is used consistently.
NCS Early Education and Childcare up to the age of 16: Standard 13, Improving the Service.

Statement 3

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

Service strengths

Based on the evidence and information sampled, the service was found to be operating to an adequate standard in relation to this quality statement.

For the purpose of this inspection, within this quality statement we focussed on infection control, administration of medication, accidents and incidents and the quality of children's experiences and their personal plans.

Policies and procedures were in place to promote children and young people's health and safety. During this inspection we viewed the infection control practices and the medication policy and procedures.

The programme of activities was responsive to individuals emotional, personal and social needs. Staff demonstrated knowledge of individual children and their needs. Activities provided children with opportunities to take small risks while staff offered assistance if needed. Activities were also challenging and interesting. Children were seen to participate for long periods of time. The range of activities allowed children to play with other children or on their own. Staff supported children in all activities.

9 parents "strongly agreed" and 3 "agreed" their children get fresh air and energetic play as well as opportunities for rest .

Staff were responsive and caring towards the children. They offered appropriate praise and encouragement. Staff child interaction was good. Staff were very respectful to all children.

Citizenship was promoted throughout the service. Children were encouraged to help each other. We observed children actively helping one another and tidying up the nursery at the end of each session.

Each child had a personal plan with basic information detailed.

Management and staff had a good understanding of their role and responsibility in protecting children from harm, abuse, bullying and neglect . Information was available and displayed on "Getting It Right For Every Child". Staff had attended training on the subject and were knowledgeable when questioned.

Areas for improvement

We noted some areas within the administration of medication procedure and storage of medication, that must be improved. The procedure being followed by staff did not contain all information or details as specified in the medication policy (taken from the Care Inspectorate website).

The procedure should state that staff will not administer the first dose of any new medication, parents must record what the medication is for, they must also give details when a medicine states "when required" what symptoms must be present prior to staff administering it. The paperwork should also have a place for the expiry date, and the monthly review date.

Of eight medication forms viewed two did not have the required parental consent attached. One child's long term medication had not been reviewed as specified in the service's procedure, and one bottle of stored medication had been held in the nursery for ten months without any review. See requirement 1.

On the first day of inspection we observed a full group activity. This activity was interrupted repeatedly by children going to get tissues to blow their noses, we counted twelve children. Of these twelve children, one child was directed to go and wash their hands after blowing their nose. Children disposed of their tissue into a push-lid bin. This was disruptive to the remaining children and to the class teacher involved in the activity. There was also a risk to children in terms of potential infection due to the lack of hand washing and the contamination of touching the bin lid. On the second day of the inspection we were informed the service had ordered new bins to reduce the spread of infection. See requirement 2.

We viewed children's personal plans and discussed the contents with staff. The class teacher confirmed she was working with staff to develop a format that they were comfortable with and which included a clear view of children's learning and development. We recognised the progress staff had made in improving existing paperwork and are confident the team will continue to improve the paperwork and review it at least every 6 months.

Through discussion with the class teacher, it was agreed the service would develop and implement an "audit" tool which records when children have offered comments, or had work displayed. It was recognised staff try to rotate children's work, and ensure all children contribute to mind mapping sessions or similar, but as no audit tool was available this is something that could be missed. This type of tool would also support staff in identifying if particular children did not contribute and they could then, with support from staff be encouraged too.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 2

Number of recommendations: 0

Requirements

1. The medication procedure must be reviewed and updated in line with best practice and, issues identified in the body of the report must be addressed.

This is in order to comply with The Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210 - regulations 4(1)(a))

Timescale for meeting this requirement: The provider must complete this within four weeks from receipt of this report.

2. Infection Prevention and Control practices, specifically handwashing must be improved. Staff within the service must be more vigilant and must raise children's awareness and understanding of infection control issue and good handwashing techniques.

This is in order to comply with The Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210 - regulations 4(1)(a))

Timescale for meeting this requirement: The provider must complete this within four weeks from receipt of this report.

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

Based on the evidence and information sampled the service was found to be operating to a good standard in relation to this quality statement.

Please refer to quality theme 1, statement 1, for additional supporting evidence.

Displays showed children's comments, views ideas and interests and feelings. During the inspection children were observed to have easy access to a range of clearly labelled toys and resources and to confidently choose from these. Children were involved in mind mapping and developing planning walls.

Areas for improvement

Although some systems were in place for service users to be involved in assessing and improving the quality of the environment, these could be further developed and new ways introduced. See recommendation 1.

Please also refer to areas for improvement detailed under quality theme 1, statement 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should look for new ways in which to involve parents/carers and children in assessing and improving the quality of the environment.
NCS Early Education and Childcare up to the age of 16, Standard 13: Improving the Service.

Statement 2

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

Service strengths

Based on the evidence and information sampled, the service was found to be operating to a good standard in relation to this quality statement.

For the purpose of this inspection, within this quality statement we focussed on risk assessments, maintenance records and reporting, and cleaning procedures.

The accommodation was bright and spacious. The service had a wide range of policies and procedures that support staff in delivering the service.

The playroom and outside areas were well maintained by staff. Children were able to move around freely and independently within 2 playrooms. When children were taken to the outside area adjacent to the nursery, they were escorted in a safe and organised manner. The outside area was tidy and free from litter.

Some risk assessments had been completed by staff, ensuring activities children took part in were safe and outings etc had no obvious dangers.

A number of policies that were routinely implemented by staff i.e. no smoking, ensured a healthier environment for the children using the service.

All maintenance contracts were in place and maintenance repairs completed as a matter of priority.

Staff made good use of areas within their local community, including visit's and full sessions to the local forest area.

Areas for improvement

A recent Health and Safety audit under taken by the Local Authority had concluded the heating in the nursery as "inadequate", we would agree with this finding. On the day of the inspection playrooms were cold during the morning session. Staff confirmed that this was often the case. The audit also highlighted the lack of running hot water in the playroom and the issue of a sink which floods when there was heavy rain. The manager of the service is confident the Provider will address these issues. An action plan with clear timescales should be submitted to the Care Inspectorate, as current environmental issues are impacting on the quality of experiences for children attending. See requirement 1.

As stated, some risk assessments were in place, however others were missing. The class room teacher confirmed staff were aware of some potential risks and hazards and had put measures in place to reduce them, for example a leak appeared at a door

within the nursery and staff cordoned off the area and dried the puddle, but they had simply not recorded their assessment.

Staff should now recognise the need to risk assess as an ongoing basis and should record any potential dangers and what measures they use to reduce them. See recommendation 1.

We observed some equipment in the playrooms as being dirty and poorly attended to. This included paint and glue on chairs and tables, some with crayon and pencil marks. Some walls had displays taken down but staples left in the wall. See recommendation 2.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 2

Requirements

1. The provider must ensure an action plan detailing timescales of when the environmental issues detailed within this report will be rectified, is submitted to the Care Inspectorate.

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - regulation 4(1)(a)

Timescale for meeting this requirement: within four weeks from receipt of this report.

Recommendations

1. Risk assessments should be completed as risks are identified.
NCS Early Education and Childcare up to the age of 16, Standard 2, A Safe Environment.
2. Equipment and furniture should be cleaned on a regular basis by staff. Staples and fastenings should be removed when displays are changed.
NCS Early Education and Childcare up to the age of 16, Standard 2, A Safe Environment.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

Based on the evidence and information sampled the service was found to be operating to a good standard in relation to this quality statement.

Please also refer to quality theme 1, statement 1.

We observed children and their parents being welcomed individually and personally by staff on arrival at the service. Time was available to share information, news and celebrate achievements.

Areas for improvement

Although some systems were in place for service users to be involved in assessing and improving the quality of the environment, these could be further developed and new ways introduced. See recommendation 1.

Please also refer to areas for improvement detailed under quality theme 1, statement 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should look for new ways in which to involve parents/carers and children in assessing and improving the quality of the staffing.
NCS Early Education and Childcare up to the age of 16, Standard 13: Improving the Service.

Statement 3

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

Service strengths

Based on the evidence and information sampled, the service was found to be operating to a good standard in relation to this quality statement.

The staff within the service worked well as a team. They were committed to their own personal and professional development, and this was supported by the manager and the classroom teacher. This helped create an environment of mutual respect and support.

All staff working in the service were registered with SSSC, or appropriate body. The annual return highlighted that the majority of staff had been in post for many years. This showed us that there was continuity, not just for the children but for the families using the service.

Professional information held on staff contained details of training they had attended and the manager showed us information on future training.

All staff spoken with confirmed they met with the manager on a regular basis and had support from him.

Staff were familiar with practice guidance including "Getting It Right for Every Child". Numerous literature documents were available to staff if required.

Parents spoken with confirmed staff always made them feel welcome and had very good relationships with them and their children.

Of the parents/carers completing the CSQ 8 "strongly agreed", 3 "agreed" and 1 "didn't know" that staff had the skills and experience to care for their child and support their learning and development. 9 "strongly agreed" while 3 "agreed" their child appeared happy and confident with the staff.

One parent commented:

"I would happily recommend this nursery to others with particular reference to the staff hi I find to be approachable, caring and welcoming, while providing my son with the care and attention he needs to thrive."

While another added:

"The child development officers are excellent and the new teacher is very creative."

Areas for improvement

Staff confirmed during inspection that although they were aware of the National Care Standards Early Education and Childcare up to the age of 16, they were not fully familiar with the contents and did not refer to them during their working day. See recommendation 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Systems should be put in place to ensure that staff have a good understanding and knowledge of the NCS and their purpose.
NCS Early Education and Childcare up to the age of 16, Standard 12: Confidence in Staff.

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

Based on the evidence and information sampled the service was found to be operating to a good standard.

Please also refer to quality theme 1, statement 1.

Through discussion with the class teacher it was evident that she was approachable and open to suggestions about the service.

Parents were encouraged to express their views and opinions through the number of systems including: complaints policy, parent questionnaires and on a daily verbal basis.

Parents were involved in policy review, and were made aware of the Improvement plan. This ensured parents had an active role in the development of the service, and supported staff in raising standards.

Areas for improvement

Although the nursery had some systems to involve parents/carers in assessing the quality of the management and leadership, these could be further expanded. See recommendation 1.

Please also refer to the areas for improvement detailed under quality theme 1, statement 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should further develop and introduced new systems to involve service users in assessing and improving the quality of the management and leadership. NCS Early education and Childcare up to the age of 16, Standard 13, Improving the Service

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

Based on the evidence and information sampled, the service was found to be operating at a good standard in relation to this quality statement.

We concluded this after we:

- reviewed various records and policies
- spoke with staff
- considered responses from families from completed questionnaires

We have highlighted the different ways that the service gathered families' views under Quality Theme 1, Statement 1.

Staff shared their views about the service through regular meetings. Management were in the process of developing their approach to formal monitoring and evaluation. The class teacher had completed some evaluation of the quality of children's learning experiences.

An improvement Plan was in place. This detailed some target areas for the development of the nursery. The class teacher was at the early stages of taking this forward.

Areas for improvement

As stated previously, the staff team were relatively new in existence. The classroom teacher had not fully formalised quality assurance systems or monitoring practices. These systems are essential in determining the status of the service and in identified gaps in service delivery. Of the parent's who completed the CSQ, 1 "strongly agreed", 6 "agreed", 3 "disagreed" and 2 "didn't know" whether the service had involved them and their children in developing the service. See recommendation 1.

At the time of inspection the manager did not have a plan or timescales for implementing quality assurance systems. See recommendation 2.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Management should continue with their plans to further involve staff in quality assurance and develop their approach to monitoring and evaluation. NCS Early Education and Childcare up to the age of 16, Standard 14: A Well-managed Service
2. The manager should develop a monitoring calendar which gives specific timescales for assessing the various aspects of the service. NCS Early Education and Childcare up to the age of 16, Standard 14: A Well-managed Service

4 Other information

Complaints

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

Enforcements

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

Additional Information

None.

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 4 - Good	
Statement 1	5 - Very Good
Statement 3	3 - Adequate
Quality of Environment - 3 - Adequate	
Statement 1	4 - Good
Statement 2	3 - Adequate
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Management and Leadership - 3 - Adequate	
Statement 1	4 - Good
Statement 4	3 - Adequate

6 Inspection and grading history

Date	Type	Gradings	
20 Mar 2012	Re-grade	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed
4 Mar 2010	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	3 - Adequate
		Management and Leadership	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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