

Care service inspection report

Full inspection

Great Western Out of School Club @ Kingswells Day Care of Children

Unit 3
The Village Centre
Kingswells
Aberdeen



HAPPY TO TRANSLATE

Service provided by: Lorndale Aberdeen Limited

Service provider number: SP2013012192

Care service number: CS2013322768

Inspection Visit Type: Unannounced

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

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

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

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

Summary

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

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

We gave the service these grades

Quality of care and support	5	Very Good
Quality of environment	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	5	Very Good

What the service does well

The children were cared for by a team of staff who had worked extremely well together; they complemented each other to provide an active and varied programme. Children were busy from when they entered the service: they were provided with activities which included outdoor activities, allowing children to get active in the fresh air.

The staff's welcoming nature helped children be confident, safe and secure. They knew the children well and very much included them in any development of the service. They included activities they knew they would enjoy and supported children to have fun and enjoy their time with them.

What the service could do better

Staff should monitor children's handwashing to ensure that hand hygiene is followed.

When providing snack, staff should monitor content to ensure that planned items such as vegetables are made available for the children. This helps provide more healthy choices for children.

What the service has done since the last inspection

This was the first inspection for this service under their new registration: the service had been provided previously under a different legal entity. However, the providers, management and some staff were the same. The service had settled into their new premises and were making good use of outdoor space available to them.

Conclusion

Great Western at Kingswell had a management and staff team committed to meeting the needs of the children, and in creating a welcoming and inclusive environment for all. They worked well with children, parents and carers, seeking and taking account of their views of the service on a regular basis.

1 About the service we inspected

Great Western @ Kingswell is registered to provide an after school care service during term time for a maximum of 30 children. The out of school care service operates from, 7:30 a.m. until 9.00 a.m and 2.30 p.m. until 6.00 p.m., Monday to Friday. The service is provided from Unit 3 in the Village Centre, Kingswell.

Recommendations

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

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

Requirements

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

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

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

Quality of care and support - Grade 5 - Very Good

Quality of environment - Grade 5 - Very Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 5 - Very Good

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

This report was written following an unannounced inspection visit on the afternoon of 26 October 2015 and an announced visit on the morning of 27 October 2015.

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

- an Annual Return completed as requested.
- discussion with children
- discussion with parents/carers

- discussion with staff members.
- discussion with manager
- observation of practice
- observation of the environment and equipment
- examination of policies, procedures, records and other documentation, including the following:
 - the self-assessment form
 - supporting evidence sampled relating to the quality statements inspected
 - staff files
 - services questionnaires
 - records of staff meetings
 - risk assessments
 - noticeboards within service
 - parents' / carers information
 - newsletters
 - information and other items on display.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firescotland.gov.uk

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self-assessment document from the service provider.

We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned.

Taking the views of people using the care service into account

We had the opportunity to speak to some of the children during our visit to the club. We also had the assistance of one child who spent much of the session seeking children's views and sharing these with us. We found this invaluable in making our assessment and welcomed their contribution to the inspection process.

The children spoken with were happy and relaxed in the out of school club setting. Many of the children had attended for some time and were confident in expressing their wishes to the staff and chatted to us and our assistant for the day about their experience of the service.

They told us the club was fun and that they enjoyed their time there. They liked the many different activities available, and most particularly enjoyed the opportunity to use the outdoor play area. When asked if there was anything they would change a couple of children thought they would like more movie choices, and others more time on computer games. They also told us they liked the staff. They said the staff were helpful, kind and always cheerful.

We asked them if the staff at the club asked them for ideas, and listened to them. They told us they did, saying:

"They are always asking us what can be better."

"They definitely listen to ideas from us."

One child went on to tell us about a time she made a suggestion about equipment outdoors and how quickly the staff responded to it. Children also told us they were confident in sharing ideas and suggestions, knowing they would always be considered by staff.

We could see that children were enjoying their time at the club and related extremely well with staff.

Taking carers' views into account

Care Standard questionnaires were distributed by staff to parents/carers prior to the inspection visit. Four were returned for inclusion in the inspection process. In relation to the statement, "I am happy with the quality of service my child receives", all parents/carers indicated they agreed.

Parents spoken with during the inspection visit commented very positively on the quality of service provided. They felt the staff were welcoming and told us their children were happy to attend.

Comments we received from parents included:

"My daughter is very happy at the club and the staff are wonderful. They acknowledge me and my daughter when we walk in and they all interact with the children, play games with them etc. They are all an asset to the company."

3 The inspection

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

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service Strengths

This statement was examined as the participation of children and young people in their care and support is very important to achieving good outcomes for them. In 2015-16, all services are being inspected against this statement.

Children were fully involved and included in the development of the service. Children were regularly asked what could make it better for them and they gave us many example of when staff had taken their ideas and made it happen. Children were completely at the centre of what happened in the service, making it a great place for them to be.

Children were busy from the moment they entered the premises. The staff had set up activities and games which they knew they would enjoy and due to the layout children could freely access further activities.

We could see that staff listened to children, and would incorporate the things they showed interest in to the service. For example when a Skylander game was provided, the staff member informed one child it was because she knew he liked these characters. The child was extremely pleased and explained "I didn't know you knew I liked them".

This told us staff were extremely child-centred and used observation often to help make the club a place that children had fun in and were happy to go.

In the recent move to the current premises children were fully involved in planning for the move and how the club would look. We saw layout plans which children and staff had considered and could see that many of the ideas and suggestions had been incorporated. This meant the environment was presented in a comfortable and child friendly way, providing space for play and areas for quiet times and activities. This was meeting the needs of children of many ages and stages well, and had taken account of what the children wanted.

We spoke with parents who told us that the service was thorough at seeking ideas. They told us the staff and management were extremely receptive to any ideas or suggestions and happy to make changes to suit individual children or in the development of the service. The 'you said, we did' board kept children and parent's well-informed of any changes in the service.

All of this told us children and parents were confident that they were listened too, and anything they said was considered.

All parents agreed or strongly agreed with the statement 'The service has involved me and my child in developing the service, for example asking for ideas and feedback'.

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

Quality Statement 1.1 - Excellent

Areas for improvement

The manager and staff were committed to making sure children were at the centre of any plans and development. To ensure this continues they should continue to develop the ways they use to gather this information so that children and parents can continue to contribute and assist in the improvement the service provided for them.

Grade

6 - Excellent

Number of requirements - 0

Number of recommendations - 0

Statement 2

“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

Service Strengths

We looked at this statement as it was important to identify how children are being supported to achieve their potential. The staff demonstrated that they met the children's needs, they shared information with parents and link professionals to ensure each children were being well supported and able their wellbeing was promoted. We observed how the staff cared for the children; we also reviewed written documents and considered outcomes for children. The grade for this statement was very good.

Staff demonstrated a good understanding of children's needs and set up the environment with games and activities the children enjoyed. Children were included in planning what they did as toy, games and activities were stored in shelving and boxes, enabling children to make choices about their play and help themselves. Staff were extremely vigilant in their observations and were able to enhance play and activities by providing more resources and assisting the children. Staff used effective methods of planning, observation and assessment to ensure that all children's time in the service was monitored and that individual needs and interests were suitably planned for, making children's time at the club fun and entertaining.

All of the children had records which included 'All about me' booklets and any care routines the staff should be aware of. This information was used to ensure that each child's needs were met and they were provided with the support and care they would need within the service. We found children were supported by staff who knew them extremely well. They were having fun throughout the session. They were choosing their own activities and involved in planning and helping to set up others.

Children had been fully involved in setting expectations and rules for the service, giving them ownership, and an understanding of them. It was nice to see that they were positive i.e 'respect the toys at the club', 'be kind', and 'have fun'. Children were proud of their club and had a clear understanding of what was expected of them when they were there.

Children were learning to help and support the running of the club and each other as they helped set plans for activities and snack. Children's independence was promoted as they were fully involved in planning and preparing their own snack. Children had provided the club with ideas and suggestions of food they would like at snack time. Menus were created and staff set out food, which children could then help themselves too. Children were learning about healthy eating as staff provide them with nutritional, healthy snacks and had helped the children make healthy choices for the menu. Staff used snack times as a social and learning experience for the children. They discussed their food, allowed children to prepare their own and encouraged them to eat healthily.

Children were enjoying their time in the club and were keen for us to know it was a fun and active place to be. Most contributed to the inspection process, with one child helping by asking others who used the service for their ideas and comments and feeding this back to us. Children were obviously very happy to share their views and it was apparent that they had a good time at the club. Activities and resources were appropriate for them, providing them with games which were fun and some which could challenge them, helping them to learn and achieve throughout their time there.

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

Quality Statement 1.2 - Very Good

Areas for improvement

Children could help themselves to snack and, on the day of the inspection, they were provided with ingredients to make wraps. However, there was an absence of vegetables, which could have been included. We were informed the vegetables were available and it had been an oversight. Staff should ensure that they consider what is presented each day to make sure that fruit and/or vegetables are included, providing a good balance of food.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 2

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

Service Strengths

We inspected the service against this statement, as it is essential all children are cared for in a safe environment where they are welcomed and protected by the staff who care for them. The staff provided very good evidence to support this statement. The environment was safe and the staff adhered to current legislation and best practice to ensure risks for children were minimised.

The service operates from a unit within a retail area of Kingswell, next to one of the provider's nurseries. They have exclusive use of the premises and it has been well set up and resourced for the children attending. The group also have use of an outdoor area to the rear of the premises, adjacent to the provider's nursery.

It was evidenced through discussion with staff and by observation that daily risk assessments and checklists completed ensured hazards were identified and risks to children minimised. The accommodation was bright and airy with suitable heating and lighting.

There was a keypad entry system for parents, and all other visitors would be met at entrance by staff members and monitored during their time there. The layout and resources within the service took account of the development and care needs of children. There was adequate space allowing children to play and move freely between different areas. Children had been involved in planning the layout, therefore Infection control training and first aid courses were offered to all staff as part of a rolling programme of training which helped them to support children's care needs.

Infection Control Guidance was in place and staff told us they always had sufficient supplies of cleaning materials and protective clothing. We looked at the children's toilets. We could see that they were clean and well-maintained. Staff told us they were cleaned on a daily basis and we could see that regular checklists were in place to deal with any concerns as they arose.

The outdoor area ensured that children could benefit from exercise, developing physical skills and providing opportunities to play physical games. Staff checked all areas included outdoor space before children used the areas.

Staff were vigilant at ensuring the environment was comfortable for children, keeping it clean and tidy throughout the sessions and encouraging the children to do the same. Children were seen to be good at helping to tidy up equipment that they had been using, and reported any breakages to staff.

When areas for improvement or repair were recognised staff reported this to the providers. Staff told us that any issues were addressed quickly which kept children comfortable and safe. For example, soon after moving to the premises, they realised that the full glass frontage caused the room to get very hot. This was quickly addressed by the fitting of suitable blinds.

Accidents and incidents were seen to be recorded appropriately by staff with parents/carers signing to confirm that they had been made aware of any occurrences.

All parents/carers responding through the Care Inspectorate questionnaires indicated that they 'agreed' with the statements that the service is a safe, secure, hygienic, smoke-free, pleasant and stimulating environment.

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

Quality Statement 2.2 - Very Good

Areas for improvement

Although children had been encouraged to wash hands prior to eating snack some who were offered seconds later in the session did not wash prior to eating this. To limit any risk of cross contamination children should wash hands prior to eating at any time.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 5

“The accommodation and resources are suitable for the needs of the service users. ”

Service Strengths

We selected this statement, as we wanted to determine what action the staff and providers took to provide suitable resources in the setting. We also considered the play accommodation and how the environment supported children's needs.

The accommodation was used exclusively for out-of-school care, therefore it was set up for children at all times. There was a very good selection of materials and equipment which was accessible to the children. Children could help themselves to most toys and games, which meant they were included in providing and setting up for their day. They were aware of the activities available and told us that staff were always happy to help them find what they were looking for, and would change any activity to one they preferred.

We could see that staff were very much aware of what the children enjoyed doing and their interests. Toys and equipment provided met their interests and throughout both session children were fully occupied.

During our afternoon visit, we saw a group of children were having fun with a new car and garage set, some were busy at the art table, others were enjoying quiet play within the couch area.

Children also could use the outdoor area to the rear of the premises. The staff told us that they accessed this most days and they also made good use of local playgrounds for physical play. Staff were eager to ensure that all children had good access to active play, recognising that children needed time to run around and release some energy. They also understood that getting active in the outdoors was also better for children, so tried to ensure this was provided daily.

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

Quality Statement 2.5 - Very Good

Areas for improvement

The service should ensure that the very good standards of accommodation and resources are maintained and consider if any adaptations are necessary to continue to improve and meet the needs of children attending.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 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

We examine this statement as there was significant numbers of staff employed in the service. We explored staff recruitment processes and asked newer staff about their induction process to the club and the company. The information was analysed so that we could ascertain if the staff had been recruited safely. We found that the service was working to a very good standard in the areas covered by this statement.

Children were cared for by staff who had undertaken a thorough recruitment process. Staff were not recruited into the service until appropriate references and a satisfactory PVG (protecting vulnerable groups) check was received. Where reference lacked information the service sought further references from other sources to reassure them they were suitable for the position.

The providers further support their recruitment process by undertaking medical references for potential staff to ensure that they are fit to provide care to children before taking up a position in the company.

All staff were also registered with the Scottish Social Services Council (SSSC), or in the process of registering. This confirmed that the applicant has been found fit to work in social services, and has met or is committed to meeting the necessary qualifications determined for the role they undertake. This further protects children and contributes to children being cared for by people who have the necessary skills. Management confirmed it oversees and supports staff with SSSC applications to ensure they meet the required timescales.

Staff were given access to the service's secure website, Puddlestomp, so they could find out about the club and policies and procedures, which supported the service. There was also a checklist, which staff needed to complete during their induction period. This was completed with the support of a club supervisor.

Based on the findings of this inspection, the service has been awarded a grade of Very Good under Quality Theme 3 - Statement 2.

Areas for improvement

The service should continue to develop the very good practice evidenced within this statement, ensuring the continued outcomes for the children.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 4

“We ensure that everyone working in the service has an ethos of respect towards service users and each other.”

Service Strengths

We selected this statement as we wanted to ensure that children were respected and that the staff worked together to provide a safe and stimulating service for them. We found the staff worked well with each other, sharing their skills and experiences to enhance the service for the children.

Children were cared for by staff who were professional, polite and pleasant in their interactions with them, their parents/carers and each other. Staff were helpful throughout this inspection process and we found them to be knowledgeable and caring in their approach to planning and meeting children's needs. They were reactive to meeting those needs, they quietly observed children at play and supported and extended the learning by increasing availability of activities or assisting children when they needed help.

The staff talked to the children in order to establish clear boundaries and provided a high level of praise in order to boost their confidence and self-esteem. We found they reinforced good behaviour through praise and encouragement and managed unwanted behaviour through distraction and explanations. Children were also clear as to the benefits of being kind and caring for each other. They had created a list of 'Golden Rules' which were positive and would ensure that children felt comfortable and included in the care service.

The manager supported staff to provide the best of care by helping them to reflect on the service as a whole, and their own performance. Staff were aware of and worked with best practice guidance and had access to copies of the SSSC Codes of Practice and National Care Standards. They met as a team regularly to support each other and also received support from the manager and providers. Staff were encouraged to participate by giving their views and opinions on the service development by highlighting areas for progression or improvement of the service.

We spoke to most staff members. They were enthusiastic, well-motivated and knowledgeable about the operation of the club and the children in their care. They told us that they were fully supported by the manager, who was committed to the club and always listened to them. They all spoke extremely highly of the service and the level of support they received from management. Each one of them told us there was excellent team work, which contributed to the very good service being provided.

Children told us they liked the staff and that they were "kind" and "helpful". They said that the staff were "always cheerful". This told us the children felt comfortable and confident with the staff group.

Parents told us the club provides a very good out-of-school club service and they felt respected and listened to.

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

Quality Statement 3.4

Areas for improvement

All staff members were clear as to what they would need to do if they have any safeguarding concerns; however one was unsure about the paperwork required by the service. To ensure that appropriate records are kept the manager should cover these processes with staff.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

Statement 2

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

Service Strengths

This statement was examined as we felt it was necessary to look at how the staff are involved in determining the direction and future objectives of the club. We also considered how the management valued their contributions and how this helped to ensure good outcomes for children attending. We saw that the providers and management were very good at involving staff in the club's development.

Staff were encouraged to contribute to the direction and future objectives of the service through a number of methods including regular staff meetings, appraisal systems and full involvement in a self-evaluation and monitoring of the service.

The providers, manager and senior staff member meet staff regularly and ensure they are given a voice and their ideas concerns are addressed. Issues identified in staff meetings were discussed fully between manager and staff. Discussion evidenced the management recognising the staff's ideas and encouraging a 'child-centred' approach ensuring the children's needs were a priority.

Staff confirmed that they are encouraged to contribute within the regular staff meetings and that the management and other team members were receptive to ideas and suggestions made. They confirmed that many suggestions had been taken on board to the benefit of the staff and children.

They also confirmed that they have been asked for their input in reviewing and development of the service's policies and procedures.

The senior was committed to providing a quality service for children and their families. She and other members of the management team led the staff team well and were committed to accessing training and extending their knowledge in all aspects of childcare, development and meeting the needs of individual children within the service. They had created a strong culture of team work and was ably supported by the hardworking staff team.

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

Quality Statement 4.2 - Very Good

Areas for improvement

The senior of the service was in the process of learning about a 'Monitor it' programme. This will help to further review and assess the club provision and assist them to identify areas for improvement within the service and club.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“To encourage good quality care, we promote leadership values throughout the workforce.”

Service Strengths

This statement was examined as we felt it was necessary to look at how the manager and practitioners developed and implemented their leadership skills in the setting. We also assessed how the manager and staff valued each other's experience, knowledge and skills. The staff demonstrated that they provided very good quality care for the children who attended the service. The management staff demonstrated good leadership skills, which helped the service to operate to a very good standard.

A senior staff member oversees the day-to-day running of the service, supported by a manager and management team within the organisation. The provider, manager and senior ensured that the service had good quality staff and resources by the continual monitoring of the provision. They encouraged and supported staff to use skills and experiences to enhance the provision for children. Staff had a selection of skills and experience of childcare and the manager used these skills extremely well. Knowledgeable staff were used effectively to meet the needs of families using the service. All staff had been given the opportunity to share their thoughts and ideas with the providers, and the manager encouraged them to share ideas within team meeting and discussions.

Staff were lead well by the experienced and knowledgeable senior staff member. The senior was keen to provide the best for the children and was supported by an extremely enthusiastic team and supportive management team who also wanted this. This gave staff confidence to take on leadership roles and were happy to take ideas forward, knowing they would be well supported. In turn, staff encouraged children to take the lead in their own learning and play, providing support for them to do this. For example, children were comfortable to request equipment and resources from staff, knowing that they would be helped to get them, increasing their learning and play opportunities.

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

Quality Statement 4.3 - Very Good

Areas for improvement

As above the 'Monitor it' programme will help to identify areas of improvement throughout the service. This will provide more opportunities for staff to take leadership roles and may enable staff who are less confident an opportunity to work with other staff members, helping to build and maintain a confident staff team.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

6 Complaints

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

7 Enforcements

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

8 Additional Information

There is no additional information.

9 Inspection and grading history

This service does not have any prior inspection history or grades.

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

You can also read more about our work online.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

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

Other languages and formats

This report is available in other languages and formats on request.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.