

Care service inspection report

Full inspection

Sgoil Araich Loch a Tuath Day Care of Children

Sgoil a Bhac
Back
Isle of Lewis



HAPPY TO TRANSLATE

Service provided by: Comhairle Nan Eilean Siar

Service provider number: SP2003002104

Care service number: CS2007164002

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

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	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good

What the service does well

The nursery provides a safe, secure and stimulating environment for staff and children. The manager and staff work with parents to provide opportunities and set targets for the children to develop their full potential.

The manager and staff work hard to provide a warm, nurturing and welcoming ethos in the nursery.

The premises are spacious, with natural light, good equipment and with a safe and secure outdoor play area which is used daily, weather permitting.

The nursery area is used well to ensure that children feel secure when they move around and this helps them to be confident and develop independence.

What the service could do better

The manager will provide more opportunities to have feedback on their children's development and progress from nursery staff on a formal basis.

New questionnaires will be developed to ensure further participation.

The manager and staff said they would be more innovative requesting feedback from parents and would report back on a 'You said - We did' basis.

The staff will keep records of what they discuss with children regarding their prior knowledge and what they want to learn.

What the service has done since the last inspection

During our previous inspection we requested that a nappy changing facility was put in place to enable equal opportunities for all children and an acceptable standard of hygiene. This was in place and the requirement had been fully met.

The nursery had worked with another local Gaelic providing nursery last year on a book 'Na Caradain' (Paper Dolls) and staff told they worked together on planning with the school staff to extend children's learning. This year they further developed this project with the Gaelic Medium Primary 1 in Back School on a Gaelic story book 'Catriona 's an Cat.'

Staff will encourage parents to come for 'Stay and Play' sessions to enable them to observe what the children do and how they learn at nursery.

The nursery has been involved in more outdoor learning this year.

Parents had been invited and had attended a Gaelic Open Day.

Conclusion

We found that the staff in nursery work very well together and are providing good, stimulating and motivating experiences in a very good environment.

The manager and staff in the nursery work very well together to ensure that the children receive good care. We found a very positive relationship between the manager, the staff, the parents and the children.

We found that the children were spoken to in Gaelic and most children understood what was being said and some older ones could reply and converse appropriately.

The nursery worked co-operatively with the school when putting on events and are very well supported by their local community.

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

The Care Inspectorate is committed to improving the health and wellbeing of all children to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. The GIRFEC approach aims to ensure that from birth all Scotland's children and their families have additional consistent and co-ordinated support when they need it. It specifically promotes co-ordinated action by services to improve the life chances and outcomes for all children in Scotland. To achieve this, it encourages a shared understanding by all services of a child's wellbeing in 8 areas i.e that children must be SAFE, HEALTHY, ACHIEVING, NURTURED, ACTIVE, RESPECTED, RESPONSIBLE and INCLUDED (SHANARRI).

The service was registered with the Care Inspectorate on 01 April 2011 to provide care and education to a maximum of 30 children from the age of two and a half years to primary school age.

The management of the Sgoil Araich Loch a Tuath is carried out by Back School's Head Teacher.

There were 20 children presently registered with the service and 18 children were present during the inspection. The service provided opportunities and programmes for learning through play appropriate to the children's needs and in accordance with the Curriculum Framework 3 - 5 years and the Curriculum for children 3 - 18 years

The service provides pre school education in partnership with Comhairle nan Eilean Siar. Children were funded from the age of 3 years.

The service was provided from dedicated rooms in the local school in the rural village of Back on the Isle of Lewis. The safe and enclosed outdoor area was used daily, weather permitting. The nursery premises consist of two large

dedicated play rooms, including a kitchen area and storage facilities. There is a cloakroom/ entrance area and toilets with child changing facilities. Access is by a secure entrance. There is an enclosed outside play area for the use of the nursery children, with a storage shed for large equipment.

The service provided opportunities and programmes for learning through play appropriate to the childrens' needs and in accordance with the Curriculum Framework 3 - 5 years and the Curriculum for children 3 - 18 years.

The stated aims of the service was 'to provide a safe, secure and welcoming environment with excellent resources which deliver the curriculum and to strive for high quality teaching and learning, where there is mutual respect for all. To achieve excellent standards of attainment and strive for "the best that I can be"

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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 5 - Very Good

Quality of staffing - Grade 5 - Very 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 0345 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 low intensity visit on 4 June 2015 and completed it by giving feedback to the Head Teacher of Sgoil a Bhac (Back School) (manager of the nursery), Sgoil Araich staff and a member of the Early Years team after the inspection on 4 June 2015.

As part of the inspection, we took account of the previous annual return and the completed self assessment form that they had submitted.

We issued 21 Care Standards Questionnaires (CSQs) and 11 had been completed and returned to us.

In this inspection we gathered evidence from various resources including the relevant sections of their policies and procedures, records and other documents including:

- Sgoil Araich statement of Aims and Objectives.
- Handbook for parents.
- Child Protection policy and procedures.
- Health and Safety policy and records.
- Maintenance records.
- Risk Assessment and infection control procedures.
- Staff training records.
- Accident and Incident records.
- Planning and children's profiles.
- Complaints policy.
- Register of attendance and children's records.
- Insurance certificate.
- Registration certificate.

We spoke with the members of staff, the children, the head teacher and the depute head teacher, during the course of the inspection.

We observed the relationships between the members of staff in the nursery room, their relationship with other school staff and their relationship with the parents and the children.

We observed how the staff used resources and how they met the needs of the children.

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.firescotland.gov.uk

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 Care Inspectorate received a fully completed self-assessment document from the provider. We were not totally satisfied with the way the provider completed this and with the relevant information included in each heading that we grade the services under.

We requested that when they next look at self assessment they go into more detail of what they do to ensure good outcomes for the children. For example, at present they tell us what they do but not what impact it has in the nursery. They had identified some areas for development and they should now identify areas they will have looked at from now until the next self assessment.

Taking the views of people using the care service into account

We spoke with all the children at various times throughout the inspection and we observed them when they were engaged in activities. We found that they were able to have their choice of resources and they spoke with us about what they were doing and who they played with. The children had built friendships and they responded well to their peers in imaginative play situations, whereby, if another child wanted to join in they made them welcome.

Taking carers' views into account

We spoke with 3 parents during the course of inspection and they were all satisfied with the level of care the children received in the safe, secure and stimulating environment.

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

We found the service was performing well in this area when we spoke with the head teacher and the staff who obviously valued the opinions of the parents. The head teacher had a good relationship with Sgoil Araich staff and they were committed to providing a good service for parents and children.

Pick up and drop off times provided opportunities for parents and staff to share and update information to ensure the needs of their children were effectively met. Children and parents were warmly welcomed on arrival at the service.

We found that children could access activities and they enjoyed playing on a 1 to 1 basis with staff and within a group.

Good transition processes were in place and the nursery staff plan for learning with the school staff and this helps nursery staff ensure children are developing their learning.

Parents and family were invited to be involved in the life of the nursery and share any skills they may have.

Child profiles and photographic displays highlighted to parents the activities their children participated in during their time at nursery.

There was a good range of parental information displayed in the entrance to the playroom including the aims of the service. A parental handbook was provided to all the parents before they registered their child.

We spoke with 3 parents during the course of the inspection and some comments from them and from the returned parental questionnaires were:

'Sgoil Araich is a fantastic facility, a great range of toys and activities are available for my child to enjoy and there is plenty space for play and activity. The staff are approachable and friendly. Overall a great nursery which provides an excellent quality of care.'

'My child has always enjoyed going to Sgoil Araich and settled in very quickly. I think he enjoys that there is a bit more freedom to play more than there is at his other nursery. It is less structured and the variety has been good for his development. He also is very fond of the staff and enjoys all the opportunities for outdoor play and music.'

"We get lots of letters home and there is no formal parent evening which would be helpful for working parents. The environment is very safe and the children spend a lot of time outside and they have gym sessions and plenty of opportunities to run outside. Staff are very welcoming to us both and my child has definitely come on since starting here. They get opportunities to cook and bake and a range of interesting opportunities and they're encouraged to make friends with other children."

Areas for improvement

The service will develop annual questionnaires to give parents the opportunity to comment on the care and support, the environment, the staffing and the management of the nursery. Actions taken as a result of their feedback will be shared with parents.

The manager and staff agreed to provide more opportunities for parents to meet formally with nursery staff to ensure they are regularly updated on their children's progress.

Verbal discussion with parents highlighted that they would like to have more information regarding the activities planned for each day in order to discuss and consolidate with the children activities they had participated in. We suggested, and it was agreed, that they would set out the activities chosen by the children and record what they would be doing each day on a notice board in the entrance area.

The manager and nursery staff assured that they will continue to develop their home links with parents.

Nursery staff will further record evidence of how they seek to find out children's prior knowledge through circle time or mind mapping and how they develop further knowledge and understanding.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

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

Service Strengths

Staff were nurturing and caring in their approach to meeting the needs of the children. We found that they knew the children well and parents told us that staff had taken time to get to know their children and supported them well to settle into nursery. We found that all the children were happy and settled and were becoming familiar with nursery routines.

Parents were asked to complete pre-registration information forms and All

About Me formats. Within these forms parents provided mandatory information as well as details of their children's health and well-being needs. This helped staff to get to know the children and have the necessary information to effectively meet their needs.

Care plans were in place for children with needs and we saw these had been reviewed and updated to ensure staff had the most current information. Specialist agencies were consulted where appropriate, for example, a speech and language therapist.

We were confident that staff had the skills and knowledge to keep children safe in the setting. We noted that the Child Protection Policy had been updated and discussed and as a result staff were clear about the procedures to follow and who to approach if they had a concern.

We found that staff worked hard to ensure the health and well-being needs of the children were met. We found that care plans demonstrated the tracking of each child's experience in the nursery and planning for children's development and progress was done collaboratively with the parents and, at times, with the school's primary 1 teacher.

The children were happy and were willing to engage in most activities provided for them; for example, the two playrooms had been set out with a range of activities, including sand, playdough, opportunities for pre-writing, drawing, painting and a very good range of mathematical concepts were being developed. Resources were easily accessed by the children and they could be independent in all areas within the playrooms.

During our inspection the children spent much of the time playing in the outdoor sandpit, made and donated by a parent. The children took part in races in preparation for Sports Day and some children were competitive and raced, whereas some others were enjoying the experience of running and playing out of doors.

Areas for improvement

We discussed with staff that they would ask the children at the end of the day which activities they had enjoyed and what they would prefer to do when they came the next day so as to have preferred activities chosen by the children available.

We observed that staff did not have time to sit with children at snack time and we discussed that they would make this time more manageable in order to sit and chat with them.

Grade

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

Parents had been provided with opportunities to participate in assessing and improving the quality of the environment through questionnaires and informally.

Areas for improvement

The manager will encourage parents to be innovative regarding improving the environment and how it will be used to meet the needs of the children.

Grade

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 the service was performing at a very good level in ensuring the play and learning environment was safe and stimulating. The nursery area comprised of two large playrooms and the children had freedom to play in either playroom. Older children registered in one playroom and the younger

children in the other room. They all came together for most other activities, for example, at snack, story times, singing, project work and role play.

The playrooms were bright, warm and well ventilated and the measures that staff took to prevent the spread of infection by cleaning the resources and equipment within the playrooms were appropriate. The nursery had an infection control policy and there was a rota for the cleaning and upkeep of resources. A dedicated cleaner was employed for the day to day cleaning of the playrooms.

The playrooms were brightly decorated and the resources were attractive and well set out and encouraging for the children to participate in activities.

Parents' handbook information gave details making it clear that the outdoor environment was used daily, weather permitting. Parents were given the opportunity to assess the environment when visiting and spending time there with their children prior to being enrolled.

We found that the playroom was well laid out for children so they could move around and make their choice of toys and activities. Furniture, equipment and resources were suitable for the children attending. Staff told us they rotated resources on a regular basis so that children would have the opportunity to experience a range of high quality play and interaction.

Formal risk assessments were in place and staff told us they carried out informal risk assessments daily, depending on activities and resources available for each day.

Locks and security measures had been put in place on doors and gates to ensure that children could not leave the premises unaccompanied and to ensure that no visitors could access the premises unnoticed.

Examples of children's art and project work were attractively displayed in the playroom.

Our returned questionnaires indicated that parents thought the service was safe and secure.

Previous inspection reports and information about some community events were available for parents.

Emergency procedures were in place; fire drills and fire alarm testings were carried out and recorded and insurance was available and current.

Areas for improvement

Staff told they will make more use of the local community as this was one of the areas highlighted in our returned parental questionnaires.

Parents highlighted that children were not having access to play parks and libraries. The school has a very good outdoor area which was safe and secure and was used daily, weather permitting.

We noted that there had not been very much planting and growing this year and staff told us that due to the inclement weather there had not been as much opportunity to plant and grow things.

Grade

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

We looked at this statement to ensure that parents and children were involved in the quality of staffing and we found that parents on the Parent Council were provided with opportunities to contribute to the quality of staffing.

We found that the staff in the playroom had a very good relationship with the children; the children were respected and we observed staff provided them with options and choices and helped them to make decisions.

Areas for improvement

There had been no new staff employed since the previous inspection and we were assured that if possible, parents and children would be involved if new staff were to be employed.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

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

Service Strengths

At this inspection we found that the performance of the service for this statement was very good. We looked at staff roles and responsibilities in the nursery, qualifications, training and nursery practices. We noted that the Head Teacher managing the nursery was registered with the GTC.

We spoke with the 2 staff members at times throughout the session and observed how they met the needs of the children. They had planned appropriate activities and we found the children were well supported to achieve targets.

We looked at staff roles and responsibilities in the nursery, qualifications, training and nursery practices. We found that the 2 nursery practitioners were registered with the SSSC. The SSSC body is responsible for registering people who work in social services and regulating their education and training. Its role is to raise standards of practice, strengthen and support the workforce and increase the protection of people who use services.

At the time of the inspection we found that the staff were using their skills, knowledge and understanding of good child care practice to support good experiences and outcomes for the children. Furthermore, staff appeared to enjoy their work. We found that staff interacted positively with the children, which helped them feel safe and included. Some staff members attend local Practitioners Meetings on a regular basis and they told they found this was informative of what was going on in other nurseries.

Staff were kind and caring and treated children with respect. They listened to what children had to say and responded to their requests. Staff rewarded positive behaviours appropriately.

Staff knew the children in their care very well and were friendly and welcoming towards parents and carers. As a result, we observed that positive relationships had been established and information was shared on a daily basis. This supported continuity of care for children and helped staff adjust to their changing needs.

We found that staff were enthusiastic and motivated to making improvements

in the nursery, and to improving the quality of experiences offered to children in their care.

They were open to suggestions about how they could make improvements. Staff spoken with confirmed they were given opportunities to attend training courses for example, in first aid, food hygiene, infection control and child protection. Staff worked with ancillary staff when required, if children needed support.

A system of annual appraisals was in place for staff, which provided an opportunity to identify strengths, weaknesses and together agreed areas for development.

The development programme identified training needs and opportunities that reflected the needs of the children using the service, and staff personal development. A training plan was in place to record this.

Staff met together with the children to plan activities and had regular meetings with the teachers of Primary 1/2 Gaelic and English Medium where they plan joint learning activities with the Primary School children, especially during the term prior to transition to school.

Staff assess and reflect on their practice for further planning. They provided the children with opportunities to be creative, to ask questions, to explore, to make friends and to use their imagination.

Returned staff questionnaires and observation of practice highlighted that they were aware of how to keep children safe and had good knowledge of their roles and responsibilities.

Areas for improvement

The staff will continue to take responsibility for their own child development to meet the needs of children and will research recent guidance to inform day to day practice.

Staff will become more familiar with the Scottish Government document 'Building the Ambition' to ensure good outcomes for the children.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 2

“We involve our workforce in determining the direction and future objectives of the service.”

Service Strengths

The nursery had a clear vision, values and aims that guided practice and the statement of aims was displayed in nursery reception area.

We found that parents had been involved in the self assessment and grading process through their comments in returned questionnaires and comments on children's work throughout their time in nursery.

The nursery took account of local and national priorities and staff were guided by National Care Standards, Child at the Centre, Curriculum for Excellence and Building the Ambition. Discussion with the manager ensured they were aware of Children's Rights and were striving to 'Getting it Right' for all.

Some of the project work of the nursery was displayed by staff in the reception area to inform parents of the previous and on going work in the nursery.

Staff meet regularly with the Manager and meetings were recorded and updates of actions were available for inspection.

Areas for improvement

The manager assured that parents will be provided with more formal opportunities to contribute to the objectives of the service.

There was process of review, audits and improvement plan to enhance the service and discussion with the manager and nursery staff assured that children's views on some activities would be formally recorded.

Grade

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 there was a very good relationship between the manager, school staff and nursery staff who were well supported by the manager and teaching staff in the school.

Areas of improvement for the nursery had been included when the school had produced an annual Improvement Plan (as part of the Sgoil a' Bhac Improvement Plan) taking account of stakeholder views, Care Inspectorate recommendations and other external advice.

The manager and staff shared their ambition for children to progress and develop with parents by providing them with the topics they planned and opportunities to share any specific skills the parents had.

The manager told that he promoted staff autonomy and decision making and encouraged the partnership between the early years school staff and nursery staff. The transition from nursery to school was seamless as children were totally comfortable in the classrooms.

The manager ensured that the staff had access to a range of training opportunities and were given time to update their skills in relation to the needs

of the children. Annual appraisals were carried out for identifying training needs.

Meetings with management and the staff were held on a regular basis and the meetings were minuted and were available to us at inspection.

The manager told that one of the areas identified for improvement had been the Literacy programme and we saw evidence of good literacy outcomes for the children where they recognised a range of words and sounds and could recognise letters and all children could recognise their name.

Areas for improvement

We looked at the systems in place to involve stakeholders, the self assessment, transition systems and communication with staff, children and parents and found that a more robust programme should be in place to gather information. The head teacher agreed that the nursery would be more innovative in gathering views.

In discussion with the staff we found that they had not requested help at the start of the previous year when they were struggling with changing nappies and having the two playrooms to oversee. Staff and management assured that if they continue to struggle with large numbers and have children needing to be changed they will ask for help.

The manager assured that he will carry out more frequent observations to ensure he builds a better relationship with the children in the nursery. The manager is the head teacher of two schools and two nurseries and we understand that he has a large workload; however, he assured us he would carry out a more regular programme of monitoring in nursery and provide staff with formal feedback.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

1. Within 3 months of the publication of this report the provider must ensure that there are effective child changing facilities and procedures in for place to support good hygiene and to prevent the spread of infection.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Regulation 10. Fitness of Premises: (1) A provider must not use premises for the provision of a care service unless they are fit to be so used. (2) (a) Premises are not fit to be used for the provision of a service unless they are suitable for achieving the aims and objectives of the care service and thistakes account of:

National Care Standards - Early Education and Childcare up to the Age of 16

Standard 2 - A safe environment (4)

This requirement was made on

This requirement had been met within the stipulated timescale.

Met - Within Timescales

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

Previous recommendations

There are no outstanding recommendations.

7 Complaints

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

8 Enforcements

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

9 Additional Information

10 Inspection and grading history

Date	Type	Gradings
24 Jun 2013	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
7 Dec 2011	Unannounced	Care and support 5 - Very Good

		Environment Staffing Management and Leadership	Not Assessed 5 - Very Good Not Assessed
5 May 2010	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 6 - Excellent Not Assessed
23 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good

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Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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