

Care service inspection report

Busy Bees @ Ayr Day Care of Children

Dalmellington Road
Coylton
Ayr
KA6 6PE

Type of inspection: Unannounced

Inspection completed on: 3 March 2015



HAPPY TO TRANSLATE

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Service provided by:

Busy Bees Nurseries (Scotland) Limited

Service provider number:

SP2003002870

Care service number:

CS2005113740

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at enquiries@careinspectorate.com

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	5	Very Good
Quality of Staffing	4	Good
Quality of Management and Leadership	5	Very Good

What the service does well

The service is part of a large corporate group of nurseries. They have robust policies, procedures and quality assurance systems.

What the service could do better

The service should review the staff skill mix of staff in each room. All staff should be trained in pre Birth to Three and Curriculum for Excellence. All staff need to be kept up-to-date with best practice guidance and apply this in their practice. The service should review the lunch and snack time experience for 2-3 year olds. Personal Plans and Assessment for learning should be meaningful and child centred. Additional support plans should be implemented for children facing challenges. Please see recommendations throughout this report.

What the service has done since the last inspection

The service had further developed the outdoor learning to include a mud kitchen. As noted in the service's self assessment the manager is hoping to develop a parents' forum.

Conclusion

The nursery had developed care plans which linked well to the principles of Pre-Birth to Three, the Curriculum for Excellence and the GIRFEC framework. It was apparent that the manager and her team valued and actioned all stakeholders suggestions and views.

1 About the service we inspected

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

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

Requirements and recommendations

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not 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.

Busy Bees is registered to provide a service to a maximum of eighty one children aged from birth upwards. In August 2012 the nursery was transferred to a new provider. The nursery is now part of a group of nurseries run across Scotland by Busy Bees Nurseries (Scotland) Limited. This parent company is the registered provider. This service can provide both sessional and full daycare places all year round from Monday to Friday from 6am to 7pm.

Busy Bees Nursery is in partnership with South Ayrshire Council to deliver funded part time educational places for children aged three to those not yet attending primary school. Responsibility for the day to day running of the nursery is delegated to a qualified and experienced manager. The nursery is located in the grounds of Ayr Hospital on the outskirts of Ayr and contained within a single story building with secure outdoor play areas. There is one large room for children aged from three years to school age, two rooms for children aged from two years to less than three years and two adjoining rooms where children aged from birth to less than two years are cared for.

The nursery aims:

'We aim to provide an enriched environment to allow each child to learn and grow, and become independent learners'.

'We aim to provide a caring environment for each child, building positive relationships and encouraging respect for all'.

'We aim to support staff and encourage staff to develop their skills and to acquire new ones'.

'We aim to provide a healthy environment, in which children are encouraged to enjoy physical activity, good hygiene practice and a balanced diet'.

'We aim to ensure that the nursery is run competently and professionally, promoting strong relationships with parents and partners'.

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 5 - Very Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 5 - Very Good

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 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 that took place on Monday 3 March 2015. At this inspection there was a Care Inspectorate, Inspector and a Co Inspector.

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 20 care standards questionnaires to the manager to distribute to families. Thirteen completed questionnaires were returned to us prior to the inspection visit. Feedback from questionnaires was shared with the manager and is documented within this inspection report.

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

We spoke with:

- the manager
- two seniors
- members of childcare staff
- trainee
- six parents, two grandparents
- children using the service.

We looked at:

- aims and objectives
- children's profiles and care plans
- administration of medication information and records
- child protection policy and procedures
- health and safety records
- risk assessments records
- infection control policy, procedures and records

- training folder
- newsletters
- consultation display
- my baby's record sleep time, nappy changing
- sleeping checklist and monitoring
- daily record
- registrars
- staff rota's
- lunch menus.

We also observed staff interaction with children and parents. We looked at the indoor and outdoor environment.

Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

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

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

1. Staff should make sure that all families know about the nursery's approach to education and care planning at each stage of their child's attendance: National Care Standards for early education and childcare up to the age of 16: Standard 13: Improving the service.

We could see evidence on the walls and in personal profiles and care plans that this recommendation had been met.

2. The provider should ensure that the nursery manager can attain registration with the SSSC at the required professional qualification of SCQF level 9: National Care Standards for early education and childcare up to the age of 16: Standard 14: Well-managed service.

The manager told us the company are fully supporting her to attain the appropriate qualification.

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 completed self assessment document was submitted by the service. This was fully completed to a good standard and gave relevant information for each of the quality themes and statements. The service identified its strengths and some areas for future development. We discussed this document could have contained more detail and include an outcomes focus.

Taking the views of people using the care service into account

The majority of children were relaxed and confident in the service. They played happily and were familiar with the playrooms and garden area. Some of the comments from the children included:

"I am having noodles for lunch"

"I like to eat lunch with my friends, I like macaroni cheese"

"I am happy in this nursery I like to play in the water"

"I like to play and run in the garden"

"I saw snow this morning, but now it is just windy"

"I am making goggles" (construction area)

"We are doing chalk drawings" (outdoors)

"I am making soup and sausages" (in mud kitchen)

"These are triangles" (shape table).

Taking carers' views into account

Please see comments in the body of the report.

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

After examination of relevant documents, feedback from service users and the staff, this service was found to have a very good performance in relation to this statement.

Parents had been involved in a variety of meetings, especially children's progress meetings. We spoke to grandparents and parents. Some of their comments included, "My daughter likes this nursery as the wee man has settled well. The staff are friendly and approachable. I was really impressed the way the manager and staff handled the changeover of owners". "This is a great nursery, my child has just started and they ask his opinions all the time". "I was really worried about my child's settling in period, but the staff have been wonderful". "My daughter is very happy at Busy Bees. She always comes home full of chatter with what is going on. I like that everyone from management to staff from other rooms know my child. I love the family atmosphere and that my thoughts are considered".

Children's learning was displayed in many formats including personal profiles which were available for parents/carers to look at and comment on. This gave parents/carers an opportunity to see what their children had been learning and celebrate their achievements with them. Parents were involved in their child's direct observations, they are invited to make comments to support their child's learning progress. The staff completed daily diaries/sheets for the younger children, this enabled parents to consult about personal routines etc. The parents of children aged 2-5 years old are invited to comment on their child's learning and development on the monthly home/my child can sheet.

Staff consult with children during welcome time, reflection time and mind mapping. Throughout the day, we saw staff continually consulting with the children on planning and choosing activities. We found the service had put in place effective systems to seek children's views and displayed their achievements throughout the service.

The service consulted with parents, children and staff regularly to gain their views through questionnaires, mind mapping, service website, suggestion boxes, comments book which linked to quality indicators, monthly planning feedback for parents. A parent stated, "My son has just started this nursery recently. The staff have ensured he settled well and I have been extremely happy with the service so far. I always get excellent feedback at the end of each day as how his day has been".

Various parental questionnaires/ two stars and a wish had been distributed throughout the year seeking input on for example the nursery settling in period. We saw that questionnaires had been collated, feedback was analysed. This was displayed in the foyer area of the nursery.

The service operated an open door policy where parents could speak with the staff team on a daily basis if necessary.

Parents told us: "Very happy with everything. Get newsletters and invited into things for example the Easter Egg hunt that is coming up. I am one of those mums that is happy with everything, so I know they do lots but I don't always come". "I only pick her up once a week and they tell me what she has done, what she has eaten etc."

The improvement plan included how parents and children would be involved in the evaluation and monitoring processes of the areas identified. This was available for viewing in the foyer area.

From the thirteen care standards questionnaires returned to us, all parents strongly agreed or agreed that the service had involved them and their child in developing the service, by asking for ideas and feedback, and that staff share information about their child's learning and development.

Areas for improvement

The service should continue to use the very good methods to consult with all stakeholders.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

After examination of relevant documents, feedback from service users and the staff, this service was found to have a good performance in relation to this statement.

Parents had provided the service with information such as emergency contact information and medical history prior to their child starting the service. Staff were able to find out more about each individual child through the use of "All About Me" documents which parents completed giving additional information such as position in the family, likes and dislikes and favourite toys and activities. This information provided staff with a foundation to plan activities around children's particular interests and wellbeing needs. The service had collated information and contained this in the personal care plans. Some plans included the assessment and review of developmental needs as well as the identification of how needs would be supported and some of the plans had next steps taken forward. The service ensures that these plans are reviewed with parents/carers every six months or sooner depending on the needs of the child.

We saw the 3-5 year old children playing outdoors throughout the inspection visit. They enjoyed running around and playing independently or in a group. Children told us, "We are all friends in the nursery", "I like to play with the bricks" and "We must be kind to one another". They were enjoying the learning experience's of their outdoor mud kitchen.

We observed children being offered a healthy snack, including fresh fruit, water or milk. This contributed positively to a healthy diet. Babies were being encouraged to taste and try the healthy snack. Children aged 3-5 years old enjoyed a relaxed, sociable dining experience. They were encouraged to be well mannered and to take turns.

The service was part of the "Smile and Be Healthy" programme which promoted good oral health and wellbeing practices, this taught the children about the importance of tooth brushing and good oral health and healthy lifestyles. We viewed children being encouraged to brush their teeth in line with the best practice NHS tooth brushing programme.

The majority of children were integrated into the play sessions, they were included, respected, encouraged and supported when facing challenges.

Parents stated: "We feel this nursery offers a stimulating and caring environment. Our daughter enjoys interacting with the staff and is very happy and is flourishing". "My daughter is very happy at Busy Bees. She always comes home full of chatter with what is going on. I like that everyone from management to staff from other rooms know my child. I love the family atmosphere and that my thoughts are considered".

Grandparents told us, "I would give this nursery a gold medal, the staff are always interacting with the children. I came in once and a wee boy was crying, the member of staff immediately picked him up and gave him a big cuddle. The food is lovely, she eats everything she is not fussy because the nursery have a varied menu".

"Feedback on whether my child is mixing with other children, how his motor skills are progressing etc would be helpful".

We discussed this comment with the manager, she told us they will take this into account when completing the daily routine sheet and when meeting with parents.

Parental questionnaires stated that all strongly agreed or agreed the service strived to meet the health and well being needs of the children.

Areas for improvement

Some learning observations and plans for children under three years old and children with additional needs were not meaningful and didn't always contain an appropriate next steps for learning.

We saw the staff in the 2- 5 year old playrooms sat on the floor at the lunch time tables. The manager was surprised at this and would be acquiring suitable chairs for staff to sit with the children at lunchtime. The bibs and utensils were not suitable for children aged 2- 3 years. See recommendation 1.

We saw a bank member of staff and a permanent member of staff to be task oriented in the baby room. The quality of childcare practice was variable throughout the service. It was evident that not all staff had a very good understanding of meeting children's individual needs. We discussed these issues with the manager and she agreed that our observations of the staff childcare practice was not in line with best practice guidance. We also discussed that the small babies should be encouraged to participate in physical play and enjoy outdoor play. See recommendation 2. Also refer to recommendation 1 under Quality Theme 3, Statement 3

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. We signposted the manager to follow best practice guidance "Setting the Table", Nutritional Guidance and Food Standards for early years childcare providers in Scotland NHS Health Scotland.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 3 - Health and Wellbeing.

2. The staff should be implementing best practice guidance to stimulate, support and nurture young children. Babies to three should be comfortable in their environment and be given the opportunity to be surrounded with comforters and should be supported to enjoy outdoor experiences.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 3 - Health and Wellbeing.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

Please refer to Quality Theme 1, Statement 1, Service Strengths.

Areas for improvement

Please refer to Quality Theme 1, Statement 1, Areas for Improvement.

Grade awarded for this statement: 5 - Very Good

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

After examination of relevant documents, feedback from service users and the staff, this service was found to have a very good performance in relation to this statement.

Access to the service is via a secure buzzer entry system. Visitors were required to sign in and out of the nursery building.

Information boards and topics of interest were displayed in the foyer area for parents and visitors.

The service had an effective child protection policy in place and staff were confident about their roles and responsibilities relating to protecting children from harm, abuse, bullying and neglect.

Risk assessments had been established. Cleaning checklists were in place. A range of health and safety policies were in place to promote safety of children, staff and visitors. Most staff had completed first aid and food hygiene training. Signs showing which staff held first aid and food hygiene certificates were displayed in the reception area. This ensured that parents and visitors were made aware of who could administer first aid.

We observed baby changing areas to be well-maintained and suitable for nappy changing. The nappy changing area and procedures were in line with best practice guidance.

Children's toilets were bright and clean with ample supplies of hot running water, soap and paper towels. Visual aids were displayed within children's toilets to promote hand washing. We saw children being encouraged to wash their hands. Safety features were observed to be in place throughout all areas of the nursery environment.

All playrooms were observed to be clean, bright, warm and welcoming. They were well laid out to enable children to move freely to designated play areas.

A key worker system was in operation and parents/carers spoken with stated that they found this to be beneficial. The role of key worker includes helping to promote a healthy emotional attachment with children in their care, taking responsibility for planning and reviewing children's individual needs and progress and being the main contact for families.

Parental questionnaires stated: "I feel my child is safe in nursery".

All parental questionnaires returned stated they agreed that the nursery was a safe, secure hygienic, smoke free, pleasant and stimulating environment.

Areas for improvement

The manager agreed to sensitive information about children to be stored securely in the office ensuring confidentiality to protect children and families.

We saw infection controls were compromised when handwashing sinks were being used to wash messy play equipment. We discussed the procedure to wash the 2- 3 year olds hands before lunch using the nappy changing area's sink. The manager agreed to review this practice. See recommendation 1.

We discussed the inappropriate toilet roll holders in the children's toilets. The manager agreed to purchase more suitable ones.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should review infection controls, this is to minimise the spread of infection.

National Care Standards Early Education and Daycare up to 16 years: 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

Please refer to Quality Theme 1, Statement 1, Service Strengths.

Areas for improvement

Please refer to Quality Theme 1, Statement 1, Areas for Improvement.

Grade awarded for this statement: 5 - Very Good

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

After examination of relevant documents, feedback from service users and the staff, this service was found to have a good performance in relation to this statement.

All staff held appropriate qualifications and all staff were registered with the SSSC (Scottish Social Services Council).

We found the staff to display a confident, caring and nurturing manner towards children in their care. The majority of staff knew children and families well and responded appropriately to their individual needs and interests. Children were observed to know staff and be comfortable around them.

Staff planned appropriate resources and activities for children aged 1-5 years. Children in the 2-5 year olds room were all engaged in a variety of stimulating activities. They were seen to be enjoying physical play outdoors and negotiating physical apparatus in the 2-3 year old room indoors. The majority of the staff challenged children and encouraged them to reach their potential.

We saw a good monitoring and checking of sleep times in the baby room. Staff told us they followed the parents' routines for their child and tried to mirror these routines in nursery.

We spoke to some staff, they told us the service had a whistleblowing policy, they would have no problem reporting poor practice.

We discussed Getting It Right for Every Child (GIRFEC). Some of the staff told us that this was covered while they were undertaking formalised training.

A parent told us, "I think the staff work well together and I can see good practice following good standards".

Personal training records were maintained for individual staff members. The staff monitor and evaluate the children's learning and how development needed to be taken forward.

Some staff had been involved in training opportunities since the last inspection. Examples of training staff had participated in, included:

- first aid
- food hygiene
- policy refresher
- manual handling
- allergy awareness.

Grandparents we spoke to at the visit agreed the staff work well as a team.

Parents stated: "Staff are always friendly and approachable". "The staff are lovely, they genuinely care about the children".

The manager told us the staff carry out peer assessment of childcare practice in the playrooms. They use the 2 stars and a wish method to record and evaluate activities.

Areas for improvement

There should more opportunities for all staff to attend training especially Birth toThree and Curriculum for Excellence.

There were a few staff that were unaware of best practice guidance when meeting the individual needs of the children and the prevention and spread of infection. See recommendation 1. Also see Areas for Improvement within Quality Theme 1, Statement 3.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The childcare practice should be consistent in all the playrooms. All staff should be prepared in best practice to work in any playrooms within the nursery. They should attend training to enable them to implement this practice. All staff should be aware of children's individual needs and cater for these accordingly. Senior staff should be undertaking leadership or supervisory training. This would enable them to direct staff towards best practice implementation for childcare practice and risk assessment for the prevention and spread of infection.

National Care Standards 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: 5 - Very Good

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

Please refer to Quality Theme 1, Statement 1, Service Strengths.

Areas for improvement

Please refer to Quality Theme 1, Statement 1, Areas for Improvement.

Grade awarded for this statement: 5 - Very Good

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

After examination of relevant documents, feedback from service users and the staff, this service was found to have a very good performance in relation to this statement.

The aims and objectives of the service were available to families in the handbook with a complaints procedure and other operational policies.

The management kept parents, staff and service users well-informed about the nursery and future developments via weekly feedback, letters and photographs.

We saw auditing took place by the manager, for example we saw audits of children's accidents and incidents.

We saw monitoring took place by the manager, for example we saw audits of children's personal plans where the manager had fed back to staff when parents had not reviewed the plan or if there was a gap in the information recorded. This enabled staff to keep plans up to date, recording changes to children's routines and sharing with parents. Monitoring and evaluation took place via annual appraisal, regular team and planning meetings.

One parent told us: "They are very good at communicating key information, like getting information by e-mail."

The improvement plan was formed with the analysis and feedback from the self assessment by staff and parents questionnaires. A parent stated : "Excellent manager, always very welcoming."

A Participation Policy and Strategy is in place detailing consultation methods. The manager meets regularly with other nursery managers within the company to discuss quality assurance systems and processes.

The service uses the Curriculum for Excellence objectives and monitoring calendar to measure and evaluate quality. The nursery is externally audited by the company, using a formal quality assurance system. Following this audit the nursery compiles an action plan on any recommended areas for improvement. The nursery is supported by an external manager who visits regularly. She shares good practice from sister nurseries.

From Care Standards Questionnaires issued to parents prior to our inspection, 100% of parents strongly agreed or agreed that overall they were happy with the quality of management and leadership.

Areas for improvement

The management should continue to use very good systems and processes to measure quality and best outcomes for children.

Grade awarded for this statement: 5 - Very Good

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

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

6 Inspection and grading history

Date	Type	Gradings
8 Apr 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
18 Nov 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
2 Feb 2010	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

Inspection report continued

11 Dec 2008	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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