Care service inspection report

Livingston Village Out of School Club

Day Care of Children

Livingston Village Primary School
Kirkton North
Livingston Village
Livingston
EH54 7EQ
Telephone: 01506 417343

Inspected by: Catherine McGovern

Type of inspection: Unannounced

Inspection completed on: 22 February 2013

HAPPY TO TRANSLATE

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Service provided by:

Livingston Village Out of School Club

Service provider number:

SP2010010809

Care service number:

CS2004061193

Contact details for the inspector who inspected this service:

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Summary

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

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

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

What the service does well

We found Livingston Village Out of School Club provided children with a wide range of activities and challenges, to stimulate and develop their interests.

Staff were professional in their approach and worked well as a team. They had a very good rapport with the children providing flexibility within their daily programme to take account of children's needs and wishes.

We found this to be a well managed service who communicated effectively with parents.

What the service could do better

The service should ensure the minutes of committee meetings are on the website in order for all parents to have the opportunity to keep up-to-date with developments in the running of the club.

The service should consider ways in which they could work with children and parents to develop an ongoing record of children's achievements and developments during their time at the club.

What the service has done since the last inspection

The management committee has appointed an adminstrator for the club, who has taken on roles such as payroll and invoicing.

Conclusion

We found a motivated staff team who worked to professional standards. They enjoyed their job and the children enjoyed being with them. Livingston Village Out of School Club provides a very good service that meets the needs of the children and families in their care.

Who did this inspection

Catherine McGovern

1 About the service we inspected

We registered Livingston Village Out of School Club in August 2004. Livingston Village Out of School Care Project is better known as Little Villagers. It operates an Out of School Club for breakfast, after school and holidays. It is a self funding club which is also a registered Scottish Charity. The club takes place in the community wing of Livingston Village Primary School and has regular use of the school's gym hall and outdoor area. Indoors the children have access to two community rooms and a parent's room. There are toilets adjacent to the playrooms.
The service is registered to provide Out of School Care for a maximum of 58 children of primary school age.

The operating hours during term time are:

- Monday - Thursday 8.00 am - 8.55 am and 2.45 pm - 6.00pm
- Friday 8.00 am - 8.55 am and 12.10 pm - 6.00 pm

During school holidays:

- Monday - Friday 8.00 am - 6.00 pm.

On the day of the inspection there were 23 children and 6 staff members present.
The service had aims for parents where they stated they would:

- Welcome you at all times to discuss our work, have a chat or take part in our activities
- Keep you informed about our opening times, fees and programme of activities through regular newsletters
- Be consistent and reliable to enable you to plan for your child's out-of-school care with confidence and peace of mind.
- Share and discuss your child's achievements, experiences and friendships.
- Invite you to join our committee to enable you to be involved in decisions about the running of the Club.
- Ask your permission for outings and special events.
- Listen to your views and concerns to ensure that we continue to meet your needs.

The service aims to promote the care and education of children requiring care out of school hours. The main objective of the club is to assure the social welfare and interests of the children in the club by providing;

- A caring and stimulating environment for children whilst in the care of the club
- A varied activity programme which will broaden the experience of the child involved
- A wide range of activities, including arts, crafts, drama, sports, project work and outings.
- An emphasis on fun, constructive play and enjoyment.
- An opportunity for parents to provide constructive feedback to staff
- Programmes that use a wide assortment of materials and equipment to cater for all the different ages of children being cared for.
- A professional and reliable service for parents and guardians wishing childcare before and after school

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 that took place on the afternoon of Friday 22 February 2013, between the hours of 12.15 and 6pm. The inspection was carried out by Care Inspector Catherine McGovern. There were twenty-three children and six staff members present.

As requested by us the service sent us an Annual Return. They also sent us a completed self-assessment form.
During this inspection we gathered evidence from various sources:
We spoke with:

- the children present
- parents
- the Coordinator
- members of staff

We looked at:

- evidence from the most recent self assessment
- children's records
- policies and procedures
- the environment
- resources and equipment
- staff work practice, observing and inspecting their interaction with children
- Staff training
- Little Villagers website
- Information for parents

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 requirements we made at our last inspection

The requirement

In order to comply with SSI 210 Regulation 9 (1) Fitness of Employees. The provider shall not employ any person in the provision of a care service unless that person is fit to be so employed. Timescale-With immediate effect. This requirement takes account of NCS 12 Early Education and Childcare up to the age of 16 - Confidence in staff.

What the service did to meet the requirement

The service submitted an action plan detailing how they had dealt with the requirement immediately.

The requirement is: 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.

The service submitted a self assessment as requested by us. This was examined as part of this inspection. The self assessment considered a range of evidence relating to the strengths of the service whilst also identifying areas for improvement.

Taking the views of people using the care service into account

We had the opportunity to speak with and observe all of the children using the service on the day of the inspection. They were seen to have very good, warm relationships with all staff members.

Children said:

- The staff are good at lots of things.
- The staff are great at everything.
- The staff are funny.
- The staff are really nice and great toys to play with.
- Staff are nice and listen to what you have to say.
- There are lots of things to do.
- We're making all sorts of things for the Easter display.
- You can talk to anyone if you need to.
- We go outside lots, we have lots of fun.
- This is a good club to go to.
- There's no better After School Club in the world.
- There's great choices of stuff to do.
- In the summer holidays we get to go to the beach, make dens in the woods. That's fun.
- On Fridays we get to bring electronics.
- We go in the playground, play football, ropes, and get to go sledging.

Taking carers' views into account

We spoke with 3 parents on the day of the inspection when they arrived to collect their children. Their views are reflected throughout this report and comments noted below.
Parents said:

- This club is run in a very business-like manner.
- It's a well-organised, well-managed club.
- The staff are very good, pleasant and polite.
- They discuss everything with you concerning the club.
- People on the committee carry out their roles, minutes of meetings are emailed.
- Parents are listened to and there is an action plan from their comments.
- Communication is very good.
- They always bring things home.
- They give the kids free choice.
- The kids enjoy the holiday club activities most.
- They make you feel welcome, they are helpful and the children are happy.

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

We found the service was very good at ensuring parents and children participated in assessing and improving the quality of care and support, environment, staff and quality of the service. We concluded this after:

We spoke to:

- the club Coordinator
- staff
- children
- parents
- committee member

We looked at:

- the consultation processes the service used
- staff discussions and interaction with children
- information in the self assessment
- information the service provided for parents

Parents were provided with clear information and communicated with the service through the use of:

- informal daily contact
- discussion with children
- children's questionnaires
- parent questionnaires
- e-mail
- text messaging
- Newsletters
- Website

The service was managed by an elected parent committee. This meant parents were involved in every aspect of the club. They had a forum for expressing their views on a regular basis.
The service signposted parents to the club website (Little Villagers), which has a public and members only section that is password protected . This provided a wide range of information for parents which they could refer to at a time that was convenient to them. It covered information such as:

- Contact details for the club, opening hours and fees
- Questionnaires, which could be completed and submitted on-line. This had proved to be a very successful way of gaining parents views as all parents had responded.
- Staff photographs, names, qualifications and childcare background
- The club philosophy on play.
- Holiday Club booking and information form.
- All policies and procedures

The information booklet stated: Staff will foster a close, professional relationship with parents. Constructive feedback from parents will be encouraged.
An on-line questionnaire had been developed and could be submitted anonymously. This had resulted in an increased response providing the service with the views of more parents. Parent's responses were then collated, posted on the website and used to inform the service development plan.The service also sent bulk texts and bulk emails to parents to share important, information, announcements and deadlines.

Parents told us:

- This club is run in a very business-like manner.
- It's a well-organised, well-managed club.
- The staff are very good, pleasant and polite.
- They discuss everything with you concerning the club.
- People on the committee carry out their roles, minutes of meetings are emailed.
- Parents are listened to and there is an action plan from their comments.

- Communication is very good.

We observed informal daily discussion with parents when they came to collect their children. We saw staff had good relationships with the parents and took time to speak to them about what their children had been doing as well as reminding them of up and coming events and arrangements for holiday playschemes.

We observed staff consulting with children throughout the session, taking their views into consideration. Staff sat and talked with the children during snacktimes and encouraged them to talk about their day. They carried out wish lists with the children, regarding activities and resources and held a circle time session each day, where children shared their news and ideas.

Children told us:

- We enjoy ourselves every day.
- They give us the stuff we like to play with, dominoes, pool table, Wii.
- We enjoy ourselves every day.
- I like to play with my friends, read books and draw. That's what we do.

Areas for improvement

We discussed during the inspection the use of shorter questionnaires targeting feedback from parents and children on specific areas of the service. The service might consider having discussions with the children to develop an exit questionnaire for the older children before they moved on.

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 the service to be very good at ensuring children's health and wellbeing needs were met. We concluded this after:

We spoke to:

- the club Coordinator
- staff
- children
- parents
- committee member

We looked at:

- a sample documents, policies and procedures relating to health and wellbeing
- and observed staff discussions and interaction with children
- information in the self assessment
- information the service provided for parents

The aims of the service and a range of policies and procedures were on the club website. These informed staff, parents and children of best practice in relation to health and wellbeing. This meant that parents and staff could make reference to them at any time.

Parents completed a registration form when their child started at the club which included information about emergency contacts, medical and dietary requirements and any additional information. This helped staff to know more about the child and their individual needs. These forms were updated annually by the service and a form was available on the website for parents to complete if changes occurred sooner.

Staff, wearing club shirts and name badges collected the children from the school fire exit doors, escorting them to the club. Staff were vigilant and familiar with the procedure to follow if a child who was expected to attend the club was missing. A register was taken and then checked again once all of the groups arrived at the club.

To minimise the spread of infection and to encourage good personal hygiene practices, children were encouraged to wash their hands before snack and after using the toilet. We saw the children being reminded to wash their hands before snack. We

noted that the children were familiar with this routine. We saw children eating their packed lunch after they arrived. They sat at tables chatting and eating in a very relaxed manner. If and when the chatter became too noisy, a system of three claps reminded them to lower their voices. This had been suggested by the children and it worked for this group. Later in the afternoon children had a snack which staff prepared. Staff sat with the children during snack. This gave the opportunity to chat with the children, getting to know them better and build up trusting relationships. Staff also encouraged good manners and discussed which foods were considered to be healthy or unhealthy. We noted that healthy eating was being promoted and was incorporated into the snack menus. Staff were qualified in Food Hygiene and familiar with nutritional guidance. The newest member of staff had applied to attend Food Hygiene training. Staff followed good hygiene and infection control procedures at all times.

Systems were in place for the safe administration of medication, recording of accidents, incidents and administration of first aid and emergency procedures. Policies and procedures for Notifiable and Infectious Diseases, Exclusion Periods for common illnesses and infections and Child Protection, were posted on the club website for parents to refer to. Staff had completed Child Protection Training and when we spoke to them we found they knew who the Child Protection Officer was and were familiar with appropriate procedures to follow should the need arise.

The service had a clear code of behaviour detailed in the Children's Handbook.
It stated: Our aim in compiling this policy is to ensure a secure, happy environment in which all children can enjoy the range of activities we offer.
When children joined the club, they signed to say they had read through the information with their parents and agreed to follow the rules of the policy.

We saw children engaged in a wide variety of activities of their choosing throughout the session. Groups of children were baking, involved in art and craft work, reading, drawing, playing board games etc. We saw happy, confident children socialising and having fun in a service where mutual trust, respect and a caring ethos were evident.

Childen told us:

- They take care of us.
- We enjoy ourselves every day.
- It's fun.
- We play with Golden Time toys.
- Staff are really kind and fair.
- It's good to go to the park, you get energy.
- We go on walks and then we get to play.
- When it's time to get picked up I don't want to go.
- Awesome, brilliant, best club ever I've had.

Areas for improvement

As discussed with the manager during inspection, SSI 210 Regulation 5, requires providers, after consultation, to prepare a written personal plan which sets out how the service user's health, welfare and safety needs are to be met. Personal Plans require to be reviewed when the provider is requested to do so by the service user (parent or carer) or when there is significant change in a service user's health, welfare or safety needs and at least once in every six month period.
We discussed how the children could have ownership of their personal plans, to document their progress and identify their own goals.

It would be good practice if children could be more involved in the preparation of snack.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

The evidence for the grade awarded for this statement is included under Quality Theme 1, Statement 1.

Areas for improvement

See Quality Theme 1, Statement 1 for areas for improvement.

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

Livingston Village After School Club takes place in the community wing of Livingston Village Primary School. It has regular use of the school's gym hall and outdoor area. They had access to two community rooms and the parent's room. There were toilets adjacent to the playrooms which were clean with soap and paper towels provided. We found staff were very good at ensuring the environment was safe and service users were protected. We concluded this after we spoke with:

- the Coordinator
- staff
- parents
- children

We also:

- observed staff and children in the environment
- considered the information in the self-assessment
- looked at risk assessments
- policies and procedures

There was a safe entry system fitted to the entrance door of the service. It is checked daily to ensure it is always working.

The accommodation comprised of bright, clean, stimulating surroundings with suitable lighting and ventilation. The rooms were in a good state of decoration and repair. The council employed cleaners to carry out thorough cleaning ensuring the cleanliness of the environment met a high standard. Environmental Inspection Checks are carried out regularly. A member of the Management Committee, who has relevant experience and qualifications, has been appointed as a Health and Safety Representative to support the group.

Staff risk-assessed the areas used by the club every session, to ensure the environment remained safe and areas for repair identified and reported. The coordinator confirmed the system in place worked well, ensuring repairs and maintenance were carried out quickly.

The service has recruited an additional member of staff to allow for a higher staff:child ratio, allowing staff more time to support and spend more time with children.

The service made effective use of the space available to them. The rooms were well organised and managed. The layout of the rooms provided areas for children to play individually and in small and large groups. There were areas set out for:

- arts and crafts because it was what many of the children liked doing for part of the session
- for relaxing, reading or chatting
- an area for construction toys
- baking table
- board games
- a well equipped kitchen area
- storage cupboard

Staff and children worked together providing a wall display for Easter.This showed the service valued children's efforts and creativity, using artwork to enhance the environment.

Children also had opportunities to play in the sports hall and in the school playground giving them the opportunity to engage in active and energetic play.

Children helped tidy away resources when they were finished with activities such as baking, art and crafts and board games. This maintained a safe environment and allowed for changes in activities throughout the session, depending on the children's interests.

Areas for improvement

The service shared storage facilities with other community groups who used the community centre. They were considering ways in which the storage could be better organised to provide space for additional resources.

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

The evidence for the grade awarded for this statement is included under Quality Theme 1, Statement 1.

Areas for improvement

See Quality Theme 1, Statement 1 for areas for improvement.

Grade awarded for this statement: 5 - Very 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

We found the service to have a very good, professional and motivated workforce which operated to National Care Standards, legislation and best practice.

We concluded this after we spoke with:

- the club Coordinator
- staff
- parents
- children

We also:

- considered the information in the self-assessment
- discussed staff training, induction and appraisal
- observed and discussed staff practice
- observed staff and child interaction

We found staff names and photographs were displayed in the entrance area of the club.
Staff were all registered with the Scottish Social Services Council, (SSSC). Staff either held or were working towards the relevant qualifications to hold a position within the club. As part of their induction, new members of staff became familiar with the Staff Handbook, Policies and Procedures and National Care Standards, all of which were available online or in hard copy. These covered all aspects of the club's operation and the standards to which staff worked.

Staff completed a pre-appraisal sheet every six months to identify their goals and training needs. Every month staff evaluated their work with the manager who supported them in developing their skills in working with children. When carrying out appraisals, staff were asked about training needs they had identified for themselves in addition to the needs of the organisation. Recent training on Getting It Right For Every Child, (GIRFEC) had raised staff awareness and supported their liaison with school staff. Staff had up-to-date training in Child Protection, First Aid and Food Hygiene. Staff told us they were actively encouraged to attend training in order to influence and improve their practice and interaction with the children. This also ensured staff met the registration requirements of their professional body, the SSSC.

These systems supported staff to observant, vigilant, aware of the children, the environment, working as a team and reflecting on their practice.

Staff knew all of the children well and had very good rapport with them. We observed some excellent interaction between staff and children. We spoke to a motivated staff team who worked to professional standards. They enjoyed their job and the children enjoyed being with them.

Staff told us:

- The Manager is a really good support.
- My appraisals help me to achieve my goals.
- The one-to-ones have helped me be more confident in my job.
- A big part of the level three course makes sure we are meeting the needs of children.
- We promote free choice for the children, they are asked on a daily basis and we focus on fun and play.
- Getting the children's input makes sure we're providing and supporting what they want to do.

The children said:

- The staff are good at lots of things.
- The staff are great at everything.
- The staff are funny.
- The staff are really nice and great toys to play with.
- Staff are nice and listen to what you have to say.

Areas for improvement

The service should to continue with the systems of staff supervision, appraisal and training that have been introduced, embedding these in practice. This will help to ensure the service not only maintains but improves their already professional, trained and motivated workforce.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

The evidence for the grade awarded for this statement is included under Quality Theme 1, Statement 1.

Areas for improvement

See Quality Theme 1, Statement 1 for areas for improvement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

We found the service had very good quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service they provided.

We concluded this after we spoke with:

- the club Coordinator
- staff
- children
- parents

We:

- looked at the consultation processes the service used
- observed staff discussions and interaction with children
- took account of information in the self assessment
- took account of information given to us by parents

We found the service had a range of quality assurance systems and processes which involved children, parents and staff in the quality of service provided. Contained within the Information for Parents, the service stated the following Commitment to parents/ carers:
We value our relationship with parents and are committed to working in partnership with you to provide high quality play and care for your child.

Questionnaires were used to provide the service with feedback. This helped the manager and staff to take account of parent's views. The service posted an online questionnaire to encourage further responses from parents. Parents were informed of any plans, discussions or changes by email, notices and newsletters.

Throughout the session staff talked to children about the activities they enjoyed and what could improve. Children and staff evaluated holiday club activities in order to plan more effectively for the next club.
A range of information and service policies and procedures were readily available on the website.

Through discussion, we found the manager and staff were committed to providing a

quality service for children and their families. They discussed children's needs on a daily basis with parents and put systems in place to support them in their socialisation and development. They evaluated the responses to questionnaires from parents and children, noting them as action points for the coming year to improve the quality of service provided for the children. One action point related to not doing 'circle time' every day but also to emphasise the value of this activity and ensure all children were comfortable and felt they were being listened to.
Parents told us:

- This club is run in a very business-like manner.
- It's a well-organised, well-managed club.
- The staff are very good, pleasant and polite.
- They discuss everything with you concerning the club.
- People on the committee carry out their roles, minutes of meetings are emailed.
- Parents are listened to and there is an action plan from their comments.

Areas for improvement

The service should consider how they can involve stakeholders in assessing the quality of the service provided.

The service has a website where they post much of their information. We looked at the club website to view some of the information, such as Policies, procedures, questionnaires, staff photographs and qualifications, and minutes of meetings. Booking information for next holiday club was available and could be completed and submitted online. However, we found the last minutes posted were from October 2012, some policies and procedures were dated 2010 and needed to be reviewed, updated and proof read for accuracy and spelling. One policy referred to 'The Big Adventure Club'. There was information relating to the Care Commission. This needs to be updated.
An area for improvement at the last inspection stated the information within the complaints procedure needs to be updated to inform parents they can complain directly to the Care Inspectorate (SCISWIS) if they wish.

A recommendation is made.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should ensure that all information, policies and procedures are accurate.

   National Care Standards, Early Education and Childcare up to the age of 16 - Well-Managed Service
   Standard 14, (2)
   You can be confident that you are using a service that is well managed.

   You can be confident that the records, plans and policies are properly made and kept in accordance with national and local guidance.

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 - 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	
29 Jul 2011	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 4 - Good Not Assessed
10 Aug 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 4 - Good Not Assessed
12 Aug 2008	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 5 - Very Good 4 - Good 4 - Good

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ی ہ اشاعت گزارش پر دیگر شکلوں اور دیگر زبانوں میں دستیاب ہے-

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

هذا المنشور متوافر عند الطلب بتنسيقات وبلغات أخرى.

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