

Care service inspection report

The Orchard (Care Home)

Care Home Service Children and Young People

47 Broom Drive

Inverness

IV2 4EQ

Telephone: 01463 714165

Inspected by: Kathleen Sutherland

Type of inspection: Unannounced

Inspection completed on: 7 May 2013



HAPPY TO TRANSLATE

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Service provided by:

Highland Council

Service provider number:

SP2003001693

Care service number:

CS2003008455

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

What the service does well

- Staff who work at The Orchard continued to provide an excellent level of support to the children and young people who attend there.
- The management team and staff continued to provide an excellent level of support to the parents of the children and young people who attend there.
- Staff at The Orchard continued to be dedicated to the work they undertook.
- Management continued to think of innovative ways in which the children and young people could express their views, taking into consideration the limitations on this.
- Strong links continued to be maintained with health care professionals and other relevant parties.
- Where possible, children and young people are encouraged to develop independent living skills.

What the service could do better

- Care staff should continue to record successful interactions and play for children and young people so that these opportunities can be made available to them on subsequent visits. Keyworkers should continue to capture this

information in the form of bi-monthly summaries, especially in respect of children and young people who spend greater amounts of time at The Orchard.

- Ways in which young people can take part in informal reviews with parents and Lead Professionals to discuss their care needs needs to continue to be developed. Strategies should be put in place to support young people and ease what could be a stressful event.
- Work should continue to be progressed with regards to the Newsletter and the display board so that more direct contributions from children, young people and parents are obtained.
- The recruitment of new members into the Parents Reference Group should continue to ensure as broad a range of perspectives as possible.
- As The Orchard is a respite facility, parents/carers tend not to visit whilst a child is there. Apart from the school holidays, most children arrive from and return to school. It is therefore important that keyworkers initiate periodic updating contact with parents by whatever means is most appropriate and this aspect of keyworking is receiving attention. The keyworker should establish the best means and frequency of contact, and ensure that Care Plans continue to reflect the views of the children, young people, parents and carers.
- Although the staff were very aware of the children's, young people's family situation, the family may not always know all who are playing a part in their child's care. Staff should therefore ensure that they introduce themselves at each meeting and this includes any accidental meetings away from The Orchard.
- Outings, trips into the wider community are important but can present staff with logistical challenges. However, there are a large range of outdoor facilities at The Orchard and staff should make more use of these.
- The training up for Social Care Workers in health matters should be further developed to assist the nursing staff.
- The repeated use of formal questionnaires was discussed during this inspection and from feedback from parents it was clear that the more informal periodic meetings worked better to enable Care Plans to be updated. Such interactions also served to sustain and strengthen the quality of relationships that were at the heart of all that The Orchard sought to achieve. In view of the feedback from parents and systems that were in place, which clearly worked, the current method of gaining people's views should remain.
- Work needs to continue to progress and develop a universal recording system for the administration of medication. This needs to take account of a community based approach as opposed to an acute setting.

What the service has done since the last inspection

- The Orchard has managed to maintain a very high level of practice in all the Quality Statements we inspected.
- The acquisition of an additional property will enhance the existing building.
- One of the Care Staff had achieved an extremely high accolade award.

Conclusion

We found at this inspection that The Orchard Care Home continued to provide an excellent level of care and support. We came to this conclusion after we spoke with children, young people, parents, staff and the management team. We observed practice and looked at various documents, policies and procedures.

Who did this inspection

Kathleen Sutherland

1 About the service we inspected

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

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

Requirements and Recommendations

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

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

The Orchard is registered to provide a care service to a maximum of 13 children and young people with additional support needs of whom 10 may be respite, short break places. The ages of the children and young people range from 0 to 19 years.

The Orchard is a joint Highland Council and Health Service child care facility that is situated in the Lochardil area of Inverness, surrounded by private housing and adjacent to Drummond School.

The accommodation consists of three main living areas namely Squirrels, Badgers and Foxes.

The living areas known as Squirrels and Foxes provide respite and short breaks and Badgers provides a residential service.

The aims of The Orchard are:

- To provide a high quality short break service to families caring in the community for children and young people affected by severe and complex disabilities.

- The service will be delivered in partnership with family carers and in collaboration with health, education and other relevant professionals.
- Service users will play a key role in the ongoing evaluation and improvement of The Orchard service.
- The Orchard will consult with those using the service as to whether the needs of each individual are being met as effectively as possible, and what improvements could be made to the way care is delivered.
- A carer reference group will contribute to enhancing the standards of care.

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 5 - Very Good

Quality of Staffing - Grade 5 - Very 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 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

This was an unannounced inspection that took place between 22 April 2013 and 07 May 2013. The inspection was carried out by Kathleen Sutherland, Inspector, Care Inspectorate. Before this inspection, we received a completed annual return and self assessment. During the inspection visits we looked at various documents, policies and procedures and this included:

- The current Certificate of Registration with the Care Inspectorate.
- Certificate of Public Liability Insurance.
- Maintenance Records for equipment.
- Records of accidents and incidents.
- Minutes of staff meetings.
- Minutes from the Parents Reference Group.
- Minutes of one to one supervision meetings.
- Administration of medication records.
- Staffing rotas.
- Selection of menus.
- A random selection of Care Plans to include the most recent admissions.

We also spoke with the following people:

- Some of the young people who were able to communicate with us.
- Eleven parents.
- Staff on duty at the time of these visits.
- The management team.

We also toured the premises and observed the interaction between staff and the young people and children who were present at the time of these visits. All of the aforementioned informed the content of this inspection report.

Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

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

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed and detailed self assessment which had been well considered. The content of the self assessment assisted with the writing of this report.

Taking the views of people using the care service into account

During this inspection we spoke with some of the children, young people who were present. We spoke with 14 parents and all we spoke with were very happy with the service being provided at The Orchard. Comments noted included the following:

- I don't know what I would do without The Orchard.
- The Orchard is my life line.
- The Orchard is a wonderful place.
- The Orchard is vital for me.
- Staff who work at The Orchard are brilliant.
- Staff who work at The Orchard are so good.
- Staff who work at The Orchard look after me just as well as they look after
- Staff take time to speak to me and tell me what is going on.
- Staff go the extra mile every time.
- just loves going there.
- I was not sure when....was going to spend overnights at The Orchard. But, my worries were unfounded and they just love it.
- Staff really do give us a well earned rest and they are just so good.
- The management team are very good and take time to speak to me if I need to see them.

- All the staff just work like one. They get on with each other and help each other out. It's heart warming to see this.
- I think The Orchard is wonderful but I am worried when reaches the age when they can't go. What else is out there for it is a real worry.

Taking carers' views into account

See Views of People using the Service.

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

Quality Theme 2, Quality Statement 1, Quality Theme 3, Quality Statement 1 and Quality Theme 4, Quality Statement 1 are included in this Quality Statement. We found at this inspection that The Orchard continued to operate to a very good standard with regards to these Quality Statements and we awarded a Grade of 5 - Very Good.

Due to the severity of learning disability and communication difficulties experienced by most of the children and young people who use The Orchard, having a forum to gather their views is not a viable option. However, one or two of the young people are more than able to articulate their views about the quality of their care and what they want. For example, they met regularly with a Who Cares Scotland worker and feedback from these meetings was given to staff. The young people were also asked to comment on the physical environment and how this could be improved on, especially about the colour schemes and how their bedroom would look when it was decorated. In respect of others who were less able to communicate, there was a high level of staff awareness that all children, young people, possess the means, at least non verbal, to show what aspects of their care they are comfortable with. Staff were also able to gauge situations that children and young people found more difficult and these observations were shared actively within the team at shift hand overs and at team meetings.

Children and young people's views could also be gained by staff in indirect ways. For example, if they had a special interest in certain TV programmes or books. This was then used to guide themes for decorating other rooms. For example, Very Hungry Caterpillar or choice of personalised bedding. Children and young people continued to

contribute to the artwork on the walls in both Foxes and Squirrels. Children and young people also assisted in mounting displays on the notice board in the entrance hall, especially at festive times of the year. For example, Halloween and Christmas. Young people were also encouraged to make comments about the Moving and Handling equipment which helped shape which equipment was used for their care. Young people were also very involved in the creation of the quiet garden area and their views contributed extensively to the planning of how the 'chalet' should be equipped.

Since the last inspection certain staff had undertaken refresher training in PECS (Picture Exchange Communication System) with accredited competency training at the next level. This communication system allows non verbal children, including those with social communication disorders to say what food, activities, bed times and bath times they would like. Staff recorded the choices made and over a period of time became clearer about what aspects of care children and young people most valued.

Parents, were also welcomed and encouraged to express their views. Parents could speak to staff informally whenever they visited and when we spoke with parents they told us that communication was very good and that staff kept them very well informed. The Parents Reference Group met at 4 to 6 week intervals during the year and 2 new parents had joined the group. The group had established a much clearer sense of its identity and purpose since its conception. This group enabled parents to express their views, make suggestions as a collective and parents told us that they found this very useful. Parents were also provided with home diaries and this enabled parents to know what occurred during visits. Where possible, the diaries were completed with the children or young people as a way of looking back at what they liked during their stay, what they did not like so much, and what might have been done differently. Children and young people who had a longer stay kept a holiday diary that not only informs their parents of their activities but serves as another means to discuss how the visit had been for them.

Areas for improvement

- The service provider should consider using the Parents Reference Group to develop a questionnaire which could be used to gain the views of all people using this service.
- The service provider should continue to maintain the current very good practice.

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

Management and staff at The Orchard continued to maintain a very high level of practice with regards to this Quality Statement. We awarded a Grade of 6 - Excellent.

When we looked at a random selection of Care Plans, we saw that these had been completed in detail. All contained relevant information about the children and young people's health care needs. Any allergies were noted and any areas of specialist health care needs were identified. When we looked at how medication was administered, we say that there was a Cardex in place for every child, young person who received medication during their stay. Any alteration of medication was approved and signed by a qualified medical practitioner. When emergency changes were required, a record was maintained usually in the form of an e mail from the medical practitioner. All medicines was administered by a qualified nurse, with 2 staff working together to check dosages. Staff at The Orchard attended paediatric reviews of children and young people on a regular basis. In the event of sudden deterioration in a child's health, parents were consulted when this was possible. However, in the case of emergencies, direct contact was made with the Children's Ward at Raigmore Hospital, Inverness to determine whether hospital admission was required. Close communication was maintained with other health professionals and in the case of children with fragile health and complex needs, there was very close joint working. For example, we saw from case files that we looked at that there was excellent joint working with the cystic fibrosis nurse specialist and paediatric physiotherapist in respect of pre school children attending for day care.

There were policies and procedures in place with regards to Infection Control and Intimate Care. During this inspection we saw that any child or young person who required to have Intimate Care carried out that this was done in a respectful and dignified manner. Children and young people were encouraged to eat healthy food and were provided with a good range of choice.

Staff who worked at The Orchard were highly qualified and skilled and this enhanced the care provided to the children and young people.

Areas for improvement

- The service provider needs to progress the current work to develop a universal recording system for the administration of medication. The system needs to take account of a community based approach as opposed to an acute setting.
- The service provider should continue to maintain the current excellent standard of care.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

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

This Quality Statement has been reported in Quality Theme 1, Quality Statement 1. Please refer to Quality Theme 1, Quality Statement 1 for further detail.

Areas for improvement

- The same as those identified in Quality Theme 1, Quality Statement 1.

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

We found that The Orchard was operating to a very good standard with regards to this Quality Statement. We awarded a Grade of 5 - Very Good.

The automatic front doors at The Orchard had been replaced and these new doors met a higher standard of Health and Safety. Once inside the building, all visitors were asked to sign the Visitors Book. Staff were also required to sign in and out. All portable hoists had been replaced and 3 new profiling beds had been introduced. All Moving and Handling equipment was regularly serviced, we looked at the recordings of these checks during this inspection. Moving and Handling training had progressed and this was in the main, due to one of the Social Care Staff being accredited as an in-house trainer and assessor. This had also impacted on the Induction for new staff as the complex needs of children and young people were

discussed. There was a rolling programme for the refresher training of existing staff and we looked at the training records for staff and confirmed this. We looked at a random selection of Care Plans during this inspection. We saw that in each Care Plan there was information specific to Moving and Handling. Moving and Handling Risk Assessments were in place and these were updated when required. All electrical equipment was regularly checked and marked as safe to use. Electric plugs had covers in place when not in use and water temperature was regulated and regularly checked to ensure scalding did not occur. We again, looked at these records during the inspection. There was a Personal Emergency Evacuation Plan in place and we saw these when we looked at the Care Plans. Fire evacuations were carried out and these were based on real life situations and the use of scenarios that are specific to the building and particular children or young people. All fire alarms were regularly checked.

First Aid boxes were in place in each area of the building. Medicines were stored safely in a locked area. Personal Alarms (fall detectors) were worn by staff when they were working on a one to one basis with some of the young people with very challenging behaviour. The Personal Alarms enabled staff to call for assistance from elsewhere in the building or if they fell over. An additional external alarm had been fitted on the outside door of the unit and this had been recommended by us at the last inspection.

Privacy sheeting was fitted to internal and external bedroom windows, leaving a small aperture to allow staff to monitor the safety and wellbeing of children and young people.

Accident and incident reports were completed and this included 'near miss situations'. Copies were held by each care team as well as in a central record. This allowed staff to review incidents at team meetings for collective de-briefing and decision making regarding the updating of Care Plans. We looked at the records of accidents and incidents during this inspection and saw that this was detailed.

Staff had attended Child Protection Training and this was carried out at regular intervals. Some staff had attended Food Hygiene Training and dates set for the rest of the staff to carry out refresher training.

Areas for improvement

- The service provider should continue to maintain the current very good level of practice.

Grade awarded for this statement: 5 - Very 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

This Quality Statement has been reported in Quality Theme 1, Quality Statement 1. Please refer to Quality Theme 1, Quality Statement 1 for further detail.

Areas for improvement

- The same as those identified in Quality Theme 1, Quality Statement 1.

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

We awarded the Grade of 5 - Very Good for this Quality Statement.

All nursing staff employed at The Orchard, including Bank Nurses, were qualified and registered with the National Midwifery Council (NMC). As such, all nurses were subject to the conditions of service of the Agenda for Change which included maintenance of a Personal Development Plan agreed with each member of staff. This directs the training requirement that is necessary for ongoing registration with the NMC. Nurses who worked at The Orchard continued to receive periodic in-house refresher training events which were provided for nurses by the Child Health Service based at Raigmore Hospital, Inverness.

All Social Care Staff had completed the Higher National Certificate (HNC) in Social Care (Children and Young People) or equivalent qualification. All but 2 Social Care Staff had achieved the Scottish Vocational Qualification (SVQ) and were registered with the Scottish Social Services Council (SSSC). All staff had completed the process of their 3 yearly re-registration with the SSSC. We looked at the training records for staff and we saw that staff had attended various training events and that more had been identified for the future. Staff received regular one to one supervision and they told us that they found this very useful. Staff told us that they received very good support from the management team and that they were 'always on hand'. We observed the interaction between staff and the management team and we saw that this was very positive. Staff we spoke with were very keen to deliver the best service they could. Staff were clearly very dedicated to their work and this was confirmed by parents we spoke with who told us that "staff always go the extra mile for us".

Staff meetings were held regularly and we looked at the minutes of some of these during this inspection. We were told by the management team that the format of staff meetings had changed with greater emphasis placed on trying to ensure good attendance. To increase staff attendance, team meetings and staff meetings had been reduced to 4 times per year and this had been a positive step.

During our inspection visits at The Orchard, we observed staff practice. We looked at how staff interacted with the children and young people, in particular, young people who presented with challenging behaviour. We found that all staff were capable and very aware of the needs of the young people. When we spoke with staff, they demonstrated an excellent knowledge of the needs of the children and young people they worked with. Staff were very aware of certain triggers which may upset children and young people and how they would deal with this.

Areas for improvement

The service had identified the following as an Area for Improvement.

- There was recognition within the Senior Social Work Management Team for some time of the fact that the dependency level of many of the children and young people who attended The Orchard had increased during the 14 years since it opened, without any corresponding re-examination of core staffing levels. As a result, there had been over reliance for many years on relief Social Care Staff and Bank Nurses. Whilst these staff were now well qualified and were incorporated into all team operations, their contractual arrangements did not reflect the vital role they played in the service. However, the Manager of The Orchard had achieved a break-through in this long standing unsatisfactory situation which was, undoubtedly, sapping the work morale of some staff. A consultation involving Personnel would be conducted with the staff affected in May 2013. It was hoped that outcomes would be achieved which would go far towards resolving this issue for each of them. The service

provider should therefore ensure that this consultation progresses and the situation monitored to ensure staff morale is not affected.

- When the new National Standards for Residential Child Care in Scotland is finalised, this document should be used as the basis for in-house workshops to measure the current functioning of The Orchard.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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

This Quality Statement has been reported in Quality Theme 1, Quality Statement 1. Please refer to Quality Theme 1, Quality Statement 1 for further detail.

Areas for improvement

- The same as those identified in Quality Theme 1, Quality Statement 1.

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

We awarded the Grade of 5 - Very Good with regards to this Quality Statement. This Quality Statement should be read in conjunction with Quality Theme 1, Quality Statement 1.

There are various quality assurance systems and processes in place that enables The Orchard to assess the quality of the service they provide. For example, the Annual Inspections that we carry out provides The Orchard with our findings in the form of a report. Our report also grades the service being provided and identifies any areas that we think need to be improved on. We also gather evidence through speaking to children and young people, their parents, staff and the management team. This information is then used by the management team and discussed at team meetings and with parents.

When the Parents Reference Group meets, minutes are recorded and feedback given to the service. The Parents Reference Group is a valuable asset to the service and a valuable way in which the views of parents can be gained to assess the quality of service provision. We looked at some of the minutes from these meetings during this inspection and we saw that when there were areas for improvement, this was actioned by the management team.

The Child's Plan Meeting is another formal way in which the quality of service provision can be assessed. Informal meetings with Lead Professionals is also seen as a valuable way in which people can discuss and look at how the best service delivery can be achieved.

The bi-monthly screening panel for new referrals for residential respite was well established and provided a forum where quality standards could be discussed between referrers and The Orchard as a care provider. This meeting also provided The Orchard to define the parameters of what the service could and could not provide.

Areas for improvement

- There are valuable reference materials for facilitating the process of promoting service user and carer participation in quality assurance. For example, the Highland Council practice document 'Enabling Service User and Carer Participation', 'Care Commission, Quality Assurance for Children's Residential Services'. The service provider should continue to encourage staff to read these documents to refresh their existing knowledge.

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

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 - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	6 - Excellent
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very 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
13 Jun 2012	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
7 Oct 2010	Unannounced	Care and support 6 - Excellent Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
23 Jun 2010	Announced	Care and support 6 - Excellent Environment Not Assessed Staffing Not Assessed Management and Leadership 5 - Very Good

Inspection report continued

23 Feb 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
3 Sep 2009	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 4 - Good 5 - Very Good
30 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good Not Assessed Not Assessed
23 Jun 2008		Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 5 - Very Good 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

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

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