

Inspection report

Jordanhill Out Of School Service Ltd Day Care of Children

Jordanhill Church
28 Woodend Drive
Glasgow
G13 1QT
07890 517439

Inspected by: (Care Commission officer)	Karen Quinn
Type of inspection:	Unannounced
Inspection completed on:	19 November 2009

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Service provided by:

The Board Jordanhill Out Of School Service Ltd

Service provider number:

SP2003001222

Care service number:

CS2003005763

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

Karen Quinn

Telephone 0141 843 4230

Email 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:



We gave the service these grades

Quality of Care and Support  **5** Very Good

Quality of Environment  **4** Good

Quality of Staffing  **4** Good

Quality of Management and Leadership  **5** Very Good

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

We found children to be happy and fully involved in a range of activities. Children got on well with staff and enjoyed staff being involved in their play. Staff listen to what children want and take suggestions on board.

The management committee is made of the parents of children attending the service. Parents are fully involved in the service and make comments and suggestions which are acted upon.

What the service could do better

Improvements should be made to the staff recruitment policy to include more detail about the references carried out.

The premises risk assessment should be improved to detail all measures to ensure children are safe in the premises.

What the service has done since the last inspection

The service has stated to record the outcome of disclosure checks for staff.

Conclusion

Jordanhill Out of School Care provides a good quality service. They should take account of the recommendations in this report to further improve the service.

Who did this inspection

Lead Care Commission Officer

Karen Quinn

Other Care Commission Officers

N/A

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. 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

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

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:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

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

Jordanhill Out of School Care operates from accommodation within Jordanhill Church. The service is situated in the Jordanhill area of Glasgow.

The service was registered with us on the 1/4/02 . At the time of the inspection the registration enabled the service to provide an out of school care service to a maximum of 60 children of school age up to the age of 16 years.

The aims of the service state: "We aim to provide after school care to children aged 4 and a half to 16 years. We aim to offer play and education, opportunities that are both fun and challenging".

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

Quality of Care and Support	5 - Very Good
Quality of Environment	4 - Good
Quality of Staffing	4 - Good
Quality of Management and Leadership	5 - Very Good

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) 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

We wrote this report following:

- an unannounced visit on the 9/9/09
- meeting with the manger to carry out the safer recruitment audit and provide feedback on some of the Quality Statements, on the 21/10/09
- a meeting with the manager and the chairperson on 4/11/09 to discuss one of the quality statements in more detail
- an email was sent to the manager on 19/11/09 confirming the grade for Quality Statement 2.2.

As requested by us, the care service sent us an annual return. The service also sent us a self assessment form.

We issued 20 questionnaires to the care service to give them to parents. Sixteen were returned to us before the inspection.

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

- evidence for the provider's self assessment
- registration certificate
- child protection procedures
- children's records
- risk assessments
- medication policy and consent forms
- infection control procedures
- questionnaires given to parents by the provider
- questionnaires completed by parents and returned to us
- the various ways the service consulted with children
- staff recruitment policy
- staff files
- observing how staff worked with and cared for the children
- discussions with various people including; the chairperson, the manager, staff, children and parents.

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.

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

Actions Taken on Recommendations Outstanding

One recommendation was made at the last inspection:

A system for recording the outcome of Disclosure Scotland checks should be put in place. NCS, Early Education and Childcare up to the age of 16: Standard 14.

This recommendation had been met.

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 (Scotland) Act 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

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

The children were happy, relaxed in their environment and were actively involved in a range of activities. Children had formed positive relationships with staff. Children were seen to play well together.

We spoke with approximately five children during the inspection visit. The children told us:

- "It's really good".
- "The games are really fun to play with. There is stuff under the stage like the hamsters wheel".
- "We can play in the craft room. There is a laptop in the quiet room for P6 and P7".
- "We can do homework".
- "We can have physical play or play games in the main room".
- "Nothing could improve".
- "We can watch DVD's".

Taking carers' views into account

We received 16 completed questionnaires from parents. We spoke with four parents during the inspection visit. When asked about the overall quality of the service 12 parents 'strongly agreed' they were happy with the overall care and four were 'happy'. Parents made the following specific comments about the service:

- "I believe this to be a very efficiently run service. I do not think this is an easy job given the nature of the building".
- "Joss continues to provide a very positive secure and most important fun element".
"Cannot praise the facility enough. A secure and well run facility".
- "I cannot praise Joss and its team highly enough. My children love attending and I am reassured that while there they are in a caring and safe environment".
- "A strength is the flexibility offered by the service and their willingness to accommodate when issues crop up for families which results in additional child care".
- "The service is innovative there are very frequently new initiatives to keep the children motivated and interested".
- "Relationships with children are positive and built on respect and trust".
- "Anne and her staff deserve the highest commendation I would thoroughly recommend Joss".

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

The service had some very good ways of involving and consulting parents and children about the quality of care and support. These included:

- children's questionnaires
- members of the P7 council ask children their views
- discussions with children
- wall displays for children to write their ideas
- children were asked for suggestions for snack
- questionnaires for parents and extended family
- discussions with parents
- newsletters asked for suggestions
- parents spent time in the service helping with activities.

The management committee was made up of parents of children attending the service. Regular committee meetings were held. Decisions about the service were made by the management committee. Parents not part of the committee had the opportunities to attend meetings. All parents had access to the minutes of these meetings. Parents were fully involved in all aspects of the service.

A survey was carried out on to find out children's likes and dislikes for snack. The manager explained to children the results of the survey and how the snack menu would change. An explanation was given to the children on why certain foods could not be made available at snack time.

Parents told us:

- "Joss has strong links with the children and parents alike".
- "The variety of activities and the way in which the children are encouraged to make their own choices ensure this is not just a baby sitting service but is a positive developmental organisation".
- "The service involves the children in day to day decisions about what to do".

We examined questionnaires parents sent to us. When asked if parents and children were involved in developing the service, eleven parents 'strongly agreed' and one parent 'agreed' .

Areas for Improvement

The service should continue to consult and involve children and parents about the quality of care and support.

Grade awarded for this statement

5 - Very Good

Number of requirements

0

Number of recommendations

0

Statement 3

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

Service Strengths

Infection control procedures were in place. The service had a copy of the document 'Keep it Clean and Healthy' and had a variety of written information relating to infection control which included: a health, illness and emergency procedure, information on communicable diseases, procedures for preparing snack and infection control procedures. The majority of staff had received training on food hygiene.

The service followed a Healthy Eating policy at snack time and had a copy of the nutritional guidelines for out of school care services.

A procedure for the administration of medication was in place. This included written consent from parents. The majority of staff had received training on using an Epi Pen. Some staff were first aid trained.

Systems were in place to find out about the needs of individual children. Parents completed a registration form and an 'All about Me' form. Each child had a key worker. Some parents confirmed they worked with the manager to ensure staff were aware of their child's individual needs. One parent told us "Staff are willing to discuss any areas of concern that the children may have over individual situations. This provides a supportive and caring environment".

A child protection policy was in place. The manager told us the service followed the local authority child protection guidelines. Staff were aware of the child protection procedures. The manager had received training on child protection and cascaded this to staff. The service had been provided with a child protection training manual by the local authority.

Areas for Improvement

Medication was stored within the service. Some medication had the child's name on the packaging. The manager should make sure the child's name is detailed on the medication to be administered. Some medication was available to be used for children when required. The dosage for this medication was detailed on the medication but not always detailed on the consent form. The manager should make sure the dosage for is detailed on the consent form.

Some written information was available to enable staff to meet the needs of children who required additional support. The manager should make sure that where a child needs additional support a written record is maintained to advise staff of how to best meet the needs of the child.

The child protection policy clearly stated procedures where a child makes a disclosure. However did not include reference to any other child protection concerns. Therefore the detail of the policy could be confusing. Information was available which informed children where to obtain independent advice in relation to child protection. However this detail was not contained in the child protection policy. See recommendation one.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

Recommendation with reference to Theme 1 Statement 3:
The child protection policy should be updated:

- to ensure procedures are clear in respect of any child protection concerns
- to include arrangements to ensure children have access to independent support and advice.

NCS Early Education and Childcare up to the age of 16: Standard 3.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 1

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

Service Strengths

The service had some very good ways of involving and consulting parents and children about the quality of the environment.

The service had developed a specific questionnaire about the use of the park for outdoor play. These questionnaires were given to parents. As a result of the responses children were taken to the local park regularly.

The P7 council had organised events within the service. A folder was available which contained children's ideas for events.

We examined questionnaires parents sent to us. Parents told us staff asked their children's views about activities and outings.

For more information refer to Quality Theme 1, Statement 1, Strengths.

Areas for Improvement

The service should continue to consult and involve children and parents about the quality of the environment.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2

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

Service Strengths

Children had the opportunity to use three indoor playrooms. Staff made effective use of play space and provided rooms for physical play with an area for games, a quiet room and an arts and craft room.

Policies and procedures were in place in relation to the safety of the environment which included:

- a health and safety policy
- a smoke free policy
- a policy on risk assessment
- a procedure for the maintenance of the premises and reporting repairs and
- a procedure for keeping the premises clean.

We examined questionnaires parents sent to us. When asked if the service was safe, secure and hygienic, seven parents strongly agreed' and nine 'agreed'.

Children were taken to the local park for outdoor play. Parents told us the use of the park had been an improvement. One parent told us: "Recent use of the local park is a real bonus". The manager told us a risk assessment had been carried out for use of the park and parental consent forms signed.

A variety of information was available to parents in the gym hall. Some children's work was displayed.

Areas for Improvement

The procedure for escorting the children from school detailed the minimum adult to child ratio. The manager explained situations where the number of adults would be increased. The manager should add this detail into the procedure.

On the day of the inspection visit, P1 children were being cared for at the same time as members of the public had access to building. Following the inspection visit the manager updated the risk assessment to take account of this.

As a result of a previous inspection, the service carried out a risk assessment in relation to adults, other than members of the service, having access to the children. This inspection highlighted that there were occasions where adults other than those associated with the service could have unsupervised access to the children. The manager confirmed this and advised that the adults would be church members. One parental questionnaire raised concerns about the security at the front door. The parent told us " Security at front door re non joss people being able to enter could be re emphasised to all users". Since the inspection visit the manager submitted to us additional measures which would be put in place to ensure the safety and protection of the children within the premises. See recommendation below.

Grade awarded for this statement

3 - Adequate

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

Recommendation with reference to Theme 2 Statement 2:

There should be a clear, robust premises risk assessment in place. The manager may wish to update the existing risk assessment or develop a new risk assessment to take account of the additional measures put in place to ensure the safety and protection of the children whilst in the premises.

NCS Early Education and Childcare up to the age of 16: Standard 2.

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

The service had some very good ways of consulting parents and children in assessing and improving the quality of staffing in the service.

Parents were involved in developing the safe recruitment policy. Members of the management committee were part of the interviewing panel for senior staff. All staff appointments were discussed with the management committee. The management committee were involved in staff promotions.

The management committee made decisions on staff training. Some parents had been involved in training staff. The minutes of staff meetings were discussed at committee meetings.

Children were asked what the qualities they looked for in a play worker. The manager told us some interview questions had been developed to take account of the children's comments.

Children told us, "All the ladies and men are really nice".

Parents made specific comments about staff on the questionnaires they returned to us, which included:

"Lovely, friendly ladies and gentlemen who I can rely on to look after my children and help with their development".

"Staff are excellent and extremely approachable and of happy dispositions".

"The staff are exceptional in their commitment to their children".

"The manager clearly cares for and looks after her staff and this reflects in the staffs care of the children".

We examined questionnaires parents sent to us. When asked if staff had the skills and experience to care for their children seven parents 'strongly agreed' and eight 'agreed'.

For more information refer to Quality Theme 1, Statement 1, Strengths.

Areas for Improvement

The service should continue to consult children and parents in assessing and improving the quality of staffing in the service.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

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

An audit was carried out of staff recruitment procedures.

A recruitment policy was in place. Staff recruitment procedures included:

- the service taking up personal references
 - the service carrying out an enhanced disclosure check
 - prospective staff signing a medical declaration.
- Prospective staff were made aware of the aims and objectives of the service through the recruitment process. The aims of the service were included in the recruitment pack and were discussed at interview.

The manager told us systems were in place to check the Scottish Social Service Council's register. The pre - application information included procedures for taking up personal references and for checking medical fitness.

Areas for Improvement

The procedure for checking professional registers was not included in the recruitment information. See Recommendation one below.

There was a system for recording the outcome of disclosure checks as recommended at the last inspection. However, there was no record of the outcome of these checks for staff who escort children from school. See Recommendation two below.

The written references for some staff who escorted the children from school were received after the staff member started working in the service. The manager explained verbal references had been taken and had been recorded. However these references were not available on the day of the meeting. The manager should make sure these records are on file.

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.

Recommendation with reference to Theme 3 Statement 2 is:

The staff recruitment policy should be updated to include the procedure for checking professional registers.

NCS Early Education and Childcare up to the age of 16: Standard 12.

Recommendation

2.

Recommendation with reference to Theme 3 Statement 2 is:

The manager should ensure the outcome of disclosure checks is recorded for all staff.

NCS Early Education and Childcare up to the age of 16: Standard 12.

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service Strengths

The management committee were involved in developing and reviewing the policies of the service.

Parents had made suggestions about the opening times of the service. Parents suggested using emails as a method of communication. Both suggestions were taken account forward.

One parent had made improvements to the manager's Performance Appraisal System.

One parent has suggested the service develop a business contingency plan. This plan was developed by parents on the management committee.

Parents made specific comments about the management and leadership on the questionnaires they returned to us, which included:

"The manager is dedicated to her task and her enthusiasm for continually seeking to improve the service is admirable".

"The leadership is second to none".

"One of the strengths of the service is the strong leadership".

For more information refer to Quality Theme 1, Statement 1, Strengths.

Areas for Improvement

The service should continue to consult children and parents in assessing and improving the quality of the management and leadership of the service.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service Strengths

We found quality assurance systems were in place. The service had recently stated working through the quality assurance system specific to out of school care services 'Aiming High'. Inspection reports were used as a method of quality assurance.

The views of parents and children were welcomed and valued. Improvements were made as a result of suggestions and comments.

A Personal Development Review system was in place and carried out for all staff on a regular basis.

The manager told us observations were carried and recorded in relation to staff practice. A Performance Appraisal system was in place for the manager.

Staff meetings were held on a regular basis. The manager attended committee meetings. Staff also had the opportunity to attend these meetings. A whistle blowing policy was available.

A development plan was in place.

The manager attended local forum meetings to share information and keep up to date with good practice.

Areas for Improvement

The service should continue to use the systems in place to measure the quality of the service.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

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

Enforcements

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

Additional Information

The service had a complaints policy. However, the policy did not contain a timescale for the service to respond to complaints. The service should add a timescale in accordance with SSI 114, 25, (4).

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 - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 4 - Good	
Statement 1	5 - Very Good
Statement 2	3 - Adequate
Quality of Staffing - 4 - Good	
Statement 1	5 - Very Good
Statement 2	4 - Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

Inspection and Grading History

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. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

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

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

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هذه بایتسد یم وونابز رگید روا دولکش رگید رپ شرازگ تعاشا هی

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

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

Telephone: 0845 603 0890

Email: enquiries@carecommission.com

Web: www.carecommission.com

Improving care in Scotland