

Care service inspection report

Smiley Stars Nursery

Day Care of Children

38 Ibrox Terrace

Ibrox

Glasgow

G51 2TB

Telephone: 0141 427 0122

Type of inspection: Unannounced

Inspection completed on: 8 July 2014



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Service provided by:

Nerlana Ltd

Service provider number:

SP2010010892

Care service number:

CS2010249059

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0845 600 9527 or email us at enquiries@careinspectorate.com

Summary

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

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

We gave the service these grades

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

What the service does well

The small staff team knew children and families well. Children are cared for by caring and responsive staff.

What the service could do better

The provider and manager should address the requirement and recommendations made within this inspection report.

What the service has done since the last inspection

Staff have been involved in Getting it right for every Child (GIRFEC), Curriculum For Excellence and Pre-Birth to Three training. The training has had a positive impact on children's experiences and learning.

Conclusion

Overall, children receive a good quality of care and support at the service. Parents are very happy with all aspects of the service.

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 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 Care Inspectorate.

Smiley Stars Nursery operates from a terraced property in the Ibrox area of Glasgow. The provider is Nerlana Ltd. The nursery can accommodate a maximum of 29 children aged from birth to those not yet attending primary school.

The service aims and objectives include: "To ensure the needs of the children are met in a safe, secure, clean, comfortable, pleasant, stimulating and well resourced environment which is as close as possible to a home from home."

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

Quality of Care and Support - Grade 4 - Good

Quality of Environment - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 4 - Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com 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 that took place on Monday 7 July 2014 between 8.15am and 3pm. Feedback was given to the provider/manager and depute manager on Tuesday 8 July between 2pm and 5pm. One inspector carried out the inspection.

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

We sent 10 care standards questionnaires to the manager to distribute to families. Nine completed questionnaires were returned to us prior to the inspection visit. Feedback from questionnaires was shared with the manager and depute manager and is documented within this inspection report.

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

We spoke with:

- the provider/manager
- the depute manager
- members of staff
- one parent
- children using the service.

We looked at:

- aims and objectives
- children's profiles and care plans
- big floor books
- administration of medication information and records
- child protection policy and procedures
- health and safety records
- risk assessments records

- accident and incident records
- infection control policy, procedures and records
- complaints policy
- staff files including training and appraisals records
- service monitoring and evaluation systems.

We also observed staff interaction with children and families.

Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

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

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

We made the following six recommendations at our last inspection.

1. The manager should continue to seek ways to involve parents and children in assessing and improving the quality of care and support provided. National Care Standards Early Education and Childcare up to the age of 16: Standard 7 - A Caring Environment.

The service had improved the style of questionnaire and had introduced parents' evenings which involved more parents in improving and assessing the quality of care and support.

This recommendation has been met.

2. Staff should consult with parents in order to gather additional information to assist them in developing more robust personal plans for children which reflect children's individual needs. The service should ensure that this plan is shared with parents at least every six months or sooner if the needs of the child change. National Care Standards Early Education and Childcare up to the age of 16: Standard 6 - Support and Development.

The service ensured parents reviewed and updated information regularly.

This recommendation has been met.

3. The manager should ensure that meaningful and relevant risk assessments are carried out to ensure the safety and wellbeing of all children using the service. National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment.

The provider had carried out risk assessments for all playrooms. Staff carried out daily environment checks.

This recommendation has been met.

4. The manager should ensure that staff have training on, and use, the document Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families to help them develop the skills to support young children using the service. National Care Standards Early Education and Childcare up to the age of 16: Standard 12 - Confidence in Staff.

Staff had taken part in Pre-Birth to Three training.

This recommendation has been met.

5. The manager should ensure that staff meet regularly as a team and that minutes of such meetings are taken and distributed amongst the staff team. National Care Standards Early Education and Childcare up to the age of 16: Standard 14 - Well-managed Service.

Staff met regularly as a team. We sampled minutes of staff meetings.

This recommendation has been met.

6. The manager should monitor effectively the quality of work of each member of staff and the service as a whole. National Care Standards Early Education and Childcare up to the age of 16: Standard 14 - Well-managed Service.

We saw evidence that regular monitoring and supervision visits took place.

This recommendation has been met.

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 provider. We were satisfied with the way the provider had completed this and with the relevant information included for each heading that we grade services under.

Taking the views of people using the care service into account

We received the following comments from children using the service.

"I am having Weetabix."

"It was my birthday yesterday , I am 5. I am going to school."

"I was playing musical statues and bumps."

"I need to learn how to write."

"This fruit [apple] is very sweet."

"I am eating it all up."

"My favourite is fish fingers."

"I played Batman in the garden today."

Taking carers' views into account

We received the following comments from parents whose children attend the service.

"It's fantastic the detail they go into. The folder with photos and observations is amazing. Girls know my child very well."

"Smiley Stars is an extremely well run nursery, and all the staff are dedicated professionals who developed a strong bond with our daughter from a very early stage in her attendance. We have a wonderful record of our daughter's first year at Smiley Stars, which is so in-depth it really is wonderful! (Over 100 pages with comments, charts and photos...really special!) We are delighted with the care she receives, Smiley Stars is a really special place."

"We find Smiley Stars a very reliable, safe and very warm nursery. Staff really go the extra distance for the children. We cannot fault the service provided as our child has developed in so many ways since starting at Smiley Stars. Smiley Stars is a home from home setting."

"I cannot praise the staff enough. My child is always happy and loves her time at nursery. Her language skills are fantastic and I believe this is down to being in nursery. She is confident in everything she does."

"My boy is happy going to Smiley Stars Nursery. He cries when he leaves there. Overall I am happy with the service they provide and I am delighted with my boy's progress."

"I am very happy with the care my son receives at Smiley Stars. The staff are lovely and I have always been at ease leaving him when I go to work. Since starting Smiley Stars at 9 months old he has come along so much and I can't thank all the staff enough."

3 The inspection

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

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

Statement 1

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

Service strengths

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

The service had some very good systems in place to involve children and families in improving the quality of the care and support provided by the service. A parental involvement policy was in place which highlighted how the service planned to work alongside parents, carers and children.

Attractive reception and foyer areas were used to inform and share information with parents. Information regarding the service and the organisation's policies and procedures were displayed prominently. Curricular information for babies and children informed parents and carers of how the service planned to implement and develop the curriculum whilst following children's and parents' ideas and interests.

The service issued parents questionnaires in June 2014. Parents were consulted about all aspects of the service including care and support, environment, quality of staffing and quality of leadership and management. The service received positive feedback and comments including:

"Staff are all very friendly and provide clear updates about my child and what he has been doing."

"It is clear that it is both a stimulating environment and very well equipped."

"You have an excellent team and we are very happy with the way our child is cared for."

"Staff are fantastic and take care of our son very well, which provides great peace of mind."

"Overall very pleased, always clean and tidy and well organised. If ever any accidents I am always informed."

"You run a tight ship and we are always impressed with how well you both work."

"Impressed at quality of care and genuine interest in child's life and development."

Further consultation took place with parents following an open day and parents' evening. Parents fed back that they appreciated the opportunity to meet with staff, look at children's development folders and discuss their child's development.

Previously the service had a poor return of questionnaires from parents. The management team met and consulted with staff to see how they could improve. A decision was made to adapt the questionnaires and to have parents' evenings in order to involve parents more in the service. This showed us that parents were listened to and that their views were respected.

Staff were also involved in the consultation and we received the following comment from a staff member:

"I feel that we do everything we can to involve parents in the nursery, however the parents do not seem to respond to questionnaires that are given out."

Children were asked to carry out staff appraisals where they commented on what their key worker did well and what they would like them to do better. Their comments included:

"Staff member is good at getting me happy."

"She has a smiley face."

"I don't want her to go on tea breaks."

We saw evidence that children in the 3-5 room met at together time each day and were consulted about what they wanted to do. This was recorded and displayed on a daily plan sheet. At the end of each session children reported on what they enjoyed doing.

Children's ideas and interests were communicated through big floor books. We looked at a big floor book where children had been talking about what they knew about shapes. Staff recorded children's comments and used their comments to provide future activities. Some of the children's comments about shapes included.

"A square is a house."

"I see shapes at night - star shapes."

The service published regular newsletters for parents. Newsletters were also published on the service's website. We looked at newsletters and found that they included valuable information for parents. The April - June newsletter invited parents to join the parents' forum group, although responses were poor.

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

Areas for improvement

The service should further develop systems for consultation and ensure that findings from consultations are audited and shared with parents. We discussed with the provider ways in which this could be done. For example through a "You said, we did" display.

Staff could further develop evaluation of daily activities to record children's progress and achievements rather than reporting only if children enjoyed the activity.

The provider should ensure that questionnaires are dated.

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

We found this service had performed to an adequate standard in the areas covered by this statement. As part of this inspection, we have focused on how the service has promoted children's health and wellbeing through infection prevention measures.

Staff knew children and families well. Children were comfortable and happy in the service. We observed staff displaying a caring and nurturing manner towards the children. Children who were upset were comforted and reassured by staff.

Children benefitted from fresh air and exercise on a daily basis. A well-resourced outdoor play area provided opportunities for children to cycle, climb and run safely. Staff and children told us that they visit the library on a weekly basis to attend Bounce and Rhyme and storytelling sessions. These activities gave children the opportunity to be part of the local community. During the inspection process we observed babies and children playing outdoors.

The service offered breakfast, snacks, lunches and dinners for the children. We observed children at mealtimes. Children enjoyed their snacks and meals. Younger children were well supported by staff to assist with feeding. Of the nine care standards questionnaires returned to us prior to the inspection visit, all parents strongly agreed or agreed that the service provides a healthy and well-balanced diet which meets their child's dietary and cultural needs.

The service provided good opportunities for rest and sleep. Staff provided children with a sheet which was laundered daily and a blanket which was stored hygienically and laundered weekly. Staff were knowledgeable about safe sleeping practices and monitored sleeping children every 10 minutes. In the questionnaires returned to us, all parents strongly agreed or agreed that their child had the opportunity to rest or sleep when they needed to.

Before children started to use the service, parents were required to complete a range of forms detailing children's individual needs and requirements. Some children had all about me books which provided staff with additional information about their likes and dislikes and favourite activities. This additional information allowed staff to plan activities to meet the individual interests of the children.

All children had a file, which was stored in the office, containing their registration details, medication forms, accident forms and permission forms. Children's development profiles were stored in their playrooms and staff had begun to create a personal plan for each child.

One parent we spoke to told us that he found the development folder very informative and was appreciative of the work staff had put into compiling it.

From the questionnaires returned to us, all parents strongly agreed or agreed that staff share information about their child's learning and development with them and, where appropriate, their child.

Areas for improvement

We found that the service did not have good procedures in place for the safe storage and administration of medicines. We found that in some instances consent had not been given by the parent for administration of medicine, out of date medicine, medicine stored inappropriately and no audits of medicine coming in and out of the service.

We discussed all of this at length with the depute manager and provider. When we returned on the second day of the inspection process, we found that most of the issues had been addressed. The provider had a copy of the best practice guidelines for the safe storage and administration of medication and had improved the medication policy and recording procedures. (See Requirement 1)

During the inspection, we observed that not all staff and children washed their hands before preparing or eating food. Although the service had an effective infection prevention and control policy in place and hand washing posters displayed throughout the service, staff did not follow procedures. The provider must ensure that staff are reminded and made aware of the importance of good hand washing techniques. (See Requirement 2)

The service should further develop information it has about children to improve individual care plans for children. These plans should include how the service plans to support children on a short or long-term basis.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 2

Number of recommendations: 0

Requirements

1. The provider must ensure the safe storage, administration and record keeping of medications. Staff must be made aware of best practice guidelines and ensure procedures are followed.

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)

Timescale: One month from receipt of this report.

2. The provider must make proper provision for the health, welfare and safety of service users. Effective measures should be in place to control the spread of infection and keep children and staff healthy. For example, staff and children should be aware of correct hand washing methods.

The provider should ensure that all staff comply with the service infection control policy and procedures at all times. Staff should refer to good practice guidelines for hand washing found in the Health Protection Scotland publication - Infection Prevention and Control in Childcare Settings (revised edition in press 2014).

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)

Timescale: One month from receipt of this report.

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

Service strengths identified in Quality Theme 1, Statement 1, are also relevant to this statement.

Areas for improvement

Please see areas for improvement under Quality Theme 1, 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 this service had performed to a good standard in the areas covered by this statement.

Access to the nursery is via a buzzer entry system. Visitors to the service are required to sign a visitors' book. Staff maintained a daily register of children in attendance. This ensures that staff are aware of who is in the building at any given time.

Parents, carers and visitors are required to wear shoe protectors when entering the nursery in order to reduce the amount of germs and dirt which may be brought in off the street. One parent we spoke to told us that he thought that this was a particularly good idea as it reduced the risk of infection in the nursery as there was a problem with dog fouling in the surrounding areas.

We observed the nursery to be bright and clean and children's work was displayed attractively throughout. Children had access to three playrooms according to their age and stage of development. The layout of the playrooms provided children with the opportunity to play independently and participate in activities with their peers. Children had access to appropriate toilet and baby changing facilities. We found the toilets and changing areas to be well stocked with paper towels, soap and protective clothing for staff which eliminated the risk of cross infection.

The service had a range of maintenance contracts in place including fire safety, pest control and electrical testing. The service employs a cleaner. During the inspection the cleaner was on annual leave. During this time staff assume cleaning duties at the end of each session. We observed cleaning schedules to be in place and completed.

The provider employed a health and safety company to carry out a full risk assessment of the premises.

The service had developed and implemented a range of policies and procedures to ensure children's safety.

From the questionnaires returned to us, all parents strongly agreed or agreed that the service is a safe, secure, hygienic, smoke free and stimulating environment.

Areas for improvement

We discussed with the depute manager the need to further develop risk assessments for outings. When we returned on 8 July 2014, we found that the depute manager had started to address this and could show us how she intended to identify and reduce risks on outings.

Grade awarded for this statement: 4 - 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

Service strengths identified in Quality Theme 1, Statement 1, are also relevant to this statement.

Areas for improvement

Please see areas for improvement under Quality Theme 1, 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

After examination of relevant documents, feedback from children and parents and discussions with the depute manager, provider and staff, this service was found to be working at a good level in relation to this statement.

We observed staff working well as a team to support one another.

Most staff held appropriate qualifications or were working towards qualifications. The provider had recently completed PDA (Professional Development Awards) level 9. The completion of these awards satisfied Scottish Social Services Council (SSSC) registration as a manager in children's day care requirements. One member of staff who was not qualified was employed as an assistant over the summer holidays to cover for staff annual leave.

Staff we spoke to told us that they felt supported by management and were encouraged to participate in training opportunities as they became available. They also told us that regular staff meetings took place which gave them the opportunity to be involved in improvements to the service. Staff said they were aware of the whistle blowing policy and would not hesitate to use it if necessary. Since the service's last inspection in September 2013 staff had been involved in a variety of training opportunities including:

- pre-birth to three
- getting it right for every child
- curriculum for excellence
- food hygiene
- infection prevention and control
- mind stretchers talking thinking floor books
- attachment theory.

Staff were registered with the Scottish Social Services Council (SSSC) and were aware of their responsibilities with regards to maintaining their registration with this organisation.

From the questionnaires returned to us, all parents strongly agreed that they were confident that staff had the skills and experience to care for their child and support their learning and development. All parents also strongly agreed there was always enough staff to provide a good quality of care.

Areas for improvement

The provider should encourage staff to evaluate and record the impact that training has on their daily practice in order to evaluate the impact training has on children and staff development and identify possible further training needs.

As mentioned in Quality Theme 1, Statement 3, we found that at times staff did not follow best practice guidelines around hand washing and infection control. We discussed this with the provider and depute manager and recommended that staff participate in infection prevention and control training. We also advised that infection control should be closely monitored by the management team. (See Recommendation 1)

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The provider should ensure that staff have the opportunity to participate in infection control training. The provider should ensure that practice is monitored by the management team.

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: 4 - 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

Service strengths identified in Quality Theme 1, Statement 1, are also relevant to this statement.

Areas for improvement

Please see areas for improvement under Quality Theme 1, 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

After examination of relevant documents, feedback from children and parents and discussions with the manager and staff, this service was found to be working to a good level in relation to this statement.

The service employed the services of Mentor (an employment law service) and Citation (a health and safety advisory service) to support and advise on any employment law or health and safety issues. Citation had carried out a full risk assessment of the premises. The service is registered with the Information Commissioner's Office for matters relating to data protection.

The improvements that the service had made to seeking formal feedback from parents helped to promote quality within the service. Regular consultation with children, staff and parents enabled the service to make improvements in developing the service.

The provider and depute manager carried out regular room and staff monitoring visits. We looked at monitoring reports and found that they were relevant and well completed. Staff received feedback from monitoring visits which identified areas of strength and areas for development.

Annual staff appraisals were carried out by either the provider or depute manager. We looked at the most recent appraisals and found that they highlighted staff strengths, areas for improvement and training needs. Staff confirmed to us that regular monitoring took place and that they found feedback to be useful.

The service used reports from regulatory activity, such as Care Inspectorate and Environmental Health, to prioritise areas for development. We found that the service had met recommendations met from the previous Care Inspectorate inspection and Environmental Health reports.

Areas for improvement

The service should further develop systems for monitoring to include monitoring of accidents. Whilst staff reported and recorded accidents children had there was no further audit carried out. Auditing of accidents would give the manager a clear picture of the times of day, day of the week and children and staff in attendance at the time of the accident.

Grade awarded for this statement: 4 - 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

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

6 Inspection and grading history

Date	Type	Gradings
17 Sep 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate
9 Aug 2012	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good
14 Apr 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 3 - Adequate

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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।

ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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

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