

**REPORT TO: SCRUTINY COMMITTEE - 17 MARCH 2010**

**REPORT ON: CARE COMMISSION INSPECTION OF WOODLEA CHILDREN'S CENTRE**

**REPORT BY: DIRECTOR OF EDUCATION**

**REPORT NO: 145- 2010**

## **1.0 PURPOSE OF REPORT**

1.1 The purpose of this paper is to report on the findings of the Care Commission following an inspection at Woodlea Children's Centre.

## **2.0 RECOMMENDATIONS**

2.1 It is recommended that the Scrutiny Committee:

- i) notes the contents of this report; and
- ii) instructs the Director of Education to monitor progress towards meeting the areas for improvement contained in the report.

## **3.0 FINANCIAL IMPLICATIONS**

3.1 None.

## **4.0 MAIN TEXT**

4.1 Woodlea Children's centre was inspected by the Scottish Commission for the Regulation of Care (Care Commission) in November 2009. They published a report on their findings in January 2010. At the time of the inspection 170 children aged between two and five years were being offered a service on both a part-time and full day basis.

4.2 Within the Inspection Focus Areas of this particular inspection, the Care Commission identified the following strengths of the nursery:

- The service was found to have an excellent performance in relation to the participation of service users in improving the quality of care and support.
- There was an excellent range of communication methods to ensure effective liaison and engagement with parents and carers.
- The service was found to perform very well in relation to supporting parents and carers as participants in the assessment of the quality of staffing.

4.3 The following areas for improvement were agreed with the nursery school and education authority:

- The nursery will encourage parents to form a parents' focus group.
- The nursery will further develop opportunities for children to exercise choice and to express their opinions.
- The nursery will improve the supervision of children within toilet areas.
- The nursery will further consider how parents and children can comment and participate in assessing and improving the quality of staff within the nursery.

4.4 Quality Indicators

4.4.1 The Care Commission reports using a six-point scale for reporting performance:

excellent	outstanding, sector leading
very good	major strengths
good	important strengths with some areas for improvement
adequate	strengths just outweigh weaknesses
weak	important weaknesses
unsatisfactory	major weaknesses

4.4.2 The following quality evaluations were given at this inspection:

Quality Indicator	Nursery
Quality of Care and Support Statement 1 - Parental participation	Excellent
Quality of Care and Support Statement 4 - Communication with parents	Excellent
Quality of Staffing Statement 1 - Parental participation	Very Good
Quality of Staffing Statement 2 - Safe recruitment	Good

4.5 Woodlea Children's Centre's School Improvement Plan (2009-2012) includes a focus on the identified areas for improvement. These will be regularly reviewed, monitored and evaluated in line with both the school and the authority quality improvement calendars.

## 5.0 POLICY IMPLICATIONS

5.1 This report has been screened for any implications in respect of Sustainability, Strategic Environment Assessment, Anti-Poverty and Equality Impact Assessment and Risk Management.

5.2 There are no major issues.

## **6.0 CONSULTATION**

6.1 This report has been subject to consultation with the Chief Executive, Depute Chief Executive (Support Services), Director of Finance.

## **7.0 BACKGROUND PAPERS**

7.1 The following Background Papers were relied upon in preparation of this Report:

- Care Commission: Final Inspection Report on Woodlea Children's Centre, Dundee City Council - January 2010.

JIM COLLINS  
Director of Education

15th February 2010

# Inspection report

## Woodlea Children's Centre Day Care of Children

45 Harefield Road  
Dundee  
DD2 3JY  
01382 436710

**Inspected by:** Patricia Mackay  
(Care Commission officer)

**Type of inspection:** Unannounced

**Inspection completed on:** 18 November 2009

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#### **Service provided by:**

Dundee City Council

#### **Service provider number:**

SP2003004034

#### **Care service number:**

CS2003015785

#### **Contact details for the Care Commission officer who inspected this service:**

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Email [enquiries@carecommission.com](mailto:enquiries@carecommission.com)

## **Easy read summary of this inspection report**

We grade all the Quality Statements for a service at each inspection.

Each grade describes how well we think the service is doing based on what we inspected.

### **We can choose from six grades:**

Quality of Care and Support Excellent  
Quality of Environment N/A  
Quality of Staffing Good  
Quality of Management and Leadership N/A

### **We gave the service these grades:**

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

### **What the service does well**

Provides a safe and stimulating environment for children. In addition to services for children it provides an excellent range of flexible support services to meet individual family and children's needs. Staff work hard to provide an environment where all feel welcome and valued.

### **What the service could do better**

The Head Teacher is extremely pro-active and has identified areas for development across all aspects of the nursery. The development of a user's focus group would formalise and build upon an already active participation strategy.

### **What the service has done since the last inspection**

A recent come and play day was very successful for all who participated. Comments which were made by those who attended demonstrated their satisfaction with the work of the service. A Full sized monitor is now situated within the entrance foyer of the nursery where parents can view their children's daily activities.

### **Conclusion**

This nursery provides and excellent all round service to children and families. All who use the service expresses their extreme satisfaction with all aspects of the nursery and staff.

## **Who did this inspection**

Lead Care Commission Officer:

Patricia Mackay

## **Other Care Commission Officers**

Not Applicable.

## **Lay Assessor**

N/A

Please read all of this report so that you can understand the full findings of this inspection.

## **About the Care Commission**

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: [www.carecommission.com](http://www.carecommission.com). Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.
- You can also get in touch with us if you would like more detailed information.

## **About the National Care Standards**

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: [www.scotland.gov.uk](http://www.scotland.gov.uk)

You can get printed copies free from:

Blackwells Bookshop  
53-62 South Bridge Edinburgh  
EH1 1YS  
Telephone: 0131 662 8283  
Email: [Edinburgh@blackwells.co.uk](mailto:Edinburgh@blackwells.co.uk)



## **What is inspection?**

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

## **Recommendations, requirements and complaints**

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- 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.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a

- condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.
- Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

**We investigate all complaints. Depending on how complex it is, a complaint may be:**

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

## **How we decided what to inspect**

### **Why we have different levels of inspection**

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

### **How we decide the level of inspection**

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

## **What is grading?**

We grade each service under Quality Themes which for most services are:

- Quality of Care and support: how the service meets the needs of each individual in its care
- Quality of environment: the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- Quality of staffing: the quality of the care staff, including their qualifications and training
- Quality of management and leadership: how the service is managed and how it develops to meet the needs of the people it cares for
- Quality of information: this is how the service looks after information and manages record keeping safely.
- Each of the Quality Themes has a number of Quality Statements in it, which we grade.

## **We grade each heading as follows:**

We do not give one overall grade.

## **How grading works.**

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

## **About the service we inspected**

Woodlea Children's Centre has been registered with the Care Commission since 2002. The centre is registered to care for a maximum of 85 children under the age of 12 years. At the time of this inspection 170 children were being offered a service, both on a part-time and a full- time basis subject. The service is provided from a modern detached building situated in the west side of Dundee city, close to the Lochee area. Fully enclosed outdoor play areas are available for children.

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

Quality of Care and Support 6 - Excellent  
Quality of Environment N/A  
Quality of Staffing 4 - Good  
Quality of Management and Leadership N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

You can use the "Care services" area of our website ([www.carecommission.com](http://www.carecommission.com)) to find the most up-to-date grades for this service.

## **How we inspected this service**

### **What level of inspection did we make this service**

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 activities did we undertake during the inspection**

The inspection was carried out by one Care Commission Officer (CCO) over one morning.

During the inspection evidence was gathered from a number of sources including:

- discussion with the manager;
- informal discussion with nursery staff;
- general inspection of the premises;
- observation of interaction between children and nursery staff;
- review of photographs of children's activities;
- examination of a range of policies, procedures and other relevant documentation
- including: Parent/carer survey questionnaire following a recent 'come and play' day.

### **Inspection Focus Areas (IFAs)**

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

#### **For 2009/10 we will focus on:**

- Meaningful activity for all adult services
- How care services assess the health of people with learning disabilities
- Involving parents for children's services
- Medication for looked after children for residential accommodation for children
- How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website [www.carecommission.com](http://www.carecommission.com).

### **Fire safety issues**

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

### **Actions Taken on Recommendations Outstanding**

The following recommendations were made during the previous inspection of the nursery. How they addressed them are detailed below each one:

The service should ensure that all accidents are recorded appropriately, that entries are made in ink if done by hand, and signed by parents. National Care Standards, Early Education and Childcare up to the age of 16 - Standard 3; Health and Wellbeing - This was addressed by the Head Teacher.

The Head teacher should review the monitoring systems for the children's toilet area, in the light of comments made by parents regarding toileting of children and privacy for children using the toilet. National .Care Standards, Early Education and Childcare up to the age of 16 - Standard 3; Health and Wellbeing .

Improvements could still be made here. This was again raised during this years inspection.

3. The service could further improve its approach to enabling children and parents and carers to participate in assessing and improving the quality of staffing by developing a participation strategy which clarifies how they can be involved in this process, and how the nursery will use their input to develop and improve the service. Early Education and Childcare up to the age of 16 - Standard 13.1: Improving the Service -A participation strategy has been put into place.

### **The annual return**

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care Act (Scotland) 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

### **Annual Return Received**

Yes - Electronic

Comments on Self Assessment

Very well completed document detailing many areas for development and improvement.

Taking the views of people using the care service into account

The children who were present during the inspection appeared happy, confident and at ease with their surroundings and staff.

Taking carers' views into account

17 Questionnaire responses were received from parents and carers who used the service. All were either happy or very happy with the service being provided to them and their child. Written comments included:

"I have compared this specific nursery with others in my area before applying for a place here and would say that the facilities are good and staff here are exceptionally friendly towards the children, but are professional with it"

"I feel that Woodlea is an excellent childcare provider and I would struggle to find one that comes close. It has an excellent balance of staff and I cant fault anything!"

"All the staff have really helped my child. ....they are extremely helpful and friendly"

"This is an excellent facility and my child is very happy. The staff are very helpful, positive and caring."

## **Quality Theme 1: Quality of Care and Support**

**Grade awarded for this theme: 6 - Excellent**

### **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**

This service was found to have an excellent performance in relation to this statement.

Each child was treated as an individual and much thought was put into providing for the wide age range of children with their different interests and abilities.

The policies for the service were available to parents as is the last inspection report.

A notice board in the hall kept parents informed of the daily plans and of the week's snack menu. Additional information for parents included take home information for parents on a range of activities which their child takes part in the nursery.

An extensive range of photographs were available to share with parents allowing them to see their children at play and to encourage topics for discussion with their children. They included pictures of children outside, making music, and taking part in activities. These are now relayed on to a wide screen television in the entrance hall which parents can view.

Daily interaction with parents and carers was a high priority within the nursery. Parents were clear about staff roles and the responsibilities of staff.

Participation was actively and continuously encouraged from the initial enquiry for a nursery place, through the induction period with the "Assessment and Starting nursery report" booklets completed in the under 3s room. Fortnightly information on what children are learning within the curriculum, to parent and carer's involvement in the development of the children's profiles. The Head Teacher and staff had developed a range of curriculum leaflets and suggestions for parents on how they could extend learning into their own home.

Children took part in a wide range of stimulating activities in every playroom included planting bulbs and watering the tubs, as well as cleaning up when much of the soil went on the floor!

Most of the activities were child led, and children were seen leading adults through the playrooms involving them in their games. The atmosphere within the whole nursery was that of activity and learning. The children played with each other with staff facilitating and supervising the fun which was being had. Within the Care

Commission Questionnaire one parent stated "Excellent range of educational resources, equality and diversity play a key role. Everyone -parents, carers and children are treated fairly with respect" another said "Head teacher and staff are so supportive of the child's needs balanced with the families and parents needs. They are a credit to the council"

The atmosphere in this excellent provision is that of security for children and a welcoming and enabling environment for everyone who comes through the front door.

### **Areas for Improvement**

The nursery had considered the development of a parent's focus group. (See Recommendation 1.)

Grade awarded for this statement

6 - Excellent

Number of requirements

0

Number of recommendations

1

Recommendations

1.

The development of a parent's focus group would further enhance and formalise communication with parents. National Care Standards, Early Education and Childcare up to the age of 16 - Standard 13 :Improving the service.

### **Statement 4**

We use a range of communication methods to ensure we meet the needs of service users.

### **Service Strengths**

As previously stated within this report, there was an excellent range of communication methods used throughout each day, including the nursery's open door policy for parents, daily diaries for children with additional needs in picture form for parents. One parent commented on these picture diaries "my child is able to communicate with me with regards to what he has been doing during the day, before he couldn't tell me which was frustrating for both him and me"

Children were seen leading staff to activities through their individual board maker to activities which they wished to take part in. Staff took time to listen and follow children despite the extremely busy nursery environment. Excellent interactions were witnessed with staff throughout the observed session. Small differences between children were resolved with extreme skill and patience. Children were listened to and



not rushed to complete any activity. Nursery routines came second within this learning environment. Staff reacted and interacted when they needed to, but generally the whole of the observed session was led by children.

Circle time was very important with experiences from home being incorporated into the curriculum. Short daily meetings were held with staff in order to communicate staff and to discuss individual needs. Use of floor books were used to record children's thoughts and preferences, ideas and opinions which supported communication between them and staff.

A room had been developed by staff where they could provide additional opportunities to communicate with children. Coloured lights in motion provided a calming oasis away from the bustle and activities of the nursery.

The head teacher had developed numerous communication information for parents and children. Questionnaire results had been collated and the results, with any improvements being relayed back to parents. A few parents had made suggestions and these had been promptly acted upon.

### **Areas for Improvement**

As the nursery floor is so busy, at times children were not being adequately supervised within the toilet areas. (See Recommendation 1)

The head teacher had identified many areas for development for her service including;

Continuing to extend the use of the floor books.

To further develop children's voting system for selecting resources.

To continue to develop staff /child interactions through individual video work.

### **Grade awarded for this statement**

6 - Excellent

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

Staff should ensure that children are adequately supervised in this area. National Care Standards, Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing.

### **Quality Theme 3: Quality of Staffing**

Grade awarded for this theme: 4 - Good

#### **Statement 1**

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

#### **Service Strengths**

Having sampled some of the documentation provided by the Head Teacher service was found to have a very good performance in relation to this statement.

Questionnaires for parents and children encouraged user participation and the Head Teacher and staff acted quickly on any suggestions which in turn lead to improved facilities for the children. Within the nursery's participation strategy it described how staff should respond to parents and children, and that views and suggestions were welcomed regarding the effectiveness of staff deployment.

Daily meetings and formal staff meetings provided opportunities for evaluation of the service incorporating suggestions from the children and parents. Staff did their utmost to ensure parent's wishes were met each day.

Several parents highlighted within the Care Commission Questionnaire the strengths of the staff team, their ability to 'listen' to them.

There had been no complaints to the Care Commission or within the service about staff.

#### **Areas for Improvement**

Although there were opportunities for parents to comment on staff with the H.T. and within questionnaires, this did not usually involve discussions on the quality of staff or staffing levels within the nursery and how these are maintained. (See Recommendation 1).

#### **Grade awarded for this statement**

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

## Recommendations

1.

The nursery should further consider how parents and children can comment on and participate in assessing and improving the quality of staff within the nursery, and how parents could comment on staffing. National Care Standards for Early Education and Childcare up to the Age of 16 - Standard 13 - Improving the service.

## Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

## Service Strengths

A separate audit of the service's safer recruitment policies and procedures has been carried out by the Care Commission and found to be satisfactory.

Generally the provider had taken time to prepare for the visit and files were well organised and presented.

The staff selection procedure was comprehensive and covered a range of issues such as application procedures, checking of fitness and the interview selection process.

There were good systems in place to manage situations where Disclosure Scotland Checks raised issues.

The audit of 100 files indicated that practice within the service ensured that an application form was completed, appropriate references and checks were requested and the aims and values of the service were explained.

There was evidence of very good processes in relation to assessing the medical fitness of prospective employees and the checking of references, particularly from the last employer .

## Areas for Improvement

The provider does not currently undertake three yearly Disclosure Checks for all employees but is planning to systematically introduce this over a period of time.

In some of the files examined, although it was recorded that a Disclosure Scotland check had been completed, it was unclear whether the Disclosure Scotland check required further action. The provider advised in these circumstances the information was considered by a recruitment panel and a decision was made in relation to the suitability of the applicant.

In some of the files examined there were no Disclosure checks for ancillary staff. The provider advised they had sought guidance from Enhanced Disclosure Scotland who indicated these were not necessary. However, the decision to obtain Enhanced

Disclosure rest with the employing authority who should consider this in relation to the protection of vulnerable adults and children. There was also no evidence of risk assessments for those employees who had not had a Disclosure check.

There were some examples where staff had not completed additional application(s) forms when moving to other posts within the organisation notably from permanent contracts to supply posts. (See Recommendation 1).

The organisation could improve consistency in their practice in relation to evidencing staff skills. For example some files contained photocopies of qualifications whilst others did not.

There was some evidence that staff skills had been identified for those who had transferred within the organisation. However, the information held was not consistent and in some cases there was no information. (See Recommendation 2)

In some of the files examined identification information such as utility bills and passport information had been unnecessarily retained.

#### **Safer Recruitment - Inspection Focus Area (IFA) outcome**

The requirements and/or recommendations below reflect our view of the providers performance in meeting its legal responsibilities when recruiting staff and its compliance with best practice. This is as a result of an audit of the providers recruitment files.

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

2

#### **Safer Recruitment - Inspection Focus Area (IFA) outcome**

The requirements and/or recommendations below reflect our view of the providers performance in meeting its legal responsibilities when recruiting staff and its compliance with best practice. This is as a result of an audit of the providers recruitment files.

Recommendation

1.

It is recommended that the provider ensure that a formal application process is followed for each period of employment.

Scottish Social Services Council Code of Practice - Employer 'Make sure people are suitable to enter the workplace

1.1 National Care Standards Early Education and Childcare up to the age of 16  
Standard 12.1 Confidence in Staff.

Recommendation

2.

It is recommended that the provider audits the procedures for the recording of staff skills and qualification records. Scottish Social Services Council Code of Practice - Employer 'Make sure people are suitable to enter the workplace.

1.1 National Care Standards Early Education and Childcare up to the age of 16  
Standard 12.1 Confidence in Staff.

## **Other Information**

### **Complaints**

No complaints have been received regarding this service.

### **Enforcements**

No enforcement action has been taken against this service.

### **Additional Information**

None.

### **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 Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

### **Summary of Grades**

Quality of Care and Support - 6 - Excellent  
Statement 1 6 - Excellent  
Statement 4 6 - Excellent  
Quality of Environment - Not Assessed  
Quality of Staffing - 4 - Good  
Statement 1 5 - Very Good  
Statement 2 4 - Good  
Quality of Management and Leadership - Not Assessed  
Inspection and Grading History

Date Type Gradings 10 Dec 2008  
Unannounced Care and support 6 - Excellent  
Environment 5 - Very Good  
Staffing 5 - Very Good  
Management and  
Leadership 5 - Very Good

### **Terms we use in our report and what they mean**

**Action Plan** - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

**Best practice statements/guidelines** -This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

**Care Service** -A service that provides care and is registered with us.

**Complaints** - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

**Enforcement** - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

**Disclosure Scotland**-Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

**Participation** - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan -This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

### **How you can use this report**

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers.

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

### **The Care Commission**

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

### **Reader Information**

This inspection report is published by the Care Commission. It is for use by the general public.

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