

Care service inspection report

Full inspection

Lennoxtown Nursery Class Day Care of Children

Lennoxtown Primary School
School Lane
Lennoxtown
Glasgow

Service provided by: East Dunbartonshire Council

Service provider number: SP2003003380

Care service number: CS2003014697

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.

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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	4	Good
Quality of environment	4	Good
Quality of staffing	4	Good
Quality of management and leadership	4	Good

What the service does well

The manager and staff included and involved children and parents in most aspects of how the service was provided.

Interaction between staff and children was respectful, caring and sensitive.

Parents and children were warmly welcomed by staff.

Staff were motivated and enthusiastic.

What the service could do better

The manager and provider should address the recommendations and requirement recorded in this report in relation to:

- the integration of younger children aged two years
- opportunities for parents to meet with staff
- links with and use of community facilities
- staff training, opportunities for staff to lead and take responsibility

- policy and procedure on medication
- making notifications to the Care Inspectorate of change of manager.

What the service has done since the last inspection

Since the last inspection, the service has relocated to temporary accommodation within the school grounds. This is to allow the nursery building to be extended and refurbished.

New staff have been recruited to support extended day provision. This includes a new deputy manager. A new nursery teacher has also been recruited. The newly formed staff team is working well together.

The service has continued to provide opportunities for parents and children to assess and improve the quality of service.

The staff team has begun to develop care plans and learning journeys for children.

New children's furniture has been purchased.

The senior management team has supported staff with transitions.

A new audit of accident and incident reporting has been introduced.

Conclusion

Lennoxtown Nursery Class is currently undergoing change. The service is located in temporary premises whilst awaiting a return to its newly extended and refurbished building.

The staff team has recently grown in numbers with new practitioners, a new deputy manager and a new nursery teacher employed to care for additional numbers and ages of children and provide extended day care.

Despite recent major change, the staff team has successfully made the transition into temporary accommodation. They are working together as a team whilst building relationships with children and families, developing new policies and procedures and establishing keyworker roles.

Children are confident, relaxed and happy.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Lennoxtown Nursery Class is registered to provide a care service to:

- 40 children aged from 3 years to those not yet attending primary school during the morning session.
- 35 children aged from 2 years to those not yet attending primary school, of whom no more than 5 children are aged under 3 years or 40 children aged from 3 years to those not yet attending primary school during the afternoon session.

The provider is East Dunbartonshire Council.

The service is temporarily operating from classroom hut accommodation within the grounds of Lennoxtown Primary School in Lennoxtown. There are two large playrooms, a kitchen and office for staff. Children have access to an enclosed outdoor play area and shared garden area.

The service's stated aims and objectives were in line with good childcare practice.

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 4 - Good

Quality of environment - Grade 4 - Good

Quality of staffing - Grade 4 - Good

Quality of management and leadership - Grade 4 - 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

We wrote this report following an unannounced inspection. The inspection was carried out by an inspector from the Care Inspectorate. A visit to the premises took place on Thursday 17 September 2015.

As requested by us, the care service sent us an annual return.

We issued 20 questionnaires to the manager to distribute to parents and carers of the children who attend the service. Eight completed questionnaires were returned before the inspection. Comments from these were shared with management and are included in the report.

During the inspection process, we gathered evidence from various sources including the following:

We spoke with:

- the manager
- the depute manager
- staff
- children in the nursery.

We looked at:

- evidence from the service's most recent self assessment
- aims and objectives
- participation policy
- children's profiles
- children's records

- staff development and training records
- staff appraisals
- service information for parents
- questionnaires that had been requested, filled in and returned to the service from people who use the service
- a variety of evidence that reflected parents' and service users' participation in evaluating the quality of service
- administration of medication information and records
- child protection policy and procedures
- health and safety records
- risk assessment records
- accident and incident records
- infection control policy, procedures and records
- complaints policy
- service's monitoring and evaluation systems
- service's improvement plan
- photographs of children participating in a range of activities indoors and outdoors
- registration certificate
- insurance.

We also observed how staff work and examined play resources and the environment.

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.

A fully completed self assessment document was submitted by the service. This was completed to a good standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and some areas for future development.

Taking the views of people using the care service into account

Children in the nursery were confident, happy and well settled. We saw that they had begun to build positive relationships with staff. Children confidently chatted with us and commented:

"I've drawn a pirate picture."

"Look at my angry snowman."

"It's a dinosaur."

"I've got banana and milk."

"The leaves fall down in autumn."

"I'm going to be a builder and drive a lorry."

Taking carers' views into account

Twenty care standards questionnaires were sent to the manager to be distributed to parents. Eight were returned to us prior to the inspection taking place. Parents indicated a very high level of satisfaction with the service provided by the nursery. Parents commented:

"I cannot recommend Lennoxtown Nursery highly enough. The staff are warm, friendly and very helpful. My children have been happy here and continue to grow in all aspects of education and wellbeing."

"The staff in this nursery make it the fantastic facility that it is. They are amazing and as parents we are able to put our full trust in them knowing that they will educate and care for them to the highest standard."

"The staff at the nursery have been fantastic, friendly and encouraging for the children. I have been kept informed and involved in any topics the children are doing. When I have approached the staff with any issues or concerns they were very helpful."

"New outdoor play equipment is really great. Love how the nursery has the learning intention on the wall each day, but as a working parent, I rarely get information day to day of what my child has done (apart from more recently she tells me)."

"Lennoxtown Nursery has provided all my children with a safe, stimulating environment to begin their education. Most of the staff members are friendly and approachable and it is obvious they take a genuine interest in their service users."

"Staff are very nurturing to the children. I would find it informative to have either a parents' evening or written report to see what my child has been making progress in."

We discussed these comments with the manager and depute manager. They told us that they are currently discussing communication and sharing of information about children's progress and development within the new staff team. Newly developed care plans and learning journeys for children are one method that staff will use to share information with parents. There will also be a parents' evening.

We also spoke with four parents during the inspection. They commented:

"Great nursery."

"Great preparation for school."

"Good information regarding the move to the new building. Children were talking about it and have completed a mind map."

"My child loves it. Can't wait to come."

"Staff are great."

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: 4 – 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

At this inspection, we found the performance of the service was very good for this statement.

To assess this, we observed staff practice, sampled relevant documentation provided by the manager, viewed information displayed throughout the nursery and spoke with the manager, staff and children.

We were able to evidence that the manager and staff team actively sought the views of parents/carers and children on most aspects of the service.

We found that participation opportunities were a strength of the service.

We saw that staff had established very good relationships with parents/carers and children. New staff were beginning to do this also. Staff were approachable and open to any suggestions made.

Children were involved in most aspects of service planning and delivery. Opportunities for parents/carers and children to make suggestions for improvement in care and support, the environment, staffing and management and leadership were very good.

Children had recently been consulted on 'How do you feel about moving to the new nursery?' They had worked together with staff on an 'On the move' focus to prepare children for the move to the new premises.

Parents were consulted on a range of activities using questionnaires.

Strategies implemented to allow children, parents and families to participate in assessing and improving the quality of care and support included:

- access to children's personal plans
- parent appointments
- school council
- nursery events
- home links
- transition processes
- website
- collaborative work with external agencies
- display and information boards.

A detailed welcome pack, regular newsletters, information board, website and an effective keyworker system enhanced communication with parents. This made sure staff planned activities that took account of children's individual needs and interests as well as supporting their development.

Personal plans were being reviewed and developed for all children. Parents/carers had been involved in agreeing how care would be provided. They could also comment on their child's plan. Regular questionnaires were provided for all parents/carers and included evaluating how well the service was meeting their needs. Feedback was provided for parents/carers through a detailed summary/analysis.

We saw that staff provided an inclusive service where children were valued as individuals. They were given many opportunities to have their say.

Staff had consulted with children using mind maps. These helped staff record children's decisions and plan future activities.

Outcomes for children were good. Staff had created an open and honest ethos where children and parents/carers could raise concerns and make suggestions confident that these would be listened to and taken on board.

Areas for improvement

The manager and staff should continue to provide opportunities for children and families to assess and improve the quality of service.

Grade

5 - Very Good

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

At this inspection, we found the performance of the service was good for this statement.

Staff were knowledgeable about national guidance such as Building the Ambition. This is new national practice guidance on early learning and childcare for staff working in all childcare settings across Scotland. Staff were beginning to implement the Scottish Government guidance, Getting it right for every child (GIRFEC) to ensure that children and their families were fully involved in decision making.

Staff implemented a variety of strategies to ensure that children could make their own choices and be supported to achieve their potential. The team leader within the staff group completed wellbeing and involvement observations to ensure that children were supported to achieve positive outcomes.

The new staff team was in the process of developing ways of fully involving parents as partners in their children's learning using the new care plans and learning journeys.

Staff promoted child initiated learning. We saw many examples of children making choices and decisions about their play.

Children were consulted about their learning and were able to express and share their ideas. We saw children's comments in the consultation about moving to the new building and what they did at nursery today.

We saw staff promoting children's independence during snack time and when dressing to play outdoors.

There were good links with the local primary schools and transition processes were in place. The nursery implemented a full induction process to ensure that children were appropriately supported. We saw staff supporting younger children to settle and speaking with parents about this.

Areas for improvement

The manager should continue to support staff in their engagement with parents to ensure that regular exchange of information takes place.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 2

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

Service Strengths

At the inspection, we found the performance of the service was good for this statement.

The service was temporarily accommodated in classroom huts in the grounds of the primary school. These had been adapted by the provider to ensure that they were suitable for younger children.

There was a secure entry system and signing in procedures for all visitors to the service. We saw that comprehensive registers were kept for children in each of the playrooms and for when groups of children were outside playing. This meant that staff could monitor who was in the service at any given time and who they needed to account for in an emergency, thus keeping children safe and secure.

The manager was the designated health and safety officer. She was responsible for ensuring policies and procedures were implemented, record keeping and maintenance recording.

The premises were attractive and clean and children's resources were well maintained. Staff and children had decorated their environment with displays of work. The service had carried out a range of risk assessments for inside and outside the premises. Outside areas were safe and secure. We were able to see an appropriate accident and incident policy was in place and accident records were kept. An audit of these was conducted.

The child protection policy was on display so that everyone was aware of staff responsibilities. The manager was the designated child protection officer.

Other relevant policies and procedures were in place to prevent the spread of infection and to keep children and staff healthy. We observed children and staff implementing appropriate infection control procedures for example washing hands before snack and after visiting the toilet. We observed the nappy changing area and procedures for nappy changing and found that these were satisfactory.

We observed the policy and procedure for administration of medication. This was being reviewed by the manager and staff.

During the inspection, children could participate in free play and organised activities in which they were 'invited to play'.

There was free flow for children between playrooms and children could choose when to play outdoors.

We observed children making different use of resources available depending on their needs and wishes.

Areas for improvement

The manager should continue to review the policy and procedure on administration of medication ensuring that it is in accordance with the Care Inspectorate guidance, Management of medication in daycare of children and childminding services. (See Recommendation 1)

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The manager should ensure that the service policy and procedure on administration of medication is in accordance with the Care Inspectorate guidance, Management of medication in daycare of children and childminding services.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 3 - Health and Wellbeing.

Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths

At this inspection, we found the performance of the service was good for this statement.

As reported under Quality Theme 1, Statement 1, we found that children's opinions and views were listened to and responded to which contributed to their quality of life.

The service was well-resourced and offered children a variety of activities to stimulate and provide challenge in their learning. We talked to staff about planning and how the new children's care plans and learning journeys would reflect individual children's interests and needs. Staff were building relationships with children and their families, conducting observations and considering next steps for children.

Children had opportunities to learn about healthy living, diet, exercise, environmental issues, personal hygiene and tooth brushing.

The service promoted physical and active play and sufficient outdoor space was provided. Physical play was planned as part of the nursery curriculum.

Children were aware of hand washing procedures and staff effectively promoted hand hygiene prior to eating and after toileting.

The service worked closely with other agencies including speech and language therapists and health visitors. We found that the manager, supported by staff, appropriately took forward additional support plans for individual children when required.

The transition from the old building to the new one had been sensitively handled by staff. Children talked about the move, visited the new premises, made mind maps based on their discussions and were settling in very well.

Areas for improvement

The manager should support staff to create nurturing environments for the younger children. (See Recommendation 2 in Quality Theme 3, Statement 3)

The service was beginning to plan how it could improve links with the local community and make use of community facilities. (See Recommendation 1)

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The manager should support staff to improve links with the local community and make better use of community facilities.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 5 - Quality of Experience.

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

Statement 3

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

Service Strengths

At this inspection, we found the performance of the service was good for this statement.

Scottish Social Services Council (SSSC) registration was documented for all staff. The SSSC is responsible for registering people who work in social services and regulating their education and training.

Staff held a range of childcare qualifications and were committed to their personal development as well as the development of the service. We saw that the new staff team was working well together and supporting each other in a constructive and caring manner. Throughout the course of the inspection, we were impressed by how well staff engaged with children and listened to their ideas. The staff we spoke with were highly motivated and were familiar with best practice guidance that could support them in their work with children.

We saw evidence of interactions between staff, children and their families. The wishes and needs of the child were at the heart of staff planning. New staff were familiarising themselves with the needs of individual children and working with them to plan activities around their interests.

Performance reviews had been conducted for existing staff and plans were in place to complete these with new staff. Staff told us they felt supported by management.

The previous staff team had participated in a range of training such as Establishing Effective Learning Environments, Nurture and Play Experiences. New staff completed training on Building the Ambition and child protection. All staff had participated in workshops in August 2015 on engagement with children and outdoor play. Training on first aid and Play on Pedals was arranged.

We distributed four questionnaires to staff as part of the inspection process. All four were returned which demonstrated to us that staff were willing to participate in the self-evaluation process and contribute to service improvement. Staff responses confirmed that they were familiar with the policies and procedures that were in place to ensure the quality of provision for children and families.

Areas for improvement

The manager should ensure that staff complete first aid training as planned to ensure that a trained first aider is always available on the premises. (See Recommendation 1)

The manager should ensure that staff access best practice guidance/training on attachment and nurturing approaches to support the integration of two year olds in the service. (See Recommendation 2)

The manager should ensure that staff appraisals are conducted as planned.

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. The manager should ensure that a trained first aider is available on the premises at all times.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 12 - Confidence in Staff.

2. The manager should support staff to create nurturing environments for younger children.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 7 - A Caring Environment.

Statement 4

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

Service Strengths

At this inspection, we found the performance of the service was good for this statement.

We found that staff were respectful towards children and each other in their interactions. We observed positive, supportive relationships between all staff and children. The manager and staff modelled caring, open and honest behaviour when engaging with children. They used positive language and sensitively managed behaviour to ensure that outcomes for children were good.

Staff had created a positive ethos within the nursery, warmly welcoming children, parents and visitors and creating a nurturing and caring environment for children. We saw staff listening to children, being responsive and involving children in decision making.

Staff celebrated children's achievements, helping to build motivation, resilience and confidence.

Areas for improvement

The manager should continue to support the new staff team in building an ethos of respect in the service.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 2

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

Service Strengths

At this inspection, we found the performance of the service was good for this statement.

We spoke to staff and management about roles and responsibilities and staff involvement in the ongoing development of the service. We also sampled staff training records and relevant documentation to assess this statement.

The staff team had recently expanded with new practitioners, a new depute and a nursery teacher employed. We spoke with staff who told us that they had completed an induction process and were receiving good support from members of the previous staff team and the manager.

All staff were responsible for planning activities for children, ensuring that resources were available to support children, engaging with children in play and learning and conducting and recording observations of children so that they could plan to meet their individual needs. They were in the process of developing new children's care plans and learning journeys. They had attended in service training and also planned to attend training such as first aid and Play On Pedals.

It was evident that the manager had used her leadership values and skills to promote involvement from staff and delegate tasks to staff. Staff had keyworker roles and were beginning to build relationships with parents and families. The manager modelled good leadership qualities which helped to promote a culture of participation and involvement within the staff team.

Staff attended weekly meetings and were encouraged to bring new ideas and learning into the service. They told us that there had been a smooth transition from the previous premises to the new temporary building.

Communication with staff was good. The manager and depute regularly communicated with staff throughout the day. We spoke with staff and they confirmed that they were involved in decision making and felt supported and part of a team. Staff said they took part in the evaluation and discussion of their work.

All staff who completed our staff questionnaires either agreed or strongly agreed that they were asked for their opinion on how the service could improve and overall felt the service provided very good quality care and support to people who used it.

Areas for improvement

The newly formed staff team was settling in to the service and beginning to take responsibility for areas of service delivery. The manager should support staff to take this forward. (See Recommendation 1)

Grade

4 - Good

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The manager should support staff to lead and take responsibility for aspects of service delivery.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 14 - Well-managed Service.

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

At this inspection, we found the performance of the service was good for this statement.

We discussed quality assurance with the manager and staff, looked at the ways in which the service evaluated their work, examined the evaluations provided by children and parents.

Through discussion, reviewing documentation and observing practice we found the manager had the skills and experience to take the staff team forward and effectively continue to implement change as required to deliver better outcomes for people using the service.

The service's improvement plan identified improvement priorities such as implementing Getting it right for every child (GIRFEC), providing quality adult/child interactions, implementing extended day/extended year provision and increasing parent and family engagement.

We were satisfied the improvement plan provided comprehensive targets, timescales, actions and a means to monitor the impact and outcomes for staff and people using the service.

New staff stated that they were beginning to be involved in the improvement planning process using the Child at the Centre 2 performance indicators as part of the self assessment and self-evaluation process. The manager stated that Child at the Centre 2 was used as the service's quality assurance scheme and management and staff met regularly to focus on assessing the quality of the service, gathering evidence and planning next steps.

The manager attended external training courses, as required, in order to keep up to date on current guidelines. She also attended training to share good practice and gain further ideas to promote and enhance the nursery.

Parents/carers and staff confirmed they found the manager and staff team to be very approachable and supportive when undertaking new challenges, in particular, the recent move to the new premises. The manager and new deputy manager were working together with the staff team to take the nursery forward.

All staff were registered with the Scottish Social Services Council (SSSC) and/or the General Teaching Council and were working to the relevant codes of practice.

The manager and deputy had planned and developed systematic procedures for monitoring and evaluating the nursery provision and were beginning to implement new methods such as peer visits. A review of accident/incident reporting had been completed and a new audit system was introduced. The deputy manager maintained a floor presence throughout the service and was beginning to undertake monitoring of staff practice within the playrooms.

Management, to support their improvement programme, produced a Standards and Quality Report each year. Parents had access to a copy of this as well as a progress report to keep them informed of the service's ongoing improvements.

The service had a complaints procedure which parents were aware of. This created further opportunities for parents to share their views or raise any concerns they may have about the service.

Parents' meetings, newsletters and audits all supported the quality assurance systems within the service.

Information on children's learning and development was maintained and evaluated within children's profiles, settling-in and transition reports. The staff team was developing new care plans and learning journeys to support sharing of information with parents.

Areas for improvement

The manager should continue with plans to implement peer visits and collegiate visits for staff.

The manager should continue to support staff in their engagement with parents and children.

The manager named on the service's certificate of registration had not managed the service since June 2015. She was appointed temporarily to cover the absence of the service manager who returned as manager in August 2015. The provider, East Dunbartonshire Council, had not completed the procedure to notify us of the most recent change of manager in August 2015. (See Requirement 1)

Grade

4 - Good

Requirements

Number of requirements - 1

1. The provider, East Dunbartonshire Council, must put in place and implement a system for making written notifications to the Care Inspectorate of any change of manager of the care service and notify the Care Inspectorate of the appointment of manager.

This is in order to comply with regulation 23(1)(a) and (b) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114).

Timescale for meeting this requirement: Within 14 days of publication of this report.

Number of recommendations - 0

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

Previous requirements

1. The provider, East Dunbartonshire Council, must maintain the premises to a safe and satisfactory standard. This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 No. 210) Regulations 4(1)(a) Welfare of users and 10(1) and 10(2)- Fitness of premises. Timescale: Within 14 days of publication of this report.

This requirement was made on 04 October 2012

This requirement has been addressed.

Met - Within Timescales

2. The provider, East Dunbartonshire Council, must put in place and implement a system for making written notifications to the Care Inspectorate of any change of manager of the care service and notify the Care Inspectorate of the appointment of manager. This is in order to comply with regulation 23(1)(a) and (b) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 (SSI 2002/114). Timescale: Within 14 days of publication of this report

This requirement was made on 04 October 2012

This requirement has been addressed. However, since the last inspection there have been two changes of manager and the provider did not make written notification to the Care Inspectorate on one occasion. A requirement has therefore been recorded in this report under Quality Theme 4, Statement 4.

Met - Within Timescales

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

Date	Type	Gradings	
4 Oct 2012	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	4 - Good
21 Jan 2010	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	5 - Very Good

To find out more

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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۔

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