

Care service inspection report

Broomloan Nursery School

Day Care of Children

c/o Govan Campus

635 Govan Road

Glasgow

G51 2AQ

Telephone: 0141 445 1762

Inspected by: Jacque Fee

Christina Jones

Type of inspection: Unannounced

Inspection completed on: 7 January 2014



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Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Care service number:

CS2003014857

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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

Broomloan Nursery School has a welcoming and inclusive ethos that has helped staff form positive working relationships with children and their families as well as the wider community.

What the service could do better

The service provides children and families with various opportunities to influence the life and work of the service but needs to let everyone know how they have used their ideas to make things better. For example, staff were developing the format for children's individual plans and these will include contributions from children and their parents/carers.

A new manager had recently been appointed and told us about how they planned to involve people in updating and monitoring the nursery policies. They should continue with these plans.

What the service has done since the last inspection

There were no requirements or recommendations made at the last inspection.

Conclusion

Broomloan Nursery School management and staff should continue to work together with families as they address the areas for improvement identified within this report.

Who did this inspection

Jacque Fee

Christina Jones

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website www.careinspectorate.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

If we are concerned about some aspect of a service, or think it needs to 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 based on best practice or the National Care Standards.

- 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 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate."

Broomloan Nursery School is a Glasgow City Council service operating in the south of the city. The service is based within a school community campus that is shared with two primary schools.

The service is registered to provide care for a maximum of 95 children. The age range of children can be as follows:

- * 15 children from 2 to 3 years
- * 80 children 3 years to those not yet attending primary school

The service operates between the hours of 8.30 am and 4.30 pm, Monday to Friday, on a term time basis.

The vision for the service is:

"At Broomloan we aspire to provide a quality service which enables all children to reach their full potential. We believe learning is fun."

A full copy of the aims and objectives can be obtained from the service.

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

We wrote this report following an unannounced inspection. This was carried out by Inspectors, Jacqué Fee and Christina Jones. The inspection took place on Tuesday 7 January 2014 between 9.00 am and 3.45 pm. We gave feedback to the Head of Centre and Team Leader on the same afternoon.

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

We sent 30 care standard questionnaires to parents/carers who use the service and received 12 completed questionnaires during the inspection process. We also received two completed staff questionnaires.

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

We spoke with:

- * Head of Centre
- * Two members of staff
- * Janitor
- * Two parents/carers
- * Groups of children

We looked at:

- * Registration certificate
- * Insurance policy
- * Quality assurance systems
- * Observing how staff work
- * Registration information and personal planning records about children
- * Parent information displays and home-link sheets
- * Nursery handbook and website
- * Staff files

- * Administration and storage of medication
- * Health & safety information including risk assessments and record of accidents/incidents

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 self assessment document from the service. We were mainly satisfied with the way the service completed this and with the relevant information included for each heading that we grade services under.

The service identified what it thought they did well and told us how their users had taken part in the self assessment process. At the time of self assessment a temporary manager was in post and no areas for development had been identified.

Taking the views of people using the care service into account

There were up to 75 children present at different times of the inspection between the 2 playrooms. We observed caring staff interactions with children. Children were very involved in their play and there was a range of age appropriate resources for them to choose from. Children talked to us about what they enjoyed doing at nursery and with their friends, for example they explained their familiar routines:

"I like these balls best I play with them every day."

"Sometimes we have bananas."

"The teachers look after us here."

"I'm going to play with my friend ** when she's had her snack."

Taking carers' views into account

Thirty Care Standards Questionnaires were sent out by the Care Inspectorate and 12 completed forms were returned to us. Written comments from parents/carers included:

"Our daughter has only attended for a short time. We are delighted with all aspects of her development since joining the nursery."

"I am very pleased with the staff care for and attitude towards my daughter, she was a very clingy child and has become much more confident and secure in their care. She asks for them at weekends and is always greeted with a smile every morning. The classroom is spotless and well equipped. I have no issue leaving my daughter in their care and she is more than happy to stay."

"I am so grateful to have found such a good nursery for my daughter. The staff are excellent, very caring and attentive."

"I would just like to say that my daughter has grown in all aspects of her education within the nursery. The staff are so friendly, approachable, pleasant and meet all my child's needs also I am very satisfied parent with the progress is made with the children."

Other comments from parents and carers have been incorporated in the relevant sections of this 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: 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

At the inspection we found the performance of the service was very good for this statement. The service had a Partnership with Parents policy in place that acknowledged that parents were children's prime educators but also that children would benefit from everyone working together. Staff had used the following methods to encourage parents/carers to comment on the service and share ideas:

- * Information displayed throughout the reception area, playrooms and website. Some of which was translated into community languages or pictorial format to make it more easily accessible to the needs of different readers.
- * Parents' events such as clothing exchange and meetings with their child's keyworker where staff talked about their child's progress
- * Newsletter that summarised current information and encouraged people to become involved in ways that suited their families lifestyle: for example fund-raising activities, membership of the Parents' Committee or Eco Committee.
- * Prompts in the newsletter and close by noticeboards to urge users of the service to "Tell us what you think." This helped staff evaluate what was working well as well as where they could improve on the quality of experiences offered to families.

Children were also actively encouraged to participate in decisions about how the service was delivered to them. This was through:

- * Mind maps, which is an approach to planning activities and learning based around children's own ideas.
- * Eco Committee to help children think about their wider environment.

- * Children's profiles were beginning to be used by staff as a tool to help children share information about their world as well as to plan their own learning experiences.
- * PATHS (Promoting Alternative THinking Strategies) programme. These strategies help children to share their emotions and feelings as well as to respect the needs of others.
- * Pictorial prompts were on display throughout to promote children's good communication skills.
- * Throughout the playrooms and in children's individual folders there were photographs and artwork accompanied by quotes from children explaining their activities and learning intentions.

The service had a welcoming and inclusive ethos and there were photo boards to help families identify who the staff were and their role in caring for the children, such as their child's keyworker. A keyworker is an identified member of staff who takes a special interest in individual children's care and monitors their progress.

All of the 12 parents who returned questionnaires to the Care Inspectorate agreed that they received clear information about the service before their child started. Most of them also confirmed that they continued to be kept informed about what was happening in the service, for example through newsletters and information boards. One respondent didn't know whether this was the case.

Areas for improvement

We looked at the range of tools that the service was using to collect the views of children, parents and carers. Although there was lots of good practice in consulting with families we could not see how the resulting action was being recorded and shared. Please see Recommendation 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should continue to consult with children and parents/carers to assess their performance against all four Care Standard quality themes. They should analyse the findings and publish them in an accessible format for everyone.

National Care Standards early education and childcare up to the age of 16 Standard 13: Improving the service and Standard 14: Well-managed service.

Statement 3

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

Service strengths

At the inspection we found the performance of the service was very good for this statement. We looked at the policies and procedures that were in place to support children's health, safety and wellbeing needs. We observed the way in which staff were implementing these in their daily work and could see that staff were caring and committed to the wellbeing of children.

There were planning walls and we could see from mind maps and photographs that staff were taking account of national curricular guidance to plan experiences that would be enjoyable and challenging for children.

Staff recorded their observations of children's progress in the child's personal folder to highlight the activities that they had been involved in and to plan how to support their development.

We read a sample of children's additional support plans which showed that, where necessary, their keyworker had liaised with other professionals as well as the child's parents when compiling information. There were summary notes of how best to meet children's additional needs and support the next stage of their development.

Children's achievements were celebrated on a 'shining stars' wall and parents were encouraged to add to this display. Other displays helped children think about positive behaviour such as the pictorial prompts that showed them how they should treat other people and their environment. We saw annotated artwork displayed that demonstrated children's understanding of being a good citizen:

"That one's got a sore foot so the other man's helping him across the road."

The nursery promoted children's healthy lifestyle. Children had daily access to energetic play outside and could participate in physical activity in the gym hall that the nursery shared with other services in the campus. Snack and lunch menus provided healthy options that had taken account of children's dietary and cultural needs. Children could help themselves to drinking water throughout the day. We listened to staff taking the opportunity to model good manners to the children and promote healthy eating. Staff also modelled appropriate hygiene practices such as hand washing. This helped to prevent the spread of infection between people in the nursery.

We sent out thirty care standard questionnaires and twelve were returned by parents/carers. Most responses agreed or strongly agreed that staff had worked with them and their child to develop an individual education and support programme for their child. One parent disagreed but agreed with the statement that overall they were happy with the quality of care their child received from the service. Their comments have been considered under areas for improvement below.

Areas for improvement

Management showed us a format for children's plans that was currently in draft format and included a section on 'All about Me' that children could add to. This approach would encourage children, parents and carers to feel able to add information to plans that was meaningful to them. The service should continue with their plans to consult with families and staff on the format and its fitness for purpose.

One respondent to our questionnaires that had two children attending the nursery felt that staff did not always communicate appropriately with parents either speaking in front of them or displaying notices about sensitive issues such as head lice.

We have highlighted under Quality Theme 1 Statement 1.1 the range of approaches used by staff to communicate with parents and carers. However consulting on new children's plans would present an ideal opportunity for staff to ask people what additional information would be helpful and how they would like to be approached.

We looked at the existing procedures for the storage and administration of children's medication. We saw that there were appropriate forms available for individual children who required medication while attending nursery however staff needed to be more vigilant about completing these. For example there was an anti-biotic stored in the fridge and we could not see any accompanying paperwork. The medication policy was out-of-date and we therefore referred management to the Care Inspectorate publication on Management of Medication in Daycare and Childminding Services. Providing staff with best practice guidance and monitoring its implementation can help avoid potential risk of harm to children through inappropriate dosage. Please see Recommendation 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should review the policy and procedures for storage of medication and incorporate best practice. They should refer to the Care Inspectorate's publication: Management of Medication in Daycare and Childminding Services.

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 1.1 Service Strengths for approaches used by the service to promote participation.

One of the ways that the whole family was involved in improving the environment was through the Eco Committee. A member of staff had designated responsibility for taking this area of work forward which meant that people knew who to approach for more information.

The Committee had been successful in achieving a grant of ten thousand pounds to improve the outdoor play area for children. We looked at photographs of the related activities that families had participated in such as garden parties and gardening days.

Children took pride in their environment, for example explaining to us the importance of their litter topic to keeping the nursery clean and safe for everyone.

Areas for improvement

Please refer to Quality Theme 1 Statement 1.1 Areas for Improvement and related recommendation.

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

At the inspection we found the performance of the service was very good for this statement.

There was a secure entry system and reception area where visitors were asked to sign in. We saw that there was a signing-in procedure for parents to register their children as they entered each playroom. This made sure that management could account for who was in the building and why, thus safeguarding children.

The nursery was located in purpose built premises that were clean, bright and well resourced. Pictorial format had been used to help children recognise where they could find resources and recognise the different routines for their day. These were also useful for parents and carers to help them understand how the service was delivered. Some notices and information had been translated for families whose first language was not English. These approaches meant that families would feel welcomed and that their contribution was valued.

Staff had been working with families and a community training organisation to help develop the outdoor area. For example making bird feeders and building a greenhouse from recycled bottles. This meant that children and their families were learning about nature and having fun outdoors in the fresh air.

We looked at the systems in place to monitor risk assessment, indoors and outdoors. We spoke with the janitor who was responsible for maintenance issues in the campus who told us how any hazards identified by staff were dealt with. These approaches helped staff to reduce the risk of harm to children and to make sure they had a safe and comfortable place to play. Any accidents and incidents effecting children were appropriately recorded so that staff could explain to parents/carers what had happened to children and any first aid administered.

The children's toilets and nappy changing areas were clean and user friendly with child height furniture and appropriate hand washing facilities. There was guidance for staff on nappy changing and toilet training as well as sheets where staff could record children's routines to share with parents/carers. This practice helped ensure consistency in care between the service and the child's home.

All parents/carers who returned questionnaires strongly agreed or agreed that the service provided an environment that was safe, secure, hygienic, smoke free, pleasant and stimulating. They also confirmed that there was a suitable range of equipment, toys and materials for the children.

Areas for improvement

Any of children's medication that required being stored at a low temperature was kept in the nursery pantry fridge. At feedback we stressed the importance of checking the temperature of the fridge daily because some medicines require to be refrigerated as at room temperature they break down. Although the manager was confident that the temperature was checked regularly by kitchen staff it was agreed that a log of this would be kept visible. We have made a related recommendation under Quality Theme 1 Statement 1.3 about the management and storage of medication.

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

Please refer to Quality Theme 1 Statement 1.1 Service Strengths for approaches used by the service to promote participation.

Parents and carers had the opportunity to work alongside staff within different committees, where they made decisions about the work and life of the service.

All of the parents responding to our questionnaires were confident that staff had the skills and experience to care for their child and support their learning and development.

Their comments included:

"My son attends Broomloan Nursery 2-3 room in Glasgow. Since my son has been attending the nursery he is a very happy wee boy and I have received a lot of support and help from the teachers - Gemma, Maggie and Morag. They take great pride in their work and are very good with the children."

Areas for improvement

Please refer to Quality Theme 1 Statement 1.1 Areas for Improvement and related recommendation.

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

At this inspection we found that the performance of this service was very good for this statement.

Management and staff worked with local agencies, including health, education and social work to support them in their work with children. This was in keeping with Scottish Government's approach on Getting It Right for Every Child (GIRFEC). GIRFEC is about everyone working together to meet children's needs in a holistic way.

The staff we spoke to were motivated and looking forward to working under the leadership of the new manager. Two members of staff had completed the Care Inspectorate questionnaire and taken time to add written comments. They knew about the policies and procedures that supported their work with children and felt their own opinions were listened to and valued by management. They confirmed that they were given opportunities to talk about their day-to-day work with colleagues.

We saw that there was a well-resourced staff base where staff had individual lockers. The information that was available through the noticeboard displays, books and computers supported staff in their professional practice. The soft furnishings and pleasant environment demonstrated to staff that their employer cared about their personal and professional wellbeing.

We sampled staff files and saw that staff were registered with the Scottish Social Services Council (SSSC). The SSSC is responsible for registering people who work in social services and regulating their education and training. Ensuring staff were on one of these registers was part of the provider's safe recruitment practice and ensured that staff were appropriate people to be working with children. All staff had access to the local authority's continuing professional development (CPD) framework which kept them up to date with legislation and best practice in caring for children, such as child protection guidelines.

We issued 30 care standard questionnaires to parents/carers and 12 were completed and returned. Respondents confirmed that there was always enough staff to provide a good quality of care. They were also confident that staff would protect their child from harm, abuse, bullying and neglect.

One of the children talked to us about how she had felt when she started nursery and how staff had supported her:

"At first I was scared and I cried but Mandy, that's my teacher, showed me around and then I was fine."

Areas for improvement

There had been temporary managers in place for some time which meant staff had not received regular one to one supervision or appraisals for more than a year. The new manager told us about the plans to reinstate this support for staff and should continue with these plans. Please see Recommendation 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should re-establish the appraisal system to ensure the regular support and supervision of individual staff. This is to support the effective practice of staff and identify any gaps in their training.

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

The Standards and Quality Report and Improvement Plan were available for parents and carers to find out how the service was performing and what they could still do to better. This reassured people about the quality of service experienced by children. It also meant that they knew that children's activities were planned and evaluated to take account of national and local guidelines as well as children's individual needs.

There were opportunities for families to participate in the above process and we could see from newsletters that parents/carers were regularly reminded to share their views. Please refer to Quality Theme 1 Statement 1.1. Service Strengths for other approaches used by the service to promote participation.

In our questionnaires, six parents strongly agreed and five agreed that the service had involved them and their child in developing the service, for example asking for ideas and feedback. One didn't know whether this was the case.

Areas for improvement

Please refer to Quality Theme 1 Statement 1.1 Areas for Improvement and related recommendation.

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

At the inspection we found the performance of the service was very good for this statement. There was a self-evaluation calendar in place. The service was using 'Child at the Centre 2', a self-evaluation tool which includes quality indicators to help services assess their progress. This tool tells us how the service thinks they are performing over four quality themes: quality of care and support, the quality of the environment, the quality of staffing and the quality of management and leadership.

We could see that evaluation was continuous and staff had been involved in monitoring the playrooms. Individual staff had areas for responsibility that they were leading and this made sure that programmes and activities were relevant to the needs and interests of children.

We looked at the service Improvement Plan that highlighted the service's areas for development and priorities for the current planning cycle. There was an evidence folder that highlighted how management and staff were taking different priorities forward. For example partnership was a priority with the aim that:

"Parents and children will feel supported and encouraged to become involved in all aspects of the service."

Under this theme there were minutes from Parents' Committee meetings with clear agendas. Topics discussed included the eco programme, the PATHS initiative and a Speech and Language 'drop-in' all of which could contribute to the wellbeing of children.

Similarly there were regular staff meetings where staff could discuss plans for maintaining and improving the service. A recent agenda item had been the development of children's profiles, including electronic format. The team leader showed us the template for 'All about me' that staff had been discussing to ensure that children's voices were also evident in planning.

Management and staff were supported in their work with families through effective links with the provider's learning community and other agencies. This joint working approach made it more likely that staff responded to children's individual needs in a way that was appropriate, proportionate and timely.

The service had a Complaints Policy that made it clear to families how they could raise any concerns with the service or seek independent advice from the Care Inspectorate. In this way people were more likely to feel listened to and that their suggestions were taken seriously.

Areas for improvement

We looked at policies and saw that many of these were due to be reviewed. Some of the contacts were out-of-date, for example the address for the Care Inspectorate in the complaints section of the nursery handbook. The Complaints Policy and Procedure needed to reflect recent changes in national guidance regarding the timescale for the service responding to any concerns raised. Management assured us that there would be an on-going process of reviewing policies with staff and parents/carers. We have made a recommendation that policies are reviewed so that everyone using the service can see that they have been properly made and kept in accordance with local and national guidance. This is to help management monitor the service effectively and ensure that children enjoy a good quality service. Please see Recommendation 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Management should review and revise all service policies in keeping with local and national guidance, including the National Care Standards. Staff, parents/carers and where appropriate children should be involved in this process.

National Care Standards Early education and childcare up to the age of 16 Standard 13: Improving the service and Standard 14: Well-managed service.

4 Other information

Complaints

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

Enforcements

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

Additional Information

n/a

Action Plan

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

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
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
31 Oct 2008	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good

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

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