

**REPORT TO: SCRUTINY COMMITTEE - 20 APRIL 2011**

**REPORT ON: SUMMARY OF EXTERNAL INSPECTION REPORTS FOR WHICH ALL GRADES ARE GOOD OR BETTER**

**REPORT BY: CHIEF EXECUTIVE**

**REPORT NO: 109-2011**

**1. PURPOSE OF REPORT**

To provide a summary of recent inspection reports by the Care Commission and HM Inspectorate of Education which do not require in-depth scrutiny.

**2. RECOMMENDATIONS**

It is recommended that members:

- (i) note the attached summaries of recent external inspection reports, all of which received grades of good or better in all areas covered by the inspection
- (ii) remit the Directors of Social Work, Education and Leisure and Communities to ensure that the Areas for Improvement, Requirements and Recommendations included in each report are acted upon, both in relation to the particular service inspected and as guidance on good practice for other services

**3. FINANCIAL IMPLICATIONS**

None.

**4. MAIN TEXT**

- 4.1 The remit of the Scrutiny Committee states that, where the grades awarded in external inspection reports from the Care Commission or HMIE are all good or better, and the reports would not benefit from in-depth scrutiny, summary scores from the inspections will be reported to the Committee, together with any best practice to improve performance.
- 4.2 Summaries of recent inspection reports which fall into this category are attached, and the Committee is asked to note these and to remit the Directors of Social Work, Education and Leisure and Communities to ensure that the Areas for Improvement, Requirements and Recommendations in each report are acted upon.
- 4.3 Copies of the inspection reports have been passed to group leaders, the Lord Provost and Depute Lord Provost.

**5. POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

**6. CONSULTATIONS**

The Depute Chief Executive (Support Services), Assistant Chief Executive and Directors of Finance, Social Work, Education and Leisure and Communities were consulted on this report.

**7. BACKGROUND PAPERS**

Care Commission Inspection Report  
Education Department Young Mother's Unit  
Day Care of Children

Care Commission Inspection Report  
Forthill Primary School Nursery  
Day Care of Children

Care Commission Inspection Report  
Whitfield Community Early Years Centre  
Day Care of Children

Care Commission Inspection Report  
Woodlea Children's Centre  
Day Care of Children

Care Commission Inspection Report  
Craigowl Primary School Nursery Class  
Day Care of Children

Care Commission Inspection Report  
Ardler Primary School Nursery  
Day Care of Children

Care Commission Inspection Report  
Lochee Primary School Nursery  
Day Care of Children

Care Commission Inspection Report  
Downfield Early Years Centre  
Day Care of Children

Care Commission Inspection Report  
Rowantree Primary School Early Years Service  
Day Care of Children

HM Inspectorate of Education Report  
Harris Academy

HM Inspectorate of Education Report  
The Learning Community Surrounding Harris Academy

Care Commission Inspection Report  
Elmgrove House  
Care Home Service Adults

Care Commission Inspection Report  
Gillburn Road Residential Respite Unit  
Care Home Service Children and Young People

Care Commission Inspection Report  
Mackinnon Centre  
Care Home Service Adults

Care Commission Inspection Report  
Millview Cottage  
Care Home Service Children and Young People

Care Commission Inspection Report  
Oakland Centre  
Support Service Without Care At Home

Care Commission Inspection Report  
White Top Centre  
Care Home Service Adults

David K Dorward  
Chief Executive .....

14/04/2011

<b>Inspection of:</b>	Education Department Young Mother's Unit Day Care of Children
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<b>Inspection by:</b>	Care Commission - unannounced
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<b>Grades:</b>			
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>	
	<b>December 2010</b>	<b>February 2010</b>	<b>December 2008</b>
Quality of Care and Support	VERY GOOD	VERY GOOD	VERY GOOD
Quality of Environment	Not assessed	Not assessed	VERY GOOD
Quality of Staffing	Not assessed	GOOD	GOOD
Quality of Management and Leadership	Not assessed	Not assessed	GOOD

<b>Areas for Improvement:</b>
<p>The self assessment highlighted that the nursery intends to enhance and redesign the outside play area to offer a more stimulating environment. In discussion at feedback, nursery staff agreed to consider:</p> <ul style="list-style-type: none"> <li>• Developing aims and values specific to the Young Mothers' Unit which will be displayed for parents and visitors and included in the unit's literature</li> <li>• Continuing to use a range of ways to consult with parents and use feedback to maintain and enhance the very good service provided</li> <li>• Formalising the key worker system and having names, titles and photographs of key workers displayed for parents to see</li> <li>• Further developing the 'All About Me' form, in consultation with parents, to ensure a range of information is received about the child and reviewed on a regular basis</li> <li>• Further developing the nursery planning, in line with the Birth to Three document and subsequently the new national guidance document when available</li> <li>• Further developing children's individual folders to provide more information about each child's stage of development and what they will learn next</li> <li>• Putting in place a development plan with timescales which would record all action points in this inspection report and any other points which staff are considering</li> </ul>

<b>Requirements and Recommendations</b>
None

<b>Inspection of:</b>	Forthill Primary School Nursery Day Care of Children
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<b>Inspection by:</b>	Care Commission - unannounced
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<b>Grades:</b>		
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>
	<b>December 2010</b>	<b>November 2008</b>
Quality of Care and Support	VERY GOOD	VERY GOOD
Quality of Environment	Not assessed	VERY GOOD
Quality of Staffing	Not assessed	GOOD
Quality of Management and Leadership	Not assessed	GOOD

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>- Although the service had made very good progress in developing the methods used to involve parents and children in developing the service, there was slightly reduced parental satisfaction recorded in the Care Commission questionnaires in relation to this area of the service</li> <li>- Staff were recording comments and views from children and using the information to influence future planning, but could extend the methods used</li> <li>- The service identified in their self-assessment the need for staff to keep up to date with their knowledge of current best practice in relation to keeping children healthy and well. They also identified that they wished to continue encouraging parents to walk to the nursery</li> </ul>

<b>Requirements and Recommendations</b>
<ul style="list-style-type: none"> <li>- The service should continue to review practice to increase meaningful participation by parents in improving the service. The service should also consider the methods it uses to share feedback with parents and any actions taken in response to their suggestions for improving the service</li> <li>- Staff could extend the methods used to record children's views and should consider making greater use of Mind Mapping and Talking and Thinking books to strengthen their consultation with children</li> </ul>

<b>Inspection of:</b>	Whitfield Community Early Years Centre Day Care of Children
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<b>Inspection by:</b>	Care Commission - unannounced
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<b>Grades:</b>		
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>
	<b>December 2010</b>	<b>March 2009 with follow-up in March 2010</b>
Quality of Care and Support	VERY GOOD	An integrated HMle/Care Commission inspection in March 2009 gave 'satisfactory' ratings for children's experience and meeting learning needs, but 'weak' ratings for improvement in performance, the curriculum and improvement through self-evaluation. A follow-up report by HMle in March 2010 found good progress had been made but no grades are given in follow-up reports
Quality of Environment	Not assessed	
Quality of Staffing	Not assessed	
Quality of Management and Leadership	Not assessed	

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>- The service should continue to develop their current systems for gaining the views and opinions of parents/carers and children in all aspects of the service.</li> <li>- The service should continue to develop the very good standard reached in terms of ensuring that service users' health and wellbeing needs are met. Within its self assessment, the service had identified worked towards achieving 'health promoting school' status and completing its Travel Plan as areas for improvement</li> </ul>

<b>Requirements and Recommendations</b>
None.

<b>Inspection of:</b>	Woodlea Children's Centre Day Care of Children
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<b>Inspection by:</b>	Care Commission - unannounced
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<b>Grades:</b>			
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>	
		<b>December 2010</b>	<b>November 2009</b>
Quality of Care and Support	Not assessed	EXCELLENT	EXCELLENT
Quality of Environment	VERY GOOD	Not assessed	VERY GOOD
Quality of Staffing	Not assessed	GOOD	VERY GOOD
Quality of Management and Leadership	Not assessed	Not assessed	VERY GOOD

<p><b>Areas for Improvement:</b></p> <p>The centre highlighted in the self assessment that they would like to:</p> <ul style="list-style-type: none"> <li>- continue to develop use of floor books to record children's views, ideas and opinions, and extend to individual group times</li> <li>- continue to provide information for parents/carers</li> <li>- further develop visits from health specialists to speak to parents groups e.g. dietician, speech therapist</li> <li>- have an information week for families</li> <li>- continue to develop outdoor area and involve families in this</li> <li>- continue to seek families' views on the resources and environment</li> </ul> <p>The headteacher confirmed that the centre will continue to embed the Curriculum for Excellence in the centre planning; that children's individual profiles will continue to be developed using the new format and that parents and children will continue to be encouraged to make contributions to support a shared learning and ownership approach between the centre and home.</p>
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<p><b>Requirements and Recommendations</b></p> <p>None</p>
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<b>Inspection of:</b>	Craigowl Primary School Nursery Class Day Care of Children
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<b>Inspection by:</b>	Care Commission - unannounced
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<b>Grades:</b>		
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>
	<b>January 2011</b>	<b>February 2009</b>
Quality of Care and Support Quality of Environment Quality of Staffing Quality of Management and Leadership	VERY GOOD Not assessed Not assessed Not assessed	The nursery class had a joint HMle / Care Commission inspection in February 2009. Under the HMle quality indicators, the nursery received 5 'good' grades.

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>- The service should continue to develop their current systems for gaining the views and opinions of parents/carers and children in all aspects of the service.</li> <li>- The self assessment stated that as an area for improvement the service would continue to develop the sharing of information with Primary One teachers. They also stated that they would be recording children's responses in the new profiles.</li> <li>- The self assessment also identified as an area for improvement to involve the children more in compiling the weekly snack menu.</li> <li>- Nursery staff were vigilant in recording areas of concern in the 'cause for concern' forms, however, they did not follow this up by recording the action to be taken. To ensure all staff are clear as to the expected follow up actions, this should be recorded within 'action taken' section.</li> </ul>

<b>Requirements and Recommendations</b>
None



<b>Inspection of:</b>	Ardler Primary School Nursery Day Care of Children
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<b>Inspection by:</b>	Care Commission - Unannounced
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<b>Grades:</b>		
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>
	<b>January 2011</b>	<b>February 2009</b>
Quality of Care and Support	VERY GOOD	GOOD
Quality of Environment	Not assessed	GOOD
Quality of Staffing	Not assessed	GOOD
Quality of Management and Leadership	Not assessed	GOOD

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>Some of the methods to engage with families had been introduced recently and should be sustained and further developed to evidence that these very good methods are firmly established as routine practice</li> <li>The nursery identified in their self assessment that they wished to extend the use of parental questionnaires to once a term and to collate children's views and responses on a termly basis</li> <li>The nursery identified in their self-assessment that they had achieved a Bronze award for Health Promotion and were now working towards a Silver. They should continue to review and develop the very good practice in relation to health and wellbeing observed at this inspection.</li> </ul>

<b>Requirements and Recommendations</b>
None

<b>Inspection of:</b>	Lochee Primary School Nursery Day Care of Children
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<b>Inspection by:</b>	Care Commission - unannounced
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<b>Grades:</b>		
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>
	<b>December 2010</b>	<b>January 2009</b>
Quality of Care and Support	VERY GOOD	GOOD
Quality of Environment	VERY GOOD	GOOD
Quality of Staffing	Not assessed	GOOD
Quality of Management and Leadership	Not assessed	GOOD

<p><b>Areas for Improvement:</b></p> <ul style="list-style-type: none"> <li>- The nursery should continue to build on its good work with parents. Within the self evaluation, the service stated that they found that parents and carers were happier giving verbal feedback than filling out forms</li> <li>- Nursery staff should continue to ensure that they demonstrate flexibility across the nursery programme. For example, the gym was used for some activities when they could have used the outdoor play areas as the weather on the day of inspection was sunny. Staff reported that children accessed outdoor play later in the session and that was not seen by the inspecting Care Commission Officers</li> <li>- The nursery stated within its self-evaluation that it will continue to work closely with parents, carers and external agencies in order to continue to meet the needs of children</li> <li>- The staff could further develop the use/style of their evidence folders to create a reflective resource for children. This could provide additional opportunities to reflect and review their nursery experiences over the year, possibly by the use of Thinking and Talking books or similar</li> <li>- The nursery should continue to demonstrate their conversations with parents regarding the environment</li> </ul>
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<p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>- The nursery should continue to consult with children, parents and carers regarding the quality of care of their children and the quality of the environment. These should continue to be recorded and ongoing evidence provided that comments and suggestions had been considered and improvements made</li> <li>- The nursery may wish to keep a written inventory of all toys and equipment which they have on the premises</li> </ul>
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<b>Inspection of:</b> Downfield Early Years Centre Day Care of Children		
<b>Inspection by:</b> Care Commission - unannounced		
<b>Grades:</b>		
Theme	Latest Grade Awarded	Grading History
	January 2011	February 2009
Quality of Care and Support	GOOD	GOOD
Quality of Environment	Not assessed	GOOD
Quality of Staffing	Not assessed	GOOD
Quality of Management and Leadership	GOOD	ADEQUATE

<p><b>Areas for Improvement:</b></p> <ul style="list-style-type: none"> <li>- The service had identified in their self-assessment that they wished to develop a parents Focus Group and make greater use of questionnaires to gain parental feedback that will help the service to identify its strengths and areas for development. Both of these areas should be progressed in the coming year to strengthen practice in this area.</li> <li>- The service had made progress in involving children and parents in improving the service. They should continue to develop the good strategies introduced to seek views and use that feedback to influence service review and improvement</li> <li>- Planning evidenced that staff were recording comments and views from children and using the information to influence future planning. Staff could further extend the methods used to record children's views and should consider making greater use of Mind Mapping and Talking and Thinking books to strengthen their consultation with children</li> <li>- The service had identified in their self-assessment that they intended to further promote children's independence at snack time and to improve the rest/quiet area. Both of these areas should be progressed</li> <li>- The service had identified in their self assessment that they planned to develop a Participation Strategy, further develop parental questionnaires and focus groups. They also intended to encourage parents to help more as volunteers within the nursery so that they can increase their knowledge of the nursery and so more meaningfully help to evaluate the service. All of these areas for development should be progressed. The service should build on its good informal links with parents and develop stronger parental involvement that can provide meaningful contribution to evaluation of the nursery</li> <li>- The service should continue to develop its approach to quality assurance, ensuring that systems encourage children, parents and staff to meaningfully contribute to the process</li> </ul>
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<p><b>Recommendations</b></p> <ul style="list-style-type: none"> <li>• The service needs to continue developing practice to increase meaningful participation by parents in improving the service.</li> <li>• Staff could extend the methods used to record children's views and should consider making greater use of Mind mapping and Talking and Thinking books to strengthen their consultation with children.</li> </ul>
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<b>Inspection of:</b> Rowantree Primary School Early Years Service Day Care of Children		
<b>Inspection by:</b> Care Commission - announced (short notice)		
<b>Grades:</b>		
Theme	Latest Grade Awarded	Grading History
	November 2010	June 2009
Quality of Care and Support	VERY GOOD	GOOD
Quality of Environment	Not assessed	ADEQUATE
Quality of Staffing	Not assessed	GOOD
Quality of Management and Leadership	Not assessed	ADEQUATE

**Areas for Improvement:**

- The centre wants to develop more involvement opportunities with children e.g. developing a resources photo book to make it easy for children to choose activities and involve the children more in choosing snack foods and creating a shopping list, which would involve them in decisions about the quality of care and support they receive
- The inspectors made some suggestions about recording the verbal comments and feedback they get from parents and children on a daily basis as a way to value and celebrate views about the quality and care provided. The service should also carry out a small targeted survey to find out how parents and children feel about the current ways they can get involved
- The centre have identified that they need to continue expanding the ways they communicate with parents and children to ensure that they can meet each child's unique and individual needs e.g. photographs to show and explain children's achievements in the Curriculum for Excellence and visual aids to help children and parents communicate
- The service should continue current good practice in getting parents' views about the quality of the environment and should continue monitoring how children respond to their environment and recording more examples of children's comments as a way to identify where they can make small changes within and outside the centre
- Staff should continue their very good practice of observing and monitoring children's play experiences and make small changes in response to children's behaviours as a way to increase each child's learning experience. The centre should continue identifying how its design and layout can create difficulties in supervising children e.g. put up mirrors in difficult sections or blind spots in the playroom, so that children can be better supervised
- The service should carry out small targeted surveys to confirm parent and children's views on how they can assess and suggest improvements on the management and leadership of the centre. The centre also plans to develop a picture catalogue to help children vote and comment on all areas of their learning. A small targeted survey could be used to record parents' views on how well the service is meeting its values and rules.
- The senior management team will increase their formal quality assurance records and systems once the centre manager has completed her formal supervision and assessment training. They should continue building on the message that, with everyone co-operating in keeping to the centre's aims and objectives, children's learning and lifestyle outcomes should improve over time

**Requirements and Recommendations**

None

<b>Inspection of:</b>	Harris Academy
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<b>Inspection by:</b>	HM Inspectorate of Education
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<b>Grades:</b>		
<b>Theme</b>	<b>Latest Grade Awarded</b>	<b>Grading History</b>
	<b>March 2011</b>	
Improvements in performance	GOOD	The Quality Indicators have been re-designed since the last inspection of this school, so there is no comparable history
Learners' experiences	VERY GOOD	
Meeting learning needs	VERY GOOD	
The curriculum	GOOD	
Improvement through self-evaluation	GOOD	

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>As part of the building on the school's good self-evaluation, further develop engagement with all stakeholders and partners, particularly young people and their parents.</li> <li>Continue to develop and implement Curriculum for Excellence, particularly in relation to effective transitions, and address key aspects including appropriate religious and moral education and religious observance at the relevant stages</li> </ul>

<b>Requirements and Recommendations</b>
None

**Inspection of:** The Learning Community Surrounding Harris Academy

**Inspection by:** HM Inspectorate of Education

**Grades:**

Theme	Latest Grade Awarded	Grading History
	March 2011	
Improvements in performance	VERY GOOD	None - there have been no previous inspections of this learning community
Impact on young people	VERY GOOD	
Impact on adults	EXCELLENT	
Impact on capacity building in communities	VERY GOOD	
Improving services	VERY GOOD	

**Areas for Improvement:**

- Further develop mechanisms to capture, record and share the progress and achievements of young people
- Increase the involvement of young people in local decision making and community organisations
- Continue to develop a systematic joined up approach to involving all partners in evaluation and planning for improvement

**Requirements and Recommendations**

None

<b>Inspection of:</b>		Elmgrove House Care Home Service Adults		
<b>Inspection by:</b>		Care Commission - unannounced		
<b>Grades:</b>				
Theme	Latest Grade Awarded	Grading History		
	November 2010	August 2010	March 2010	September 2009
Quality of Care and Support	Not assessed	VERY GOOD	VERY GOOD	VERY GOOD
Quality of Environment	VERY GOOD	VERY GOOD	Not assessed	GOOD
Quality of Staffing	Not assessed	Not assessed	GOOD	GOOD
Quality of Management and Leadership	Not assessed	Not assessed	Not assessed	GOOD

**Areas for Improvement:**

- The service should maintain this very good practice and aim to improve upon it taking into account the 'excellent' criteria for service user and carer engagement and for ensuring that the environment is safe and users are protected
- The roller hatch in the dining room was partly broken through use and a toilet seat was missing in one toilet. The management confirmed that requests had been put in to have these items repaired

**Requirements and Recommendations**

None

<b>Inspection of:</b>		Gillburn Road Residential Respite Unit Care Home Service Children and Young People		
<b>Inspection by:</b>		Care Commission - unannounced		
<b>Grades:</b>				
Theme	Latest Grade Awarded	Grading History		
	November 2010	August 2010	January 2010	June 2009
Quality of Care and Support	VERY GOOD	VERY GOOD	VERY GOOD	VERY GOOD
Quality of Environment	Not assessed	Not assessed	Not assessed	VERY GOOD
Quality of Staffing	Not assessed	Not assessed	VERY GOOD	VERY GOOD
Quality of Management and Leadership	Not assessed	VERY GOOD	Not assessed	VERY GOOD

<b>Areas for Improvement:</b>
<ul style="list-style-type: none"> <li>- The service should take forward its plan to develop an action plan to address the issues raised by the consultation exercise</li> <li>- The service should continue to take forward its plan to seek advice from outwith the service about methods of consulting children about the service</li> <li>- The service should ensure that all staff have the opportunity to refresh training in communication methods as planned</li> </ul>

<b>Requirements and Recommendations</b>
None



<b>Inspection of:</b>		Mackinnon Centre Care Home Service Adults		
<b>Inspection by:</b>		Care Commission - unannounced		
<b>Grades:</b>				
Theme	Latest Grade Awarded	Grading History		
	December 2010	September 2010	March 2010	September 2009
Quality of Care and Support	VERY GOOD	VERY GOOD	VERY GOOD	GOOD
Quality of Environment	Not assessed	Not assessed	Not assessed	VERY GOOD
Quality of Staffing	Not assessed	VERY GOOD	GOOD	GOOD
Quality of Management and Leadership	Not assessed	Not assessed	Not assessed	VERY GOOD

**Areas for Improvement:**

- From the service's self evaluation it had plans for the continuing improvement of its consultations with service users and relatives
  - the service is to provide a new questionnaire for feedback from service users and relatives after each admission
  - the service recognised that it had difficulties getting a representative set of views by relatives. The service planned to find out from relatives what type of focus group meetings or consultation would work for them
  - the service proposed to have someone independent to scribe for service users giving feedback in questionnaires
- The service had not used its formal risk assessment process when service users wanted to opt out of one or more of the three night welfare checks

**Recommendations**

- The service should use its formal risk assessment approach with service users, and where relevant with their representatives, who request to opt out of one or more of the night welfare checks to agree whether this is a reasonable risk for the service user and to specify which of the checks they have opted out of

<b>Inspection of:</b>		Millview Cottage Care Home Service Children and Young People		
<b>Inspection by:</b>		Care Commission - unannounced		
<b>Grades:</b>				
Theme	Latest Grade Awarded	Grading History		
	December 2010	August 2010	March 2010	June 2009
Quality of Care and Support	VERY GOOD	VERY GOOD	VERY GOOD	VERY GOOD
Quality of Environment	Not assessed	VERY GOOD	Not assessed	VERY GOOD
Quality of Staffing	Not assessed	Not assessed	VERY GOOD	VERY GOOD
Quality of Management and Leadership	Not assessed	Not assessed	Not assessed	VERY GOOD

**Areas for Improvement:**

- The manager said she was looking at a number of developments which would help to engage young people and their families more effectively in assessing and improving the quality of care and support in the service

**Requirements and Recommendations**

None

<b>Inspection of:</b> Oakland Centre Support Service Without Care At Home			
<b>Inspection by:</b> Care Commission - announced			
<b>Grades:</b>			
Theme	Latest Grade Awarded	Grading History	
	October 2010	March 2010	October 2008
Quality of Care and Support	EXCELLENT	EXCELLENT	EXCELLENT
Quality of Environment	Not assessed	Not assessed	EXCELLENT
Quality of Staffing	Not assessed	VERY GOOD	VERY GOOD
Quality of Management and Leadership	Not assessed	Not assessed	VERY GOOD

**Areas for Improvement:**

- The service had their own continuous improvement agenda which was identified in the self assessment. The manager and staff demonstrated a commitment to continue to strive towards being the best that they could possibly be
- Some suggestions had been made by carers that would help them plan their day such as consistent pick up times to and from the centre

**Requirements and Recommendations**

None

<b>Inspection of:</b>		Whitetop Centre Care Home Service Adults		
<b>Inspection by:</b>		Care Commission - unannounced		
<b>Grades:</b>				
Theme	Latest Grade Awarded	Grading History		
	November 2010	September 2010	January 2010	September 2009
Quality of Care and Support	VERY GOOD	VERY GOOD	GOOD	GOOD
Quality of Environment	Not assessed	Not assessed	Not assessed	GOOD
Quality of Staffing	Not assessed	Not assessed	GOOD	GOOD
Quality of Management and Leadership	Not assessed	VERY GOOD	Not assessed	GOOD

**Areas for Improvement:**

- The service identified in their self assessment that they would continue to consult with service users and carers by involving them in service developments. They told us that they would also consider methods for independent consultation
- The service identified an area for improvement to be to continue working with families and Speech and Language Therapists to develop communication methods with service users

**Requirements and Recommendations**

None