

Care service inspection report

Green Tree Nursery

Day Care of Children

Smithton Hall
Sinclair Terrace
Smithton
Inverness
IV2 7NP

Inspected by: Shona Smith

Joyce Bowler

Type of inspection: Unannounced

Inspection completed on: 6 August 2012



Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	11
4 Other information	23
5 Summary of grades	24
6 Inspection and grading history	24

Service provided by:

Collinson, Teresa

Service provider number:

SP2011982916

Care service number:

CS2011301682

Contact details for the inspector who inspected this service:

Shona Smith

Telephone 01463 227630

Email enquiries@careinspectorate.com

Summary

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

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

We gave the service these grades

Quality of Care and Support	3	Adequate
Quality of Environment	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	3	Adequate

What the service does well

Green Tree Nursery provides a clean, well resourced and welcoming environment for children and families.

Parents and carers are provided with comprehensive information about the nursery.

The staff are enthusiastic and friendly. They are working hard to establish the new team and effective working practices.

What the service could do better

The nursery should be more pro-active in collecting feedback from parents, carers and children. This information should be used to inform future developments and improvements at the nursery.

The nursery must ensure that full personal details and documentation for every child is recorded and reviewed regularly to ensure that it is up to date. This includes written permissions for the administration of medication which must be stored appropriately.

The nursery must keep personal care plans for each child which includes parents input. These need to be sufficiently detailed to show how children are settling in at the nursery, what their individual needs are and how staff are meeting these.

Staff must ensure that all fire safety requirements are followed at all times.

What the service has done since the last inspection

This was the first inspection since the service was registered.

Conclusion

The manager and her staff have worked hard to establish the Green Tree Nursery since it opened in January 2012. It is a popular child care facility with good levels of parent satisfaction as expressed in the Care Inspectorate Questionnaires (CSQs) we received.

There is room for improvement in some areas however it is apparent that the well motivated staff team are keen to develop and improve the service overall.

Who did this inspection

Shona Smith
Joyce Bowler

1 About the service we inspected

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

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and recommendations

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the inspectorate.

Green Tree Nursery is a day care of children service and is registered to provide care for a maximum of 36 children aged from birth to not yet attending primary school, of whom no more than 20 are under three and ten are under one year. The service operates from Monday to Friday from the Smithton and Culloden Community Hall (The Green Hall) in Inverness. Children have access to a large community hall with toilet and kitchen facilities and an enclosed outside space.

The written aims of the nursery are listed in the parent's information and on the website as follows:

- * To provide a safe, stimulating, caring environment in which children can develop and learn through play
- * To promote the development of independence, confidence and self esteem by providing a positive and engaging environment at all times
- * To deliver a pre-school educational programme, in line with the national curriculum

- * To work in partnership with parents, local schools and local community organisations
- * To promote positive behaviour at all times by encouraging children to respect others and their surrounding environment
- * To provide on-going progress reports and to be available to discuss any issues or concerns parents may have
- * To promote healthy lifestyle, in particular enjoying the outdoors and healthy eating
- * To participate in self-evaluation and to access continual professional training for all staff.

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

Quality of Care and Support - Grade 3 - Adequate

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 3 - Adequate

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 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 after an unannounced inspection that took place on Friday 3 August and Monday 6 August. During these visits we spoke with parents, children and staff. The inspection was carried out by Shona Smith and Joyce Bowler. Feedback was given to the Provider/Manager at the end of the visit.

The provider was registered after 1 October 2011, therefore they were not required to send us an annual return. As requested, the provider submitted a self assessment form online.

We sent 15 questionnaires to the service to give to parents and carers using the nursery. We received ten completed questionnaires before the inspection.

During the inspection visit evidence was gathered from a number of sources including:

- * a review of all policies and procedures
- * information provided in the self-assessment
- * staff qualifications, training and induction records
- * information provided by parents in Care Standards Questionnaires
- * the aims and objectives of the service
- * the emergency procedures
- * medication procedures and records
- * the Child Protection policy
- * the risk assessments
- * accident, incident and medication records
- * the registration and insurance certificates
- * discussions with staff, parents and children
- * daily diaries kept for children
- * the children's attendance register
- * an examination of the environment and equipment
- * observations of the nursery in action including going on the daily walk.

* Consideration of the National Care Standards - Early Education and Childcare up to the age of 16.

All of the above was taken into account in the preparation of this 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: No

Comments on Self Assessment

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

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

This was the first self assessment form to be completed and it was satisfactory. It contained some factual information and had identified some areas for improvement.

Taking the views of people using the care service into account

Children at Green Tree Nursery were divided into groups according to age. The "owls" were aged up to two years, the "toadstools" were two to three years and the "acorns" were aged three and over. On the first day of inspection there were 11 in the youngest group, three in the middle and five over three years of age. On the second day there were nine in the youngest group, five in the middle group and three in the over three year old group.

The majority of the children appeared happy and relaxed at the nursery. Staff did not record children's views in any formal way but were aware that special attention needed to be taken into account when settling in new children. Staff relied on their previous childcare experience in order to try out different strategies to comfort and re-assure new children. However, it was evident during inspection that records held did not provide the appropriate information in order for all children's needs to be met well. This report contains further comment on children's records and individual care plans under quality statement 1.3.

Children were observed to enjoy a wide range of activities including sand and water play, construction, role play, singing, listening to stories and going for a walk.

Taking carers' views into account

We received ten questionnaires from parents who used the service. All strongly agreed that they were happy with the service. One parent commented that they had "not really asked me anything" regarding the question about being involved in developing the service.

Comments included:

'We are delighted with the care our daughter receives. We get a genuine feel that all the staff really care for her and love seeing her every morning. She also gets very excited about seeing them. All staff make a point of discussing our child's day when we collect her. I know they keep her very busy playing as she sleeps so well every night. This has been a great experience for our daughter and us as parents'.

'I feel content, happy and have full confidence that my son is in safe hands while being cared for at Green Tree Nursery. The open door policy is very useful, and the manager/owner and all are very approachable whenever needed. My son's development is coming on in leaps and bounds along with his speech progress'.

'Teresa will always give you the time if you need to speak to her. Always a friendly welcome when you go into Green Tree. It seems a very calm, relaxed nursery not noisy which is very good. My son is very happy at Green Tree Nursery. I feel he has come on a lot. Diary everyday which I like. They get kids out every day which is very good. We do wish Teresa all the best, she has done very well so far and will do so in future. Good at getting back to you if I text to ask something'.

'Have recommended this nursery to friends - confident that it is a great nursery. Teresa is a very hands-on manager and I have great confidence in her childcare, educational and leadership skills. My child has always been happy in this nursery. I don't feel like the nursery has had a chance to have to develop an educational programme for my child as he is only a baby but I feel that they do provide age appropriate/developmentally appropriate activities for my son'.

'Just a note to say what a fantastic nursery Green Tree is and the staff are so great, so helpful and pleasant. My wee girl is so happy and has come on leaps and bounds'.

'Such a welcoming place. Staff always have time for me to talk about my child'.

'The staff are great. Very approachable about any concerns, i.e. eating meals. The staff have been great giving advice and support'.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 3 - Adequate

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

All staff were approachable and during inspection it was evident that they were interested in building genuine partnerships with parents and carers in order to meet the needs of their children.

The manager had a written participation policy which illustrated that she understood the value of working in partnership. Since opening in January 2012 she had reviewed her parent's handbook and had identified areas for developing the participation policy in the self-assessment document.

The manager had plans for parents open days and she issued informative newsletters. Children had free access to a variety of resources in the playroom. They were able to express ideas and opinions in group time and at circle time.

The grade for this quality statement reflected the evidence gathered. This indicated that the manager and her staff were fully aware of the need to develop this area, the first steps that had been taken to establish it and the short time that the nursery had been operating.

Areas for improvement

Limited progress had been made in the areas for development that were identified by the manager in her self-assessment document.

Parents and carers had limited opportunities to participate formally in assessing and improving the quality of care and support provided by the service.

Although plenty of useful information about the nursery had been provided to parents the exchange of communication was largely one way. There was a comments box and a pile of parent's comments sheets in the entrance foyer but none of these had been completed. Alternative options to actively seek feedback from parents had not yet

been made.

There was an over reliance on the daily verbal exchange of information from parents which limited the extent to which parents were participating in actual terms. We discussed with the manager the importance of gathering written information from parents which can be analysed and used in the future to develop the nursery in partnership with parents and carers.

Although children were invited to contribute at circle time, this was limited when all age groups came together. Children made choices from resources and toys but these had been chosen by adults when setting out the room and activities appeared largely adult led rather than child initiated. There was an over reliance on fixed routines which may curb children's choice.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that once staff have gathered more feedback and individual information from parents, carers and children that this is analysed to review nursery routines, choice of resources on a daily basis and use of circle time. The nursery should try activities which are relevant for each age group and abilities, for example, by having separate circle times for different age groups.

This takes into account the National Care Standards - Early education and childcare up to the age of 16 - Standard 13 - Improving the service

Statement 3

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

Service strengths

The nursery performed adequately overall in ensuring that children's health and wellbeing needs were met.

Significant strengths were evident in good hygiene procedures. Infection control was given a high priority and staff followed best practice in wearing aprons and gloves to change nappies, when they cleaned up spills and prepared food. Children were safeguarded on walks as staff took an emergency bag which included first aid equipment and a charged mobile phone.

Children demonstrated that they were learning to wash their hands before eating and after using the toilet. Babies and younger children were learning that they needed to have their hands and faces wiped after eating or messy play. The nursery had joined

the 'Childsmile' dental programme which enabled children to learn how to clean their teeth.

Babies benefited from hygienic storage of individual comforters and the daily checking and cleaning of their play equipment. Following discussions regarding children's sleeping procedures staff made an immediate amendment to the record keeping between the first and second days of inspection. This improvement made it evident when exactly children had fallen asleep and how often they were checked. It was noted that staff followed these new procedures with vigilance.

Accidents and incidents were recorded appropriately. Staff were trained in child protection and had access to a written policy which detailed who to contact in case of a concern.

The nursery staff had health and welfare information available for parents next to the signing in sheets. These included leaflets from the Scottish Cot Death Trust and the National Childbirth Association.

Some attention was paid to children's individual needs as illustrated in the bottles and allergy charts. Diaries which recorded eating and sleeping plus some notes on what children had done were completed for the 'owls' or babies age group.

Parents provided main meals and items that required refrigeration were removed from lunch boxes by staff who labelled them and stored them in the fridge. Children benefited from a choice of healthy snacks which included fruit. During inspection staff enabled them to make choices and ask for more if they were still hungry. Access to drinks was good, enabling children to remain well hydrated during the day.

Toys and equipment were plentiful and appeared to support a broad curriculum. This included resources to promote early numeracy, literacy and physical development, as well as those to encourage exploration, creative and imaginative play. Staff had devised a weekly planner which focused on children learning through play and making achievements.

Areas for improvement

Staff stored commercially produced pain relief medication in the fridge. Safety was compromised as the fridge was shared by other users of the hall who could have had access to the medication in the evenings and at weekends. Staff had not obtained written permissions for each administration of medication.

A small "story room" had been identified as a suitable place for children to go when they needed a rest or sleep. This room adjoined the main play room but was separated by a fire door. Staff stated that they had propped this door open in the past with a finger guard to prevent accidents. They reported that they did not use the room now for sleep or rest. Children slept in buggies or on blue sleep mats in the

main hall or the rear entrance foyer. We discussed best practice regarding sleep procedures for children in all age groups.

No written preferences for individual sleep routines were gathered from parents. All information had been shared informally. We advised the nursery to review the sleep policy and procedures in line with current guidance and parents' wishes.

Staff completed daily diaries for babies but did not maintain any care plans or individual developmental records for any other age range. This meant that staff did not tailor each day to children's particular needs and it was not possible to determine how children were developing. Any additional or special needs were not being formally recorded and liaison with allied agencies was not noted.

We discussed what needed to be taken into account when all children go on a walk at the same time. The manager was aware that staff must be prepared for the needs of all the children and that extra reins or buggy seats may be needed if children got tired or wanted to walk.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 2

Number of recommendations: 1

Requirements

1. The provider must ensure that the administration of medication follows the written policy. Parents must give written permission before each administration and countersign all records. All medication must be stored appropriately to safeguard children.

This is in order to comply with the Social Care and Social Work Improvement Scotland (requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4(1) (a) Welfare of users.

Timescale: within immediate effect on receipt of this report.

2. The provider must keep personal plans for each child which set out how their health, welfare and safety needs will be met. These plans must be reviewed at least once in every six month period.

This is in order to comply with the Social Care and Social Work Improvement Scotland (requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 5(1) Personal Plans

Timescale: within three months of receipt of this report.

Recommendations

1. It is recommended that the sleep policy is reviewed taking into account best practice and consideration given to providing cots for sleeping babies within the designated baby play area.

This takes account of National Care Standards - Early education and childcare up to the age of 16 - Standard 3.5 - Health and Wellbeing.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

Please see Quality Theme 1, statement 1.

Areas for improvement

Please see Quality Theme 1, statement 1.

Grade awarded for this statement: 4 - 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 service performance was good in the areas covered by this statement.

The nursery shared the hall with other users and, although it had sole use during the hours of operation, it had to make extra risk assessments as a result.

Risk assessments have been written for all areas of the hall and garden. These were recorded on a daily basis and included cleaning tasks and checking the fridge temperature. In addition staff had risk assessed activities, resources and outings in order to minimise risk and safeguard children.

The outside area is under renovation and staff had worked together with the hall caretaker to create safety barriers. A new storage extension is being built to improve access to resources. Children will benefit from this as they will then be able to make more free choices.

All equipment was clean and in good repair. Children had access to a suitable range of seating and highchairs. The layout of these at snack time was highly effective and ensured that all children were included and safe.

The manager and her staff had to get out, and put away all equipment used on a daily basis. They created a bright and welcoming environment for the children each day by using temporary display opportunities and a sensible use of the hall. For example, babies had a fenced area which was large enough for crawling and play but also allowed them to see what else was going on in the hall.

The mix of age ranges meant that some resources, such as pencils or small Lego pieces, were not safe for babies. Staff protected them well by having these resources stored out of use to younger children. They had thought out the use of the hall well overall and there was plenty of space for table top, floor play and quiet rest in the book corner. Larger physical activities could take place when equipment was moved to the sides of the hall. A new play castle had been built in the garden to foster outdoor imaginative play. Children had planted fruit and plants in the garden and plans to extend the use of the outdoor area were in place. These were being risk assessed on an on-going basis. Door security was good and all visitors were required to sign in and out.

Areas for improvement

It was evident during inspection that some fire doors were not kept closed at all times. This meant that fire regulations were not being met at all times. Please see recommendation 1.

We observed that some children slept for long periods in buggies in the rear foyer area of the hall out of sight of staff. Although regular checks were being made after the first day of inspection there were no written records to show parents preferences for sleeping children, for example whether they should be in a buggy or a cot or for how long. Please see recommendation in statement 1.3

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. It is recommended that the nursery adheres to current fire legislation and procedures at all times. They should contact the local fire department if necessary for updates and advice.

This takes account of National Care Standards - Early education and childcare up to the age of 16 - Standard 2 - A safe environment

Statement 3

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

Service strengths

We found that the service performance was good in the areas of this statement.

The main evidence to support the grade given for this quality statement is recorded under quality statement 2.2.

The hall is maintained by governors who take responsibility for the overall maintenance of the building and fire safety checks. However the manager had a good relationship with the caretaker who was responsible for any day to day jobs and improvements were attended to promptly, for example ensuring that the water thermostat was set at the right temperature. The storage facilities should be improved by use of the new extension at the rear of the hall.

Areas for improvement

Current access to resources limits the freedom of choice available to children and how easily staff can get out toys that children have asked to play with. We discussed this with the manager and staff members who agreed that they intend to include children in making choices and to develop strategies to involve all children, including those who cannot speak yet or who have English as an additional language.

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: 4 - Good

Statement 1

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

Service strengths

Please see Quality Theme 1, statement 1.

Areas for improvement

The manager stated in her self-assessment that she would use the keyworker system. This had not been established at the time of inspection. We discussed the importance of making sure that parents and carers as well as the child bond with the identified keyworker. The manager was aware of the importance of making sure that the right person is appointed for a child and that all staff get to know all the children well. This will enable good continuity of care between the child's home and the nursery.

Please see also evidence recorded under Quality Theme 1, statement 1.

Grade awarded for this statement: 4 - Good

Number of recommendations: 0

Number of requirements: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

Overall we found that the service performed well in the areas covered by this statement. We concluded this after discussion with the manager, speaking to staff and observing them at work and looking at relevant documentation.

All staff demonstrated a kind, caring and affectionate approach to the children. They were helpful throughout the inspection process and willing to discuss their work at the nursery. They were observed to be interested in the children and involved them in activities. This included group time when they talked about the Olympics and sport and when they were out on the walk and used what they could see to get children thinking and talking. Children enjoyed looking at the trees, counting butterflies and identifying the carved Gruffalo, owls and foxes. Staff talked about how they had used the local environment to help children to learn about the changing seasons, to learn

to count, to identify colours and shapes and talk about the weather.

All staff were registered with the Scottish Social services Council (SSSC) or General Teaching Council (GTC) according to their qualifications. Recent training had covered Getting It Right for Each Child (GIRFEC), Child Protection and food hygiene.

There was a good mix of ages, skills and experience in the staff team which should benefit children when keyworkers are being appointed.

Areas for improvement

The manager stated that she was developing her staff recruitment policy and we discussed the importance of ensuring that all disclosure checks are completed before staff commenced employment.

The staff team were fairly new so were still in the process of establishing roles and responsibilities. The manager was aware of the need to develop her staff appraisal system over time. She should use these appraisals to ensure that staff understand the delegation of duties, how they should work together as a team and to identify future training needs.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

The manager canvassed the views and opinions of parents and carers prior to the opening of the nursery. She took note of their views in planning the service.

We also took into account the feedback received by us in the Care Standards Questionnaires. 100% of respondents indicated that they strongly agreed or agreed with the statement: 'The service has involved me and my child in developing the service, for example asking for ideas and feedback.'

For additional evidence to support this grade please see Quality Theme 1, statement 1.

Areas for improvement

Please see Quality Theme 1, statement 1.

Grade awarded for this statement: 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 that Green Tree Nursery performance was adequate in the areas covered by this statement.

We concluded this after consideration of the time the nursery had been open and the opportunities that the manager and her staff had to establish quality assurance systems and processes.

The manager had made an adequate start to her self-evaluation by completing the Self-assessment document provided by the Care Inspectorate. She had identified medium and long term ambitions for the nursery in her self-assessment. These included introducing personal profiles for the children and using parent and carer

feedback.

Staff meetings had taken place and the opinions of staff were being welcomed to influence future plans and activities at the nursery, for example, one member of staff had identified the need for more 'vigorous' play.

Documentation held on file showed that the appraisal system had started and staff contributed to the process.

Areas for improvement

The manager needed to implement fully the intentions written in her self-assessment in order to raise the quality of the service she provided. We discussed how she might make more extensive use of the self-assessment tool in future to scrutinise her own nursery.

She has joined the Care and Learning Alliance (CALA) who provide childcare and family support services. The manager agreed that she should approach them for any advice they can offer regarding making improvements to the nursery or for quality assurance services.

The manager should familiarise herself with the Care Inspectorate website in order to stay up to date and remain aware of her duty of when to notify us, for example of a significant event or outbreak of infection.

As previously stated in the report there were some gaps in recording of medication administration and following fire procedures. These have been addressed as requirements under Quality Statement 1.3.

The manager agreed that she would monitor the service more closely following her first inspection as a part of her quality assurance systems.

Grade awarded for this statement: 3 - Adequate

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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

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

6 Inspection and grading history

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

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0845 600 9527.

Translations and alternative formats

This inspection report is available in other languages and formats on request.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگید روا ولکش رگید رپ شرازگ تعاشا ہی

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

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم ا اذه

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com