

# Care service inspection report

Full inspection

## Aviemore Community Children's Group Day Care of Children

Aviemore Primary School  
Milton  
Grampian Road  
Aviemore



HAPPY TO TRANSLATE

Service provided by: Aviemore Community Childrens Group

Service provider number: SP2003001736

Care service number: CS2003008540

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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## Summary

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

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of care and support	5	Very Good
Quality of environment	4	Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good

### What the service does well

The Aviemore Community Children's Group has long history of working with the parents and carers of children using the service to identify areas of development and improvement. This focus was central to ensuring the group moved into purpose built accommodation in Aviemore Community School. The group at the point of this inspection continues to be managed by a local committee mainly made up of volunteers.

### What the service could do better

We spoke with the manager and staff about elements of the service where the resources could be further developed so that all age groups cared for at the service would have full benefit of those available. We noted that the manager was aware of the need to make further developments and these proposed changes were to be the subject of further discussion with the registering authority.

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

The service has continued to develop the outside play areas with the involvement of the children and parents and carers. While this work is not completed the range of experiences available have improved and children were seen to be enjoying the active games and ride on toys placed in the outside areas.

**Conclusion**

This service continues to provide a very good service. Proposed plans for the review of the resources linked to children aged two years will help focus the manager and staff on further improvement.

# 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](http://www.careinspectorate.com).

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

This service is registered as a daycare for children. It is a committee led group which also provides before and after school care for children. Currently the service is registered to provide care for a maximum of 40 children aged from two years six months to not yet attending primary school and 30 children aged from two years six months to 12 years before and after school. There are 74 children on roll for the younger age group and 149 on roll for the before and after school service.

The service is open between Monday and Friday between 7:45 am and 6:00 pm for 50 weeks of the year. It operates from a new building in the centre of Aviemore which also houses the primary school, library and community facilities.

The service shares its aims and objectives with parents in the welcome pack and on a notice board.

These include the following statements:

"To provide the community with a high quality care and education facility that is both flexible and affordable and meets both the present and future needs of the community being children, parents/carers and the wider community."

"To work towards a provision which encourages every child to be safe, healthy, achieving, nurtured, active, respected and involved."

"To respect and involve parents/carers in the care and education of their child".

## Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

### Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

**Quality of care and support - Grade 5 - Very Good**

**Quality of environment - Grade 4 - Good**

**Quality of staffing - Grade 5 - Very Good**

**Quality of management and leadership - Grade 4 - 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](http://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

The inspector visited the service for an unannounced on 1 and 2 June 2015. We observed the staff and children attending on this day. Feedback was given on the 2 June 2015.

As part of the inspection, we took account of the annual return form that we asked the provider to complete and submit to us. The self assessment was not available prior to undertaking the inspection.

We sent care standard questionnaires (CSQs) to the manager to distribute to parents/carers who used the service before the inspection. Ten questionnaires were returned before the inspection giving mainly very positive feedback on all aspects of the service. All of the families indicated that they were happy with the quality of the service.

The Scottish Government has published new guidance on using the Getting it Right for Every Child (GIRFEC) well-being indicators to assess a child or young person's overall wellbeing and identify any concerns. We assessed the service's performance against the SHANARRI indicators and this is detailed in the report. The eight indicators are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included.

### 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.firescotland.gov.uk](http://www.firescotland.gov.uk)



## 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.

The service failed to provide an up to date self assessment prior to this inspection. The manager was asked to ensure that any issues with the eforms submission are resolved as a matter of urgency with the Care Inspectorates eform help desk.

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

The children were friendly and happy. They told us about the things they liked to do in the nursery. One of the boys told us about the stick insects and that they planned to move to the primary school. One little girl told us all about her learning journey and was pleased to share her drawings.

## Taking carers' views into account

Of the forty CSQs sent to the nursery for distribution, twenty were completed and returned for inclusion in the inspection process.

An audit of these indicated that sixteen parents/carers felt strongly that they "were very happy with the service provision" and further three agreed. We have noted some of the comments from parents/carers within the body of the report. Other comments included:

"The nursery has provided exceptional care towards us as parents and supported ..." (our child following medical intervention)

"My child struggles to communicate and can become frustrated staff have been amazing in a year .. I can honestly say my (child) would not have come on so well if he had not been at this nursery."

### 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: 5 - Very 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

The quality of parental and service user involvement in assessing and improving the quality of care and support provided by the service was very good.

The manager and nursery staff worked to ensure the children were involved in the development of plans linked to activities and choice of resources. Staff interacted with the children in order to respond to their needs. We were able to note how children's ideas had been sought through mind mapping and staff were able to evidence how in the past this had influenced visits and activities such as the children looking more deeply into the world of insects and in particular stick insects which were used to encourage children to count "leg numbers of baby ones" and draw the insects on the leaves in the tank.

We spoke with a sample of the staff connected with the service through the course of the inspection. These staff were able to evidence that they had a good understanding of aspects of the Education Scotland Curriculum for Excellence.

It was noted that staff and children evaluate their practice using AIFL ('Assessment is for Learning'), and Self Evaluation Guidance from Education

Scotland. We found evidence that opportunities exist to challenge and support service users' learning in a way that is interesting and fun. On the day of the inspection, the children were involved in numerous activities including art and construction activities. Staff interacted positively with the children and supported, praised and encouraged them in line with expectations of this quality statement.

The service continues to make very good progress in maintaining information sharing opportunities. We noted a questionnaire had been undertaken to gauge the parents/carers views as to the quality of the service. Daily plans were displayed on notice boards and children were keen to share their achievements by showing parents/carers their Learning Journeys. A regular newsletter is compiled and outlines the recent or planned events.

The service entrance area has an information board which displayed information linked to the service.

Staff endeavoured to maintain an information table and notice board in the entrance foyer the information presented to parents/carers was considered to be well used and for the most part well organised. This included plans for the week and a selection of the policies which underpin the practice at the centre.

In speaking with a number of parents/carers of the children attending it became apparent that the service encouraged visits to the service to assist with any transitional issues. Staff were seen as welcoming, flexible and geared towards the individual child's needs.

### **Areas for improvement**

Staff and the volunteer committee work hard to keep parents carers informed and involved in the development of the service. We observed that elements of the handbook could be added to provide further relevant information. This could include highlighting the service's desire to embed the SHANARRI Indicators in their practice. We also believe that either through the service web page or the handbook parents/carers could be better sign posted to best practice guidance or portals where these can be found such as the Scottish Social Service Council (SSSC) website or the Care Inspectorate's Hub.

**Grade**

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**

We found that the service was operating at a very good standard in areas covered by this statement.

The service had in place a list of policies and procedures to be followed to ensure the health and well-being of the children and staff using the service.

We noted that the snack plan was displayed in the nursery for both the children and their parent's information. The nursery snack menu can be adapted to meet the needs of children with specific dietary requirements. Snack time took place in a manner that involved the children helping to lay the table and clear up giving them a sense of responsibility. Sections of the wall space were covered in age appropriate information and drawings linked to nutrition and healthy lifestyles. We noted the children were aware of the information on the walls and were keen to have as one child put it have "healthy food before eating chocolate now and again."

We sampled the children's learning journeys and we found evidence of good examples of information sharing between families and staff.

Personal information regarding individual children is gathered at the point in time the child entered the service and is used to meet the children's needs. This included the child's likes and dislikes. A record was also maintained of a child's medical condition including allergies.

The staff have worked closely with outside agencies as required. Staff spoken with had a good knowledge of the support agencies such as Speech and Language Specialists and Child Smile.

On the day of the inspection the children were engaged in active play at various times both outside areas adjacent to the separate play rooms were being used.

Staff members had undergone Child Protection Training and First Aid Training. Accident and Incident reporting procedures were in place.

We observed staff engaging with the children in a manner that evidenced their desire to be child centred and focussed on the well-being of those children in their care. Children were supported to access activities of their choosing and the children were permitted time to develop their activity which wasn't put away at snack time but left out so the activity building blocks could be revisited later. In this way staff included children and nurtured their imaginative play.

Care Inspectorate questionnaires indicated that parents in the main are very happy with personal care provided for the children. The children were treated with respect, made to feel welcome and interaction was positive. One parent stated in the CSQ that "I strongly believe that staff know my child's individual needs and have taken time to get to know him to ensure he is happy."

Confidentiality was maintained and parents were confident that the service provided opportunities to experience a balanced range of activities.

We noted that the service supported a number of children who did not have English as their first language. We noted that staff had been able to access support from external agencies and was seen to be working in partnership with parents and carers to support children with English as a second language.

Observation during the inspection evidenced that staff have an interest in each child and made sure that the appropriate games and activities were available for children to choose from. Children were encouraged to follow their own interests and staff are aware that extra resources were available to promote this, for example by staff helped the children to share toys and take part in various activities.

## Areas for improvement

One parent highlighted in the CSQ response that issues about their child had not been shared with key staff. We discussed this with the manager and who was aware of this concern and outlined how the service had responded. We would encourage the ongoing review of key workers roles to ensure the levels of communication noted at the inspection remain consistently applied.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

### Statement 2

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

### Service Strengths

We considered the service to be operating at a good standard in respect of this quality statement.

The premises were observed to be a very good state of repair. The accommodation had suitable ventilation, heating and light. A 'no smoking' policy was in place.

There was access to an outdoor play area. The area of the accommodation inspected was considered to be clean. There was a visitor's book available in the main building and the inspecting officer was asked to sign the book. We were informed that visitors to the service did not have unsupervised access to service users.

Staff discussed with the inspector the areas covered by a number of risk assessments in place, and the staff are aware that appropriate standards of care should be maintained at all times.

We noted that the entrance to the service was through a secure entry system. The children are able to move freely round the classrooms, they also have access to dedicated toilets off the classrooms. Staff had undertaken child protection training and we noted that the child protection policy was accessible and known to staff.

It was also noted that updated child protection training was planned for in the near future.



### Areas for improvement

We noted the children were supported to wash their hands before snack. The paper towels were not placed in a dispenser in line with good practice guidance. We discussed this with the manager and the staff group are to revisit national guidance on infection control to ensure practice at the service consistently meets these standards.

We noted the door security system provides a secure means of preventing unwanted visitors.

However due to the design of the building and the height of the unlocking mechanism inside the service, unsupervised children could have access to the local community. The manager outlined how measures are in place to monitor the exit point when office staff are present. Updated risk assessments are to be carried out and measures embedded to ensure this area is adequately managed throughout the day.

### Grade

4 - Good

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

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

### Service Strengths

We found this service was performing to a good standard in the areas covered by this statement. We concluded this after looking at spaces and rooms available to people using the service, viewed how the spaces were used, spoke with staff, had feedback from parents and children and examined policies, procedures and the premises.

The play rooms were bright with appropriate heating and lighting.

A wide range of equipment and resources were available for children and could be accessed with the aid of member of the nursery staff. Staff in the majority

of the service maximised the wall space to displayed children's work.

We confirmed that the premises were clean and well maintained. Systems were in place for reporting defects and maintenance issues. This helped to ensure the continuing safety of the premises.

We noted that the staff made effective use of outdoor play areas and also took the children on trips outwith the service. This provided opportunities for children to access fresh air, to enjoy energetic play and to explore their local environment, which promoted their health and wellbeing.

The children were included in the life of the school and took part in school events such as fundraising activities and assemblies.

Adults and children used photographs to record children's achievements and celebrate their successes. Photographs were included in the Learning Journeys. Children looked at these often and reviewed their learning.

The staff promoted and encouraged a calm atmosphere in the playrooms and routines and transitions from one activity to the next were handled sensitively by the adults concerned. We saw that children were happy and relaxed and confidently explored the environment. Children had formed warm, secure attachments with staff.

This supported children to make meaningful use of their environment.

### **Areas for improvement**

Staff should continue with their plans to develop the outdoor play spaces to ensure children can access a wide range of play and learning experiences. They should also continue to evaluate the quality of experiences provided.

We noted that the committee was planning to develop the service to include improved resources for under threes. We discussed the services plan to review the provision and the resources available in the centre. We would agree there were opportunities to further develop the lay out and display areas for children in the ocean room.

**Grade**

4 - Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

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 staffing in the service."

#### Service Strengths

We found this service was performing well in the areas covered by this statement. We concluded this after we:

- spoke to nursery staff present at the time of this inspection.
- spoke to parents and children who used this service, and viewed relevant documentation.

We confirmed that staff provided parents and children with good opportunities to assess and improve the quality of the staffing within the service.

Please see the findings of this statement under quality theme 1, statement 1.

#### Areas for improvement

We noted that the service had a participation statement in place and staff were aware of the value of assessing stakeholders views. We would encourage staff to continue to develop links with other centres and stakeholders to assist the review and on going development of the service.

The provider should continue to ensure that parents and children have specific opportunities to assess and improve the quality of staffing within the service.

**Grade**

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**

We found this service was performing well in the areas covered by this statement. Staff across the service were deemed to meeting this quality statement at a very good standard.

We concluded this after we:

- Spoke to nursery staff present at the time of this inspection and evaluated their understanding of Getting it Right for Every Child (GIRFEC) and SHANARRI wellbeing indicators, (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included), which were developed by the Scottish Government. Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitrightforeverychild>

We also spoke to staff about recent training linked to Building the Ambition.

Building the Ambition has been developed to help support all practitioners who are delivering early learning and childcare in different settings and areas of Scotland. Information relating to this can be found at:

[http://www.educationscotland.gov.uk/earlyyearsmatters/b/genericcontent\\_tcm4838406.asp](http://www.educationscotland.gov.uk/earlyyearsmatters/b/genericcontent_tcm4838406.asp)

Staff described how they established effective working partnerships with parents, and stated that this promoted meaningful relationships. This contributed to children receiving a nurturing level of care, which was based on their changing needs.

Throughout the inspection we found staff to be motivated to provide a good quality of care. Meeting children's needs ensuring positive outcomes for them was at the core of their work. We saw positive respectful interaction between staff members and the children and their families. Families spoken with on the day of the inspection commented on the high quality of the staff and their caring attitude.

Staff are focused on providing a stimulating environment, and there is evidence that regular planning takes place. These plans ensure that the staff provide good learning opportunities for children. The nursery staff had registered with the Scottish Social Services Council (SSSC). Staff were aware of and worked with best practice guidance and had received copies of the codes of practice. We found evidence that on going training was valued and seen as an important requirement linked to professional development. Staff development was supported by annual appraisal where future training needs were identified.

Staff indicated that they found the support and guidance available from the regular visits from the principal nursery teacher to be of value. The manager also has ongoing contact with staff to support the work of the nursery.

When observing how staff worked, we identified that their practice was good and this contributed to quality outcomes for the children in their care. For example, children were active safe and healthy because the staff team promoted healthy eating and outdoor learning.

All the staff team demonstrated a good understanding of how to keep children safe through following the service's child protection procedures. All staff knew they had a duty to share information quickly if they had concerns.

Of the twenty returned care standard questionnaires, fifteen parents strongly agreed that they felt confident the staff had the skills and experience to care for their child and support their learning and development. Three parent/carer agreed with this statement. A similar break down of responses occurred in respect to the following statement, that they felt confident staff would protect their child from harm, abuse, bullying and neglect.

## Areas for improvement

We discussed with staff plans to improve resources available to the two year old children. The current use of the rooms was under review and plans to make changes were being discussed with the registration officer of the Care Inspectorate. The staff are to further develop their practice while taking into account the national guidance building the ambition. This knowledge will further assist staff with the development of the service linked to needs of all the service users.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

### Statement 2

“We involve our workforce in determining the direction and future objectives of the service.”

### Service Strengths

We found the service to be performing well in respect of this quality statement.

We noted that the service actively involves staff in planning and review of service provision.

The service is managed by a volunteer committee who have successfully managed a number of major developments in recent years culminating in the move to the purpose built community building in the new Aviemore primary School.

Staff attend regular team meetings. We noted that the majority of the staff are long established colleagues who benefit from reflective practice and ongoing staff appraisal.

We discussed with staff how training opportunities had been made available to support individual development linked to improvements to the service.

We discussed the service improvement plan and it was apparent that proposed changes linked to the extension of age ranges of children had been the focus of staff and management on going engagement.

### Areas for improvement

We noted that the service is keen to promote opportunities to support staff develop leadership skills. On going and regular involvement of staff with future developments will assist greatly with this aim. We noted that the self



assessment process had not be submitted prior to the inspection taking place. This is a key area where staff can continue to influence the future direction of the service. The manager was asked to make full use of this assessment tool.

### Grade

4 - 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

We found this service was performing well in the areas covered by this statement.

At the time of the inspection the service was being managed by the appointed manager of long standing and the volunteer committee all of whom commit a great deal of time and effort into managing this highly valued resource.

The service had a complaint procedure and no complaints had been made about the service since the last inspection.

Staff indicated they felt supported by the manager who was said to be supportive and approachable.

We found that the service was good at using quality assurance systems to assess and improve the quality of the service. We concluded this following discussion with the manager, staff and parents. In addition we reviewed a sample of the documentation linked to observations of outcomes for children.

Staff were focussed on the outcomes for the children. They were keen to take forward their own learning to increase their knowledge and skills and to support the needs of the children and families.

We found that the management team and staff had worked together to monitor and evaluate the service as a whole.

We saw that changes had been made to the outside play area following feedback and discussions with parents. The families we spoke with confirmed that their opinion was valued by the service who took their comments on board and acted on them.

Records were kept of meetings and communications between staff and parents.

When particular needs were identified, training was found for staff. This meant that children's individual needs could be recognised and they received appropriate additional support and care.

The manager had plans in place to evaluate the quality of the service using a variety of methods that included, the Improvement Plan, Child at the Centre 2 and the National Care Standards. They used informal and formal methods to involve children and parents. For example, children were asked for views and opinions about activities, staff discussed how children had participated in activities.

The Care Inspectorate questionnaire indicated that twelve parents/carers strongly agreed that the service involved them and their child in the service for example asking ideas and feed back, seven agreed and one disagreed with the statement.

### **Areas for improvement**

Areas of development noted in quality statement 4.2 are also pertinent to this quality statement.

The service had a service handbook which contained information to be shared with parents/carers. We believe that parents/carers would benefit from having information which was helpful in sign posting the NPS Infection Control Guidance (March 2011) and also information linked to the Care Inspectorate information "Hub" where best practice guidance can be accessed.

**Grade**

4 - Good

Number of requirements - 0

Number of recommendations - 0

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

### Previous requirements

1. The provider is to ensure that the water temperature is safe and suitable for hand washing practices at all times.

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - regulation 4.1(a)

**Timescale: Immediate**

**This requirement was made on 29 April 2013**

The water temperature was sampled on the day of the inspection and found to be at level which would not burn the children and staff.

**Met - Within Timescales**

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

### Previous recommendations

There are no outstanding recommendations.

## 6 Complaints

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

## 7 Enforcements

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

## 8 Additional Information

There is no additional information.

## 9 Inspection and grading history

Date	Type	Gradings
29 Apr 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
1 Dec 2009	Unannounced	Care and support 5 - Very Good

		Environment Staffing Management and Leadership	4 - Good 4 - Good Not Assessed
11 Nov 2008	Announced (short notice)	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 5 - Very Good 4 - Good

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