

Care service inspection report

Aspire - Dovecote Hall Cottage

School Care Accommodation Service

Doura (Lochlibo Road)

Irvine

KA11 2AS

Type of inspection: Unannounced

Inspection completed on: 25 March 2015



HAPPY TO TRANSLATE

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	11
4 Other information	25
5 Summary of grades	26
6 Inspection and grading history	26

Service provided by:

Aspire Scotland Ltd

Service provider number:

SP2010011131

Care service number:

CS2013318904

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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

The service continued to develop positive practices in support of young people's learning and development. We noted the continued positive experiences for some young people, who were improving in terms of verbal language and participation in the community.

The service had a core of experienced staff, with extensive knowledge of conditions affecting some young people. This contribution supported positive outcomes for those young people. This was a strength of the service.

What the service could do better

We have identified some areas for improvement during this inspection. These included:

- medication training should be sourced and implemented for all relevant staff
- formal supervision of staff, should occur in line with policy
- the service should actively seek appropriate window blinds or alternative, to ensure the privacy and dignity of young people
- the service should conduct formal consultation with young people and their parents/carers to inform decisions affecting young people, where appropriate.

What the service has done since the last inspection

The service had embedded some strong practices and had implemented suitable training for members of the staff team.

The service had developed strong links with other agencies, which supported the health and educational needs of young people.

Conclusion

Dovecote Hall Cottage was making some progress toward identified areas for improvement. We have made five recommendations at this inspection process and we will review progress at the next inspection.

1 About the service we inspected

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

This service was registered with the Care Inspectorate on 15 December 2014.

Requirements and recommendations

If we are concerned about some aspects of a service, or think it could do more to improve, we may make a recommendation or a requirement.

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

Dovecote Hall Cottage forms part of the service provided by Aspire Scotland Limited. A school care accommodation service, Dovecote provides high levels of support to children and young people aged 7 - 17 years of age, within a semi rural setting in the Ayrshire countryside. The service offers accommodation for up to four children and young people, with three sharing a living environment and one living in the annexe. There were four young people resident during this inspection. Facilities within the shared living environment include a lounge, kitchen/dining room, laundry and bathroom. One young person has the additional benefit of a private sitting room and bathroom. The annexe is fully fitted, to include a separate lounge and large kitchen, with bedroom and bathroom also offered within this self-contained accommodation. Externally, the service has private use of a large garden, with pond and allotment area.

The service aims to provide a safe environment in which children and young people can be supported to achieve positive outcomes.

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.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a 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

During this inspection process, we gathered evidence from a range of sources including relevant sections of policies, procedures and other documents. We reviewed progress since the last inspection in order to determine the quality of provision for young people living at the service.

Documents reviewed included:

- Certificates of Registration and Insurances
- Personal Learning Plans
- Risk Assessments
- Communication Systems
- Quality Audits
- Improvement Plan
- Organisational Review outcomes

We also inspected the physical environment, including outdoor areas.

We spoke with one young person and observed another during this inspection visit.

We met with the manager and other members of the staff team.

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

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

We made three recommendations at the last inspection.

1. The service should develop and implement formal consultation methods to gather and evaluate the views of people using the service. National Care Standards, School Care Accommodation Services, Standard 17: Concerns, comments and complaints.

We were aware that the organisation had, in recent months, begun to undertake a comprehensive review of provision. As such, there had been a decision to delay the process of consultation with parents/carers, until an appropriate time. We accepted that this had been a reasonable approach but now advised that consultation with all stakeholders, including parents/carers, should be initiated. We advised that any feedback from young people and their parents/carers, should inform discussion and decision-making with regard to the young person's plan.

We have repeated this recommendation at this inspection.

2. The service should develop a localised improvement plan, informed by the views of all stakeholders involved in developments at the service. National Care Standards, School Care Accommodation Services, Standard 7: Management and staffing.

The service had developed an improvement plan and we were satisfied that they had begun to implement improvements.

This recommendation is: Met.

3. The service should systematically gather and evaluate the views of all stakeholders, to inform future developments. National Care Standards, School Care Accommodation Services, Standard 7: Management and staffing.

As part of wider organisational objective, the views of some stakeholders were sought in the process of evaluating the web-based system, the Gateway. See evidence of strengths under Quality Theme 4, Statement 4 of this report.

This recommendation is: met.

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.

Every year, all care services are required to submit a completed self assessment form, telling us how they think their service is performing. We check to make sure this is accurate. We received a completed self assessment and used this to inform the inspection process.

Taking the views of people using the care service into account

We spoke with one young person and observed another within the service. Our discussion with a young person, confirmed that they were happy at the service and that staff treated them well. The stated that they enjoyed activities and that they got take part in things they enjoy.

Taking carers' views into account

We did not speak with any parents/carers during this inspection process.

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

At the previous inspection we looked at participation and found that the service produced a welcome booklet to assist young people and their families to know what to expect when using the service. This booklet contained helpful information about what opportunities would be made available. This meant that young people were aware of how they would be supported to achieve their goals and who they could approach if they had a concern. As a further support, young people were given a welcome box with everyday items that they might find useful, such as toiletries, writing paper, stamps, envelopes, puzzle books and a photo album and this helped young people to settle into the service. The young person could then use this to create a memories box, from their experiences of living at the service.

We noted that young people contributed to their care plans in a way most meaningful to them. This included suggesting ideas for activities and expressing their views about spending time with their families. Various tools were used to support communication, where young people experienced difficulty with verbal language. These included visual aids such as PECS, an augmentative communication system which allows young people to initiate interactions and helps young people to develop the skills to communicate their needs and wants. We looked at the range of aids available and noted that an experienced team of staff supported young people to communicate effectively. Other methods of participation including feelings charts and emotions cards allowed those young people to express their interests and engage in meaningful activity. For others, one to one meetings provided them with the time needed to explore how they viewed their support and to discuss ways in which they could progress and achieve their aspirations and goals. By asking young people how they felt about being placed at the service and what would improve their chances of

success, the service demonstrated a commitment to listening to and acting on the suggestions of young people and their families. Examples of good practice included exploring with young people how they might handle situations differently, in order to learn from previous experiences. By discussing alternatives to previous choices made by young people, the service helped to promote more positive outcomes.

Who Cares? Scotland workers visited young people, both in the school setting and in the service. This meant that there were opportunities for independent advice, which could offer young people a means of exploring how the service could improve for them or, if necessary, raise a concern. Regular visits by Social Workers also meant that some young people had the opportunity to speak with other adults involved in their care.

Where young people wished to attend their review meetings and/or appointments, they were supported to contribute to discussion and decision-making and the service made use of Having Your Say forms, to encourage the involvement of young people. These opportunities meant that young people were key contributors to decisions affecting their lives.

At this inspection, our assessment of participation was carried out while examining other quality statements. Young people were asked whether their views were considered and acted upon; those who could communicate this clearly confirmed this to be the case.

Areas for improvement

We were aware that the organisation had begun to undertake a comprehensive review of provision. Formal consultation with parents/carers had yet to be undertaken. While a range of external stakeholders had been involved in 'shaping' future priorities, we now advised that consultation with parents/carers, should be initiated. We advised that any feedback from young people and their parents/carers, should inform discussion and decision-making with regard to the young person's plan. We made a recommendation at the last inspection. We advised that the service should implement formal consultation methods to gather and evaluate the views of people using the service. National Care Standards, School Care Accommodation Services, Standard 17: Concerns, comments and complaints. We have repeated this recommendation at this inspection (see recommendation 1 under this quality statement).

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should develop and implement formal consultation methods to gather and evaluate the views of people using the service.

National Care Standards, School Care Accommodation Services, Standard 17:
Concerns, comments and complaints.

Statement 3

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

Service strengths

At this inspection, we followed up on areas for improvement from the last inspection and considered opportunities which promoted young people's health and well-being, to assess this statement. We considered that the performance of the service was good for this statement.

An area for improvement, identified at the last inspection, related to staff awareness of diagnosed medical conditions affecting young people. We advised that by improving staff understanding of how such conditions affect young people, the service would be better placed to implement strategies to combat the effects of disruptive and challenging situations and be more equipped to support young people. We found that young people living at the service continued to present challenges to staff; however, input from a range of health professionals had resulted in a clearer understanding for staff, of the complexities of diagnosed needs of young people in their care. We noted that training delivered by health professionals had improved staff awareness of how best to support young people. We also found that the service continued to maximise the experience of staff but that additional training had been sourced by the service, aimed at ensuring that all staff were suitably skilled in communicating effectively with young people. This meant that young people could be better understood and less anxious or frustrated when trying to make their needs and wishes known to those supporting them.

At this inspection, we considered the range of opportunities made available to young people to promote positive outcomes. We noted excellent school attendance for some young people since being placed at the service and this had allowed for good levels of achievement and attainment. Close links with schools offered the opportunity to share information and work together on projects to support young people's learning. Participation in groups and clubs also provided young people with the opportunity to spend time with friends and peers out with the service. For some young people, attendance at clubs was a key activity, which helped them to socialise with others and we noted a strong commitment from the service, to ensure regular participation, in order to promote inclusion within the community. For some young people, spending time at the park or going to the cinema provided positive experiences, while others participated in courses in preparation for work experience opportunities or were assessed for suitability to engage in formal qualifications, in order to maximise educational outcomes. We noted very good efforts by the service to promote joint working arrangements with education. An example of this included the implementation of a daily diary, used by both the school and the service, to share information about the young person and to support school projects. This meant that

the service could support the young person's learning and development, by offering activities which informed school work.

New staff working at the service had brought additional skills and enthusiasm to the work of the team, while others continued to be creative in designing routines to support young people's understanding of the importance of good personal care. Examples included the creation of a health and fitness plan for a young person, which involved jogging and other physical activity. This encouraged the young person to develop greater insight into the benefits of healthy living and promoted a sense of achievement. We also saw that staff were using the organisation's web-based system, the Gateway, to report and record progress of young people. In working closely with partner agencies, the service provided 'up to the minute' information to demonstrate young people's progress toward agreed outcomes. We will review the impact of this system, for young people living at Dovecote, at the next inspection.

Admission and discharge procedures helped create appropriate transition plans for young people. The organisation had improved upon previous admission procedures and we found during this inspection, that these had been implemented. The manager confirmed that more detailed consideration had been given to referrals and a recent admission of a young person, had involved visits from placing Social Workers, prior to the young person being confirmed for the placement. Detailed information had also been sought by the service, to support the decision to offer a place. This improved practice, helped to ensure that the needs of all young people living at Dovecote, had been considered when reaching decisions.

Areas for improvement

Review of the organisation's medication procedures showed that those staff involved in administering medication required further training. We considered that current arrangements were inadequate. We instructed the service to source and implement appropriate training and ensure robust procedures are followed. This will ensure the safety of young people in receipt of medications (see recommendation 1 under this quality statement).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should source and implement appropriate medication training for staff.

National Care Standards, School Care Accommodation Services, Standard 7:
Management and staffing.

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

At this inspection ,we found that the performance of the service was adequate for this statement.

Please see Quality Theme 1, Statement 1.

Areas for improvement

Please see Quality Theme 1, Statement 1.

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

At this inspection, we found that the performance of the service was good for this statement. We looked at the physical environment, staff rotas, levels of cleanliness and repair and risk assessments to assess this statement.

The service is located in a rural location on a main road. There is a secure fence surrounding the property and this supports the safety of young people living at the service. The property comprises of an annexe in which one young person resides, while the remainder of the house provides accommodation for up to three young people. We found that the physical environment had been impacted upon by some young people, but the service had continued to identify ways to improve standards for young people living at Dovecote. By responding creatively to incidences of damage, caused by some young people, the service consistently attempted to maintain the safety and comfort of young people. Examples included renewing flooring, refurbishing bathrooms and securing items, which may become damaged as a result of young people's complex behaviours. Since the last inspection, the service had replaced broken items, which made areas safer for young people.

Staffing within the service was adequate to meet the needs of young people. Staff we spoke with during inspection told us, "Although at times staffing can be difficult, staff from other houses come to fill in. The young people are always safe and they get out on activities". We recognised that great flexibility within the staff team, supported positive outcomes for young people and we spoke with the manager, who told us that the provider was in the process of recruiting new staff and it was intended that some of these new employees would support the staffing structure at Dovecote. We will review staffing levels at the next inspection.

Risk assessments and Individual Crisis Management Plans (ICMPs) continued to inform safe practices. All aspects of young people's education and activity programmes were risk assessed prior to participating and these were reviewed further to any incidents. This meant that young people were supported safely by a staff team who prioritised young people's needs.

Various checks of the physical environment ensured the safety and security of the environment. In addition, we found that vehicle checks, audits of medications and regular hygiene practices, within the kitchen and other areas, ensured that young people could be supported safely within their home.

Areas for improvement

The service should continue to ensure that all aspects of the physical environment remain fit for purpose. This will allow all young people to enjoy a comfortable and safe living environment.

We found the house to be of a reasonable standard of cleanliness and repair; however, some areas were in need of re-decoration. The manager told us that works required had been identified and that a suitable contractor would begin re-decorating in the coming weeks. We will review the standard of accommodation at the next inspection.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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

At this inspection, we found that the performance of the service was adequate for this statement.

Please see Quality Theme 1, Statement 1.

Areas for improvement

We found that the service demonstrated limited evidence of how young people influenced the quality of staffing within the service. Although there had been some changes within the staff team since the last inspection, it was not fully evidenced how these changes impacted positively on the lives of young people living at Dovecote. We also found that the organisation's approach to involving young people in the recruitment and selection of new staff was limited. We discussed this with the manager and advised that further consideration of current practices should be explored. We believe that young people should be involved in discussions about any proposed changes to their support.

Grade awarded for this statement: 3 - Adequate

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

At this inspection, we found that the performance of the service was good for this statement. We considered the progress since the last inspection, to assess this statement.

The manager had been in post for almost a year and it was evident that systems and processes were now embedded in practice. Staff team meetings took place regularly and these offered opportunities for members of the team to contribute to improvements. We found that regular discussion about how the service could effectively meet the needs of young people, remained the key priority for staff working at Dovecote. We observed managers and staff, exploring risk assessment and decision-making. This consultative approach to finding solutions to presenting situations, demonstrated the flexibility with which those working in the service responded to evolving need. We saw that those involved in risk assessing young people's behavioural presentation, supported young people to understand the impact of their behaviours and remain safe and protected through consistent and agreed approaches.

Training opportunities had continued to develop the skills and knowledge of staff. We found that specialist health professionals had provided instruction for the staff team and had developed their understanding of particular health needs of some young people. Other training events included, Fire Awareness, Children's Hearing system and First Aid. The Aspire online learning tool was also available to staff and this further supported the development of the staff team.

We spoke with staff and managers during the inspection and they told us, "I think we have a really good mix of staff in the team. New staff continue to bring new ideas and I feel there is a close bond between everyone" and "We're promoting reflective practice and positive leadership and this helps to develop good role models". These comments helped us to understand how the team had progressed since the last inspection and it was clear that staff were positive about working at the service.

As part of the overall review of provision, the organisation had arranged a number of consultation days, where all staff had been invited to offer their views on what they perceived to be the strengths and areas for improvement across the organisation. It was identified that strengths included relationships between young people and those supporting them, while areas for improvement related to the quality of the environment. As already stated, the service had begun to organise re-decoration and

to consult with young people about their preferences relating to colour schemes. This showed that the service had responded positively to the conclusions of staff working in the service.

Areas for improvement

Although there had been some improvement in relation to staff receiving formal supervision, this had not occurred in line with policy. We spoke with the manager and senior staff about the importance of this practice, who advised us of a planner indicating supervision dates for all staff. The service should ensure that all staff receive supervision with their line manager, in order to promote best practice and assist in their continuing professional development. We have made a recommendation under this quality statement (see recommendation 1 under this quality statement).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should ensure that all staff receive formal supervision in line with policy.

National Care Standards, School Care Accommodation Services, Standard 7: Management and staffing.

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

At this inspection, we found that the performance of the service was adequate for this statement.

Please see Quality Theme 1, Statement 1.

Areas for improvement

Please see Quality Theme 1, Statement 1.

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

At this inspection, we found that the performance of the service was good for this statement. We looked at progress since the last inspection to assess this statement.

Files sampled showed that information relating to young people was up to date. We noted that records contained a covering sheet which demonstrated quality checks by staff and managers. This practice ensured that young people plans were accurate and contained current information to support their needs. Records relating to the physical environment also contained this auditing procedure and this offered assurances of safe and positive practices which protected young people within their home.

The organisation had employed a Quality Manager, whose role included a focus on assessment and outcomes for young people. By collating information about young people at the point of admission to the service, this information supported the initial assessment processes which informed the identification of agreed outcomes between the service and the placing authority. This systematic approach to ensuring that supports provided were appropriate to the needs of individual young people, in joint agreement with other agencies, meant that young people's plans would maintain a clear focus on agreed outcomes and the measurement of progress could be closely monitored.

As part of a review of the effectiveness of the residential services' web based outcomes model, the Gateway, external consultants collated questionnaires and evaluative comments from staff and external stakeholders. The evaluation of staff comments, confirmed that all staff believed that the Gateway was helping to promote greater consistency and that the role of managers in monitoring contributions, also provided a supportive mechanism for improved practice. Examples of comments from professionals included, "Aspire appear to regularly review their targets for the young person I am involved with and aim for them to be both achievable and realistic in order for the young person to achieve success in their learning and development", and "Helps keep professionals on the same page and any changes to support required can be communicated quickly and consistently". It was clear from the evaluation, that those involved in supporting young people were consistently reviewing young people's progress and adapting approaches and strategies to support positive outcomes. We also saw that professionals had commented, "I can say without exception this is the best experience I've had in working with a residential

placement". This demonstrated that the service continued to provide quality care and support for young people".

The service had responded positively to an area for improvement identified at the last inspection. By developing a localised improvement plan the service had identified that, through consultation with young people, the garden could be developed to allow for a vegetable patch, to encourage young people to grow fresh produce and to use this to prepare meals. Additionally, the plan identified that in order to successfully meet the needs of some young people placed at the service, staff training in the use of sign language would further enhance their skills in communicating with some young people. We noted that this had been progressed by the service and we will review the impact of this training at the next inspection.

Areas for improvement

The service should ensure that auditing practices take account of the need for regular supervision of staff. Managers should ensure that where gaps exist in providing formal supervision, that this is remedied as soon as is practicable.

Following the last inspection of the service, we required the provider to submit an action plan detailing how the service intended to meet the recommendations detailed in the report. We did not receive an action plan and have made a recommendation under this quality statement (see recommendation 1 under this quality statement).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should ensure that an action plan is submitted to the Care Inspectorate, where requirements or recommendations are made at inspection.

National Care Standards, School Care Accommodation Services, Standard 7:
Management and staffing.

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 - 3 - Adequate	
Statement 1	3 - Adequate
Statement 3	4 - Good
Quality of Environment - 3 - Adequate	
Statement 1	3 - Adequate
Statement 2	4 - Good
Quality of Staffing - 3 - Adequate	
Statement 1	3 - Adequate
Statement 3	4 - Good
Quality of Management and Leadership - 3 - Adequate	
Statement 1	3 - Adequate
Statement 4	4 - Good

6 Inspection and grading history

Date	Type	Gradings
10 Jul 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and Leadership 3 - Adequate

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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