

Care service inspection report

Sgoil Araich Lacasdail

Day Care of Children

Sgoil Lacasdail

Laxdale

Stornoway

HS1 2YN

Inspected by: Peigi Nicolson

Type of inspection: Unannounced

Inspection completed on: 1 May 2014



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Service provided by:

Comhairle Nan Eilean Siar

Service provider number:

SP2003002104

Care service number:

CS2011303370

Contact details for the inspector who inspected this service:

Peigi Nicolson

Telephone 01851 706157

Email enquiries@careinspectorate.com

Summary

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

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

We gave the service these grades

Quality of Care and Support	3	Adequate
Quality of Environment	1	Unsatisfactory
Quality of Staffing	4	Good
Quality of Management and Leadership	3	Adequate

What the service does well

Staff in the nursery provide a supportive and caring ethos and welcome the children and their parents with warmth and kindness. The head teacher and the nursery staff work hard to meet the needs of children and the parents and they will now ask for support from the Local Authority's Education Department to ensure the service's progress and development.

What the service could do better

Nursery staff must ensure that no unauthorised person can come into the school at times when parents are picking up their children. The requirement we made for this improvement in the previous inspection has not been met and must be addressed immediately.

The hand washing facility in the playroom was not suitable to carry out good hand washing procedures to prevent the spread of infection. On examination at inspection we found the water was too hot. We had made a requirement at our previous inspection for improvement to hand washing and hand drying facilities in the toilet area because little children could not reach facilities to enable them to be independent. The requirement has not been met and must be addressed forthwith.

The local authority Education Department has identified that the nursery will move to more spacious accommodation in a de-mountable unit adjacent to the school in the term starting in August.

The nursery area adjacent to the premises must be fenced off to enable the children to have a safe and secure area for outdoor play.

Storage must be available for resources presently stored at the nursery's former premises and will be kept on-site for daily use in the outdoor play area.

The staff will develop strategies to encourage the children to listen.

A poly tunnel has been acquired where children can sow and grow plants.

What the service has done since the last inspection

The service now has a dedicated head and depute head teacher in post since January. They assured they will progress the requirements and recommendations made during this inspection.

Since we started our inspection the head teacher and parents of Sgoil Araich children have met with representatives from the Education department to address some of the issues in Sgoil Araich.

Conclusion

The nursery had a difficult year with changes of staff, insufficient staff numbers and a very small and cramped playroom. The needs of all the children were not met and we have made a number of requirements to ensure they are 'Getting it Right for Every Child'.

Who did this inspection

Peigi Nicolson

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 registered with the Care Inspectorate on 6 December 2011 to provide care and education to a maximum of 16 children from the age of two and half years to primary school age.

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 Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Sgoil Araich Lacasdail Day Care of Children provides pre-school education in partnership with Comhairle nan Eilean Siar. Children are funded for pre-school education by Comhairle nan Eilean Siar's Education Department from the age of 3 years.

The management of the Sgoil Araich is carried out by Sgoil Lacasdail's Acting Head Teacher.

There were 16 children presently registered with the service and 14 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 care service is provided from the Cearns Community Centre which is situated on the outskirts of the town of Stornoway on the island of Lewis. The service is provided from these premises 3 days weekly and 2 days in Sgoil Lacasdail. The Cearns Community Centre is located in the centre of the largest housing estate in the Western Isles and is near to some local services. The premises are shared with a

number of other voluntary bodies and play equipment and resources have to be brought out and put back in storage daily by the staff.

Some of the stated aims of the service were: "To create a caring climate of mutual respect and confidence, encouraging positive relationships among staff, parents and children and establish an effective partnership with parents where we can join with them in furthering their child's development and learning. To provide high quality childcare and through the medium of Gaelic provide children with a varied balance of high quality experiences according to their individual needs."

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

Quality of Care and Support - Grade 3 - Adequate

Quality of Environment - Grade 1 - Unsatisfactory

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 3 - Adequate

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We started our inspection on the morning of 18th of April at 9.00pm and finished at 1.30 pm after we observed for some time and we discussed some findings with the head teacher regarding some of the issues we found. We went back to do more observations on the 29th of April at 9.45 am and left at 1.00pm. We told them that we would return to complete the inspection on another day as the head teacher was not available. We made an appointment and went back on the afternoon of the 1st of May at 1.30 and we completed the inspection at 4.00 after providing feedback to the head teacher and playroom staff.

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

The provider must carry out a risk assessment and take any remedial action necessary to ensure the safety and security of the children. 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 to take account of the National Care Standards for Early Education and Childcare up to the age of 16, Standard 2- a safe environment. Timescale - within 8 weeks of receipt of this report.

What the service did to meet the requirement

This requirement has not been met. When parents use the rear entrance to pick up their children there is no one there to monitor who comes into the school which presented a risk to children. The requirement has been restated under 2.2 The Environment - Requirement 1.

The requirement is: Not Met

The requirement

The provider to ensure that there are effective facilities and procedures in 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 takes account of National Care Standards - Early Education and Childcare up to the Age of 16 Standard 2 - A safe environment (4)

What the service did to meet the requirement

This requirement is not met and children are still at risk of cross infection and the requirement is restated under 2.2 The Environment - Requirement 2.

The requirement is: Not 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 Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included in each heading that we grade the services under.

The provider identified what they thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

We spoke with all the children during the two days of inspection and we found them friendly and they were making progress in learning and speaking the Gaelic

language. They had very good relationships with the staff and were developing friendships with one another.

Taking carers' views into account

We did not speak with any carers during the inspection as there was not an area where we could speak privately; however, we telephoned all the parents who had completed the questionnaires and returned them to us. We have reflected their feedback in the report.

3 The inspection

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

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 3 - Adequate

Statement 1

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

Service strengths

Participation with parents was adequate.

At inspection we found that the service had provided adequate opportunities for parents to contribute to the progress and development of the service.

Parents reported they wished for more opportunities to find out about the development and progress of their children. The head teacher and staff assured us that the Sgoil Araich parents were regularly invited to visit the nursery and view their children's work and they will continue to provide opportunities for them to do this.

We found this from talking with parents on the telephone, talking to the staff, the manager and the children.

We noted from returned CSQs that not all parents got a copy of the handbook; however, staff assured us that all parents get a pack when registering their child which also tells them that they can access a copy of the handbook on the school's website. We evidenced that this was available on the website.

A parental questionnaire had highlighted:

- 'Since moving to the school in 2013 Sgoil Araich has been included in regular joint learning, whole school productions plus a trip to pantomime.

Areas for improvement

Although children were consulted about what they wished to do they were not always asked what they had learned or what they had enjoyed about the activities. From speaking with parents and from returned CSQs we found that they want the staff to make better use of the outdoor area and for children to have opportunities to be out of doors every day. A returned parental questionnaire reflected:

- 'Have had some complaints of rough and tumble but not sure what action is taken, for example, I was punched today and when I asked what was done "nothing" is the answer. I don't feel my child is being challenged and stimulated enough in the environment - I feel this is probable lack of space - both indoors and out and not the fault of staff.'

We observed that on the two days that we inspected staff had a good range of activities for the children to complete; however, they did spend a lot of time on behaviour management. Since the inspection we were informed that Sgoil Araich parents have had meetings with Education Department staff to assist them with the issues they had with the environment and with unwanted behaviours. They have been promised help.

Parents identified that the children had very few opportunities to be out and about in the community and some parents stated they would have been happy to accompany staff with the children if they wanted extra help. **(See recommendation 1).**

The head teacher told us that they would develop questionnaires which reflected the National Care Standards and the Curriculum for Excellence to ensure the parents were provided with opportunities to participate in the care and education of their children.

The head teacher told us at feedback that they had now employed someone to develop a web-site for Sgoil Araich Lacasdail.

We suggested that it would be beneficial for parents without Gaelic language to have main words being used on a daily basis and songs and rhymes phonetically translated as a further 'Home Link.'

We found that children attending speech and language therapy did not yet have a programme where the therapist, staff and parents would work together for development and progress. **(See recommendation 2).**

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Children should be provided with more opportunities to be out of doors and parents should ensure children are provided with suitable waterproof and warm, outdoor clothing as in the parental handbook.

National Care Standards for Early Education and Childcare Standards 11(4) Access to Resources. Standard 9 - Involving the Community.

2. The manager should ensure that staff and all agencies involved with individual children work together and communicate to share and develop plans and programmes with parents to enable them to participate fully in the progress of their children.

National Care Standards for Early Education and Childcare Standard 6(3) Support and Development.

Statement 3

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

Service strengths

We discussed the health and welfare needs of the children and what the procedure for staff was if they had concerns about a child. They advised that they followed 'Getting it Right for Every Child' guidelines. Systems were available to keep the children safe and secure. A child protection policy was in place and staff demonstrated their awareness of what the procedure was if they had concerns. Staff had attended child protection training and were updated regularly to keep them abreast of any new guidelines. Staff understood their roles and responsibilities to keep children safe and they were aware of the Named Person who would be approached if they had concerns..

The parent handbook states that all children were encouraged to demonstrate safe and caring behaviour through the use of play room rules and the appropriate use of praise by staff. Staff encouraged children to be kind to each other and we observed that staff had some good behaviour management strategies. Children were praised for acceptable behaviour and encouraged to complete tasks they started off, and to tidy up.

A range of documents were readily available to staff for reference and they had access to national and local guidelines to assist them in planning for the curriculum.

Staff kept appropriate records as required by the Public Services Reform Act (Scotland) Act 2010 and all children's records were kept securely and they were aware of children's rights.

Staff recorded accidents and incidents and shared this with parents.

All the children brushed their teeth after having a healthy snack, which included fresh fruit. Snack was in accordance with guidelines from the Scottish Government guidance 'Nutritional Guidance for Early Years' and children were offered a choice of milk or water.

We sat with the children at snack time and some told us of what they liked doing and foods they liked to eat at snack time.

During our inspection Sgoil Araich children and children in the primary 1 Gaelic Medium had joint learning experiences, for example, they were put into groups and had a session in the gym, another group was with the teacher who read them a story, a group did craft work and each group rotated to enable all the children to experience each activity.

We observed during the music session that we attended with the children that they focused and participated very well and we suggested to staff that they use more music, songs and rhymes. This will lead to an increase in their Gaelic communication skills as repetition of words will make it easier to extend vocabulary.

Staff told us that it was much easier for the children to participate in those activities now they were in the school which also made for a more seamless transition into school.

Areas for improvement

Staff had identified that some children had additional support needs and we found that there was insufficient staff to address the needs of all the children taking into account 'Getting it Right for Every Child' guidelines of the Scottish Government. We found that some children required one to one assistance and not having sufficient staff was detrimental to the learning and progress of all the children in the service. **(See requirement 1).**

Staff should continue to work for further development in the children's listening skills, especially when out of doors, they tended to run ahead and not listen to the instructions of staff. We discussed at feedback that staff would develop listening strategies and discuss with the children why it was important for them to listen to instructions and the dangers of ignoring instructions. Some children had not yet learned to stop and listen.

In their self assessment document the service had identified the following areas for development and the service was looking to have completed the identified developments in August for the beginning of the new school term.

- Access facilities and equipment for nappy changing if necessary.
- Shed for outdoor toys to be put in place.
- Outdoor enclosed area to be set aside and fenced.
- Give children opportunity to develop road safety skills by more regular outings on foot.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 0

Requirements

1. On the publication of this report the provider must ensure that there are sufficient staff on duty to meet the individual needs of children at all times.. This is to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). Regulation 15. Staffing and taking account of the National Care Standards for Early Education and Childcare up to age of 16 years. Support and Development. Standard 6.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 1 - Unsatisfactory

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

There were appropriate cleaning procedures in place. There is a list of daily, weekly and termly checks displayed in the kitchen, which includes the cleaning of toys and equipment.

The nursery now shared the premises with the school and had access to the gym and the school library each week.

The two days we inspected the service children had an opportunity to play in the outdoor play area where they could run around freely and they told that they had enjoyed the experience, "especially the races".

Areas for improvement

Parents highlighted in the Care Standards Questionnaires returned to us:

- 'Room Space is very limited. Not outdoors very often as facilities do not allow it'.
- 'They have occupied two rooms since moving into the school and don't have a permanent dedicated room. There is no dedicated play area or storage facilities for outdoor toys. All special events are celebrated with foods, activities, crafts. Occasionally included in the school newsletter. There have been occasions where relief staff did not speak Gaelic. Extended hours at operation would be welcome to working parents to start at 8.45am.'
- 'The premises and lack of outdoor access have impacted on what I previously thought to be an excellent childcare facility. I am very disappointed now although the staff are excellent. I feel my child needs more room and outdoor access to meet needs.'
- 'When the council took over the Sgoil Araich a lot of money was available but no evidence of it being spent for Sgoil Araich.'

The entrance to the nursery was not secure in a way that unidentified people could come into the school when the door was open at midday as the entrance was not monitored. This was a requirement from the previous inspection and had not been met. We were told that it had not been met due to older children requiring access to the outdoor area at play times. **(See requirement 1).**

Handwashing and toileting facilities were not suitable for smaller and younger children attending nursery and could not go unaccompanied. The toilet area was some distance away from the playroom and handwashing and drying facilities were not of a suitable height for them to use. We also tested the temperature of the water in the playroom and found it was too hot on that day for children to wash their hands. **(See requirement 2).**

The playroom provided for nursery use in the school was not suitable. We found that it met the standard for space, however the measurement had been prior to resources being put in place and we found there was not enough room for them to move around freely. The space standards had been met prior to resources and equipment being in place. There was no safe area for children to play or access outdoor activities. The area outside was not fenced off or secure and as a result some of the children ran away and did not listen when staff called them back, resulting in staff having to run after them. This was not a positive experience for the children as staff had to continually run after them to ensure their safety. **(See requirement 3).**

Grade awarded for this statement: 1 - Unsatisfactory

Number of requirements: 3

Number of recommendations: 0

Requirements

1. On the publication of this report the provider must ensure that unauthorised persons cannot enter the premises.

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 to take account of the National Care Standards for Early Education and Childcare up to the age of 16, Standard 2- a safe environment and in line with Getting it Right for Every Child (GIRFEC) guidelines.

2. On publication of this report the provider must ensure that there are effective facilities and procedures in place to support good hygiene.

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 Regulation 4 (d) Welfare of Users - where necessary, have appropriate procedures for the prevention and control of infection and taking account of National Care Standards - Early Education and Childcare up to the Age of 16 Standard 2 - A safe environment (4)

3. Within 3 months of the publication of this report the provider must ensure that the outdoor play area is safe and secure.

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 to take account of the National Care Standards for Early Education and Childcare up to the age of 16, Annex A - 4. Space standards in non domestic premises guidelines.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 3

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

Service strengths

We found that staff were very knowledgeable and experienced and their training had helped them to identify the needs of the children.

At this inspection we found the service to have a good performance in relation to this Quality Statement. We came to this conclusion after we sampled records, talked with the head teacher, parents, children and observed their practice. We also took account of information from our telephone calls to parents and responses to our care standards questionnaires.

We saw that staff were professional and friendly in their interactions with parents and responded to children in a kind and caring manner. Both staff members appeared motivated to ensure that children enjoyed their time at the nursery and parents told us the staff were caring and approachable.

We saw that the two staff members worked well together as a team and were clear about their roles and responsibilities.

Staff had a good level of experience and were suitably qualified for their roles as play leader and support worker.

Records evidenced that the staff members had undertaken a range of training including child protection, first aid, infection control, food hygiene, risk assessment and moving and handling. Further training in managing challenging behaviour was planned. Staff were able to evidence to us during discussion that they had implemented their training into practice which improved the outcomes for the children. They were able to confidently make decisions and deal with happenings within the nursery.

The head teacher told us that staff were invited to attend any training that was relevant on school in-service days and took the opportunity to attend training

opportunities offered by the Early Years Department. Both staff members were positive about the training opportunities offered.

All the practitioners working in the service were registered with the Scottish Social Services Council (SSSC), as appropriate.

Areas for improvement

There were insufficient staff members to deal with some of the issues that we observed in the playroom, which impacted on the loss of learning opportunity and the behaviour of some children.

Staff told us that they were very well supported since they moved to the school; however, they felt that the opportunities to be out and about in the community were not as good as they had been in the previous setting. Some parents stated they would be happy to volunteer to accompany children on trips and outings.

(See recommendation 1).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Staff should ensure that the children have opportunities to be involved in the community and can make use of community resources.

**Early Education and Childcare up to the age of 16. Standard 9.
Involving the Community.**

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

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

The requirements made at the previous inspection had not been met; therefore, we graded management as unsatisfactory. The head teacher had only been in post since January and she was aware of her responsibility to address the requirements made to ensure that the Sgoil Araich would improve.

The head teacher had arranged meetings with the Head of Children and Families and the school's Parent Council and Sgoil Araich parents to let them raise their concerns and issues. She assured that she would work further with Sgoil Araich staff to ensure that parents fully participated in the progress and development of the service.

We found that the work with the Sgoil Araich this session has been largely to facilitate opportunities for joint planning of projects between the Sgoil Araich and the Gaelic Medium Primary 1 staff. Given the limited time Sgoil Araich staff had for planning the management team focused on assessment & moderation with the early years group. We observed the plan that was submitted to and agreed by the Local Authority's Education Department. The funding was through Scottish Government. A report of the impact was subsequently shared with the authority. Staff indicated the positive impact as including - a raised understanding of Curriculum for Excellence outcomes and how to deliver them meaningfully, more understanding of outcome focused planning that will include skills progression, an understanding of and an engagement with peer and self evaluation and more confidence in moderating standards of Literacy at the Early Level. Further planning of Numeracy was done, following the same model.

Further developments for the nursery had been included in the school's Improvement Plan for this year which have been identified through evaluations using 'Child at the Centre' document.

The head teacher and her depute will continue support, monitor and feedback to staff regarding their practice in the playroom.

Areas for improvement

The head teacher was unaware of her responsibility to notify the Care Inspectorate of any accident or incident requiring medical intervention. **(See requirement 1).**

Staff received support and supervision; however, this was not recorded and the manager assured that all meeting outcomes would be minuted and recorded.

The head teacher told us that further system would be in place to ensure that parents and children had opportunities to contribute and participate in each inspection area, including staffing and management.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 0

Requirements

- 1. The manager must ensure that, within 7 days, the Care Inspectorate is notified of any incident that is detrimental to the health and welfare of a person using a service. This is to comply with Public Services Reform (Scotland) Act 2010 Section 53(6) Accidents, incidents or injury to a person using the service and as stated in National Care Standards for Early Education and Childcare - Standard 14 (2) Well-managed service.**

4 Other information

Complaints

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

Enforcements

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

Additional Information

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

6 Inspection and grading history

Date	Type	Gradings
29 Apr 2013	Announced (Short Notice)	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and Leadership 4 - Good
23 Apr 2012	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and Leadership 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 cànan eile ma nithear iarrtas.

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