

Care service inspection report

Full inspection

Fostering Solutions (Northern) Ltd Fostering Service

1544a Great Western Road
Anniesland
Glasgow



HAPPY TO TRANSLATE

Service provided by: Fostering Solutions (Northern) Ltd

Service provider number: SP2005007700

Care service number: CS2005103105

Inspection Visit Type: Announced (Short Notice)

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.

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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	5	Very Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good

What the service does well

Children and young people were very well supported in their education. They were achieving positive outcomes in their school work and life and for those we spoke to, this supported greater stability at home with their foster carers.

Foster carers continued to use their learning from training to more effectively look after children and young people. An example came from more recent training on managing incidents of child sexual exploitation and sexualised behaviour. This was attended by a range of foster carers, staff, managers and independent panel members. Some people who had attended the training told us about the impact it had on them.

The service had continued to build on existing quality assurance systems to monitor, evaluate and improve the service.

What the service could do better

The manager should ensure that personal records are audited and that a record of auditing is maintained. This will promote and maintain higher standards of record keeping and support quality assurance and improvement work.

The service should seek to involve more children and young people including sons and daughters of foster carers, and birth families and in assessing and improving the service. Some of the people we spoke to told us a newsletter for children and young people would help them to know what was going on in the service and to remember that there are lots of other children living with carers.

What the service has done since the last inspection

We found that changes in staff were well-managed with foster carers commenting that they had been kept well-informed through regular management communications and also by their individual supervising social workers.

Access to training had been improved since the last inspection and improvements made were done so following feedback from carers and partnership working on behalf of the foster carer representative and the manager.

A buddying system had been implemented to support the mentoring of new carers. Foster carers involved in the scheme told us it was working well and promoted good relationships and support between carers.

Conclusion

The service remained committed to providing high quality foster care. Overall, we found that the outcomes for children, young people and foster carers were very good.

1 About the service we inspected

Fostering Solutions (Northern) Ltd (the service) is a not for profit agency that provides foster placements for children aged 0-18 years which was registered by the Care Commission in 2005. It is an offshoot of Fostering Solutions Ltd, an organisation based in England. Fostering Solutions Ltd provides line management, quality assurance and other central functions.

The service recruits, prepares, supports and trains foster families to provide a fostering service to a range of children throughout Scotland.

The service aims include:

"To provide the highest quality of substitute family care for looked after children in partnership with other agencies, parents, carers and Local Authorities in order to achieve the best outcomes for looked after children. In addition, we aim to continually develop and improve our services and to never compromise on our own high standards of service, regularly and actively seeking external evaluation."

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 staffing - Grade 5 - Very 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 a short notice announced inspection. The inspection took place between 31 July 2015 and 20 August 2015.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to submit to us.

During this inspection, we sampled information from various sources, including our discussion with several foster carers, five young people, the manager, staff members and independent panel members.

We looked at:

- Foster carer records
- Children/young people's records
- Records kept about a range of meetings, practices and communications
- Records relating to service development work
- Questionnaires returned to us by staff.

As this inspection was based on a sample of information gathered, inspectors cannot assure the quality of service provided for every service user.

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.

The self assessment was updated by the manager of the service at the beginning of our inspection visit. This provided current information about strengths and areas for improvement identified by the service. The involvement of more staff and service users in completing the self assessment will support deeper analysis of quality and a greater focus on improving outcomes within the self assessment process.

Taking the views of people using the care service into account

The views of some foster carers and some children and young people were taken into account in this inspection.

Taking carers' views into account

The views of children and young people's families and carers, including some teachers and placing social workers, were taken into account in this inspection.

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

We looked at a range of information to ensure that service users and carers were involved in assessing and improving the quality of the care and support provided by the service.

In the self assessment the service told us they did this through:

"The looked after children's information packs that all children receive upon being accommodated with Fostering Solutions include information in the Children's Welcome Guide's on how to make complaints or raise any issues or concerns in respect of the service. The children's info packs also contain 'Worry Boxes' that the Youth Council developed. Children can provide feedback on the service via the "viewpoint" questionnaires, their own reviews, with their foster carers supervising social worker who visits regularly, end of placement questionnaires and their foster carers reviews or the website. Each CYP has a unique login code for the 'Kidzone' section that includes links to Meet Sid, the Scottish Children's Commissioner, ThinkUknow, Children1st, Who Cares?Scotland and Respect Me.

Children's views on the quality of care and support provided by the service is

gathered from relevant professionals - including children's social workers (LASW), CAMHS services, schools, family support workers and any information passed on to the agency that needs following up is acted upon.

Fostering Solutions also supports children whose families are applying to foster in the assessment & preparation process by making their participation integral to the assessment. Their views are sought at the Initial Visit and a number of the FF exercises are specifically for sons and daughters of applicants

Birth parents' views on the quality of care and support is sought at reviews, Children's Hearings, foster carer's annual reviews and an end of placement feedback form.

All foster carer applicants attend Skills to Foster training and participate in a robust assessment process during which they are asked to feedback on the course. They are also asked for feedback after their foster panel on any aspects of the assessment and preparation process that could be improved.

Foster carers are invited to provide feedback in report form both before and after their annual review and this includes questions on the quality of staffing, training, support and panel including any suggestions for improvement. In Scotland this feedback has led to additional training provision including SVQ3 that 7 FC's successfully completed between Sept 14 and Jan '15. All foster carers are encouraged to attend the Carer Support Group that meets each month (except, as the carers have requested, in July and December). Feedback has led to developments in the training and the establishment of the Carer and Toddler Group that meets approx. every 6 weeks."

The information we looked at supported what the service told us in the self assessment. We saw an increasing range of opportunities for foster carers and children and young people to be involved in assessing and improving the quality of care and support, staffing, management and leadership and the development of the service. We saw an example of foster carers where they had influenced changes in the provision of training and this resulted of great attendance.

Foster carers confirmed the continued very good working relationships with their supervising social workers, who visited regularly. Records we looked at

showed evidence of high quality discussion between staff and foster carers about foster carer involvement in the development of the service.

Our discussion with foster carers and staff confirmed this information and told us that their views had been sought to inform the training which was available for them and the way in which this was being delivered. This was promoting greater attendance at training events.

Foster carers commented:

"We got things changed so that more people could attend the training. We knew what would help more people to come and join in. Now more foster carers can benefit from training and so can more children because they are the reason we do it".

"There are always times when I can say if I am happy with everything, from how I am getting on with my supervising social worker to how I get on with keeping my training up to date".

"I get asked my views at my panels and reviews and at the children's panels and reviews. It is good to know that if there was anything to complain about there are people there to listen, but I don't have any complaints".

"I have a very good relationship with my supervising social worker. She knows me well and we can talk about anything. I know she genuinely cares about us and that gives me confidence to ask for anything I need so I can get on with looking after the children".

Children and young people told us:

"Well I like it when we have parties, then we get to meet everyone and it is fun".

"My social worker comes and asks me if everything is o.k, sometimes my foster carers social worker comes when I am here and she is really nice".

"I have been on the website. I know I can get some more information on the website if I want to".

We took all of the above into account and considered some areas for improvement. Overall, we assessed quality in this area as very good. Our evaluation showed there had been continued improvement in practice in this area since our last visit.

Areas for improvement

In the self assessment the service identified the following areas for improvement:

"We are seeking to introduce a Scottish children and young people's newsletter/magazine and webpage on the website and have identified some foster carers, who were raised in foster families, to lead on this. The first edition of the magazine will include a 'your staff team' photo with intro's and role explanations - including the Director of Operations - along with their contact details and an invitation to contact them directly regarding any suggestions or concerns they have. The magazine will also include info on how feedback from Children has influenced improvements in Fostering Solutions, provide additional info about children's rights, health and education within the Scottish context and have an organisational map.

We have been in contact with an independent advocacy agency to ask if they can co provide a sons and daughters of foster carers children's group.

We will develop a 'parents welcome pack' that will include a 'your staff team', organisational map and info about how to make recommendations for improvements in the service, complaints and enquiries".

We agreed with the manager that progress in these areas would further enhance the existing very good work in this area.

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

We checked that the service enable service users to make individual choices and that they are supported to achieve their potential.

Through our discussion with service users, staff and stakeholders, and through the records were looked at, we found the service did this in a range of ways.

In the self assessment the service told us:

"We have a thorough matching process ensuring foster carers have the skills and abilities to provide the young person with safe, nurturing reparative care to enable them to have the best possible opportunities to achieve their potential. Children's educational needs are included in this to ensure an appropriate match. We work closely with social workers, foster carers and children to ensure safe, appropriate and positive strategies and to ensure appropriate individual choices are provided to help children fulfil their potential. We ensure Children are aware of their plan and supported to ask questions about it and helped to find ways to express their views to ensure that they feel listened to, valued and have their views taken into account in decisions that affect their lives.

All children placed with Fostering Solutions Scotland who are of school age are attending school on a full-time basis with very good attendance. Monitoring and support of children's progress to becoming confident individuals, effective contributors, successful learners and responsible citizens is achieved through discussion with everyone involved in the child's plan.

An example of this would be how we have supported a foster carer who has recently been advocating for a child in respect of their educational provision.

We prioritise the need to create stable placements so children can develop and fulfil their potential through establishing trusting relationships with their carers, communities and schools. Development of individual interests for Children is promoted and activities and hobbies that children have pursued over the past year include swimming, football, rugby, fishing, drama, Rainbows, youth clubs, school clubs and foreign holidays with foster carers."

Our inspection findings confirmed what the service told us in the self assessment.

We found that children young people were being very well supported to remain in full-time education at school and beyond school years, and to achieve both in formal education and in a variety of social and sporting activities. Foster carers young people and staff told us about how this improved health, confidence and self-esteem. They also told us about the connection between settled foster care placements and educational and social achievements.

Young people said:

"I like going to school, it is not far and I have time to go out to play when I come home".

"I share this room with my sister and my brothers share that room and our rooms are not always this tidy because we like to play with our toys and we don't always put them back in the right place".

"The best thing about living here is the nice snack when we come home from school and I like going to youth club".

Records we looked at showed that foster carers sign an agreement giving a commitment to promoting the child's welfare including the provision of choice and supporting them to fulfil their potential. The training calendar and our discussion with foster carers and staff confirmed that foster carers are supported to achieve their potential and the potential of the children they look

after through training and developmental opportunities such as managing challenging behaviour, safeguarding, attachment, the children's hearing system, 1st aid and child sexual exploitation.

Foster carers said:

"I helped deliver induction training for new carers. The training has got better again and more people are coming. There is the online training as well and this suits some carers whereas others like to be together with other carers and have the discussion about what they are learning".

"A few of us have been trained to do additional work in the agency like health and safety work. This is good because you can meet the other foster carers on a one to one and it shows new foster carers that there are other opportunities as carers".

Staff told us:

"We do everything we can to support our carers. That includes visiting when we need to or spending long periods of time on the phone with them. It is great when a carer highlights an area of learning to better support a child and we research it together. Sometimes the carer has already done a lot of work and it is about giving praise and letting them know how much their hard work is appreciated and will help the child. It is not easy and can be incredibly challenging but to sit with a carer at their review and look back at how far they have come and what they have achieved is rewarding".

During our last inspection visit some foster carers told us they did not receive full information about children's needs before the placement match was made and that this may have led to some disruptions. In this inspection we heard that on one occasion the manager supported new carers to meet children before agreeing to a placement. This supported good decision-making by the carers and rigorous matching considerations by the manager. This was done to avoid a potential disruption or unplanned placement ending for the children and to decrease the number of moves in care experienced by the children to promote consistent care and the outcome of emotional health wellbeing.

Taking all of the above into account and some areas for development we assessed quality in this area as very good.

Areas for improvement

In the self assessment the service identified the following improvements in this area:

Continue to review and develop training opportunities for carers to enable them to develop and help service users reach their potential.

Continue to recruit carers from diverse backgrounds and geographical areas to support referral matching.

Continue to review specialist trainer and speaker options so that carers and staff are as aware as possible of how to support service users fulfil their potential.

We agreed this would enhance the existing very good work in this area.

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 1

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

Service strengths

We checked that service users and carers were involved in assessing and improving the quality of staffing in the service.

We took into account the information recorded in Quality Theme 1 - Care and Support, Statement 1 in assessing quality in this area of practice.

Additionally, in the self assessment the service told us that the agency has a National Foster Carer Forum made up of carer representatives from each carer group across the organisation and this is attended by the Director of Operations and a member of the senior management team. Representatives at the group can present any concerns they, or those that they are representing, have about the service including the quality of staffing.

Records we looked at showed how carers also have the opportunity to feedback on the quality of staffing at announced inspection visits that are undertaken by the manager. Staff we spoke with confirmed that feedback from these is recorded and then shared and followed up with them in supervision or team meetings as appropriate.

Taking all of the above into account and the areas for improvement identified, we assessed quality in this area as very good.

Areas for improvement

See Areas for improvement recorded in Quality Theme 1 - Care and Support, Statement 1.

We also talked with the manager about involving service users more in staff recruitment as outlined in areas for improvement in the last report. The manager explained that staff interview questions were designed by the Children's Council for the agency. The manager acknowledged this needed to be made explicit to candidates and that generally more regular feedback should be provided to inform foster carers and children/young people about how their views have been used to improve the quality of staffing.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

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

Service strengths

We reviewed a range of information to check that the service had a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

In the self assessment the service told us:

"We ensure the agency has the appropriate skills mix to meet and promote the needs of Children and carers. Where necessary we augment this by purchasing services and training in relevant areas such as attachment, first aid, legal developments and safeguarding. Fostering Solutions recruits staff and monitors and supports their development through regular supervision with robust and transparent induction and appraisal systems. Staff training is sought as required including external training. All social work staff are registered with the Scottish Social Services Council and are professionally qualified. Administration staff are appropriately trained and attend training workshops to ensure practice standards are consistent across the organization. Areas covered include

confidentiality, data protection and safeguarding with mentoring support provided as required."

Our inspection findings confirmed what the service told us.

We found that staff within the service were knowledgeable and skilled in the work they undertook. As appropriate, staff were registered with the Scottish Social Services Council (SSSC) which regulates staff in social care settings. Staff knew about the SSSC codes of practice and that these codes underpinned their work.

Staff benefited in their professional development from a wide range of training opportunities, both internal and external, that supported them in the work they did. Staff we spoke to and training records we looked at confirmed that this included relevant training for example in Getting It Right For Every Child and in working with the issue of child sexual exploitation.

Staff we spoke with confirmed they received regular and effective supervision. They also valued the opportunity for informal supervision from the manager and colleagues.

Staff members commented:

"I have attended a senior assessment practitioner meeting to help develop best practice across the UK wide agency."

"We do have regular supervision and this is of good quality, where we have time to discuss every thing we need to."

Foster carers confirmed the professional approach by staff:

"There is a respectful relationship which has grown. It is very strong now and there is a trust which means we can have very meaningful conversations. We do not agree about everything but we can always see each others points of view and we both want what is best for the children and my supervising social worker has a lot of experience when it comes to that."

"If there is something I want to know I can always look it up and if I can't find it then I know my worker will. I have never had a problem with getting in touch and getting the help I need when I need it, even in the holidays. And it does not matter who answers the phone they are all very professional and they know me and the children I look after".

Staff worked in partnership with other agencies to ensure children and young people's needs were met. Records highlighted the work of the service staff in supporting foster carers at children's meetings. This further supported confidence in a skilled staff team.

Staff confirmed their awareness of the changing policy in foster care and family placement work through the work of the National Foster Care review and also with the changes for the provision of continuing care and return to care through the recent Children and Young People (Scotland) Act 2014.

We considered all of the above information and some areas for improvement; we assessed quality in this area as very good.

Areas for improvement

In the self assessment the service identified some areas for development linked to ensuring access to expert speakers in the field of child care and development. We agreed that this would support the existing very good practice in this area to be maintained. We also discussed with the manager the need to maintain a rigorous approach to identifying areas for improvement in this area of practice. This is in order to sustain an evaluation of very good.

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: 4 - 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

We checked that service users and carers were involved in assessing and improving the quality of the management and leadership of the service.

Information recorded in Quality Theme 1, Care and Support, Statement 1 and Quality Theme 3 Staffing, Statement 1, has also been taken into account in this Statement.

In the self assessment the service told us:

"The agency has a foster care forum that meets twice annually. At this meeting foster carer representatives from across the organization meet with Fostering Solutions' Directors of Operations to give feedback including on the quality of management and leadership. The foster carer support groups provide a monthly opportunity for carers to feedback to the service manager directly any comments or suggestions on how to improve the quality of management and leadership of the service. Carers can also feedback on the quality of management and leadership via their annual reviews, monthly supervision visits, exit interviews, annual questionnaires, grievance procedures and through the whistle blowing policy. Carers can also make contact with the Customer Service Manager, Director of Service Delivery or the RSM by phone, text, email, letter or via the website. All of these avenues provide opportunities for carers to contribute comments on the quality of management and leadership of the

service. Children and young people have the opportunity to share their views on the management and leadership of the service via their social workers, foster carers, at their reviews, the carers annual review, the newsletter, website, annual consultation survey, child friendly complaints procedure and at the summer day out and winter events that the manager attends."

We took all of the information above and some areas for improvement into account and assessed quality in this area as good.

Areas for improvement

See areas for improvement recorded in Quality Theme 1, Care and Support, Statement 1 and Quality Theme 3, Staffing, Statement 1.

We thought the service could include foster carers, children and young people and their families more in assessing and improving the quality of management and leadership. For example, they could be involved more in recruiting staff into management and leadership positions and roles, or in appraisal work. Feedback should be provided for service users and carers about the difference their involvement has made.

Grade

4 - 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 checked that the service used quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service provided.

In the self assessment the service told us:

"Fostering Solutions has a variety of ways for service users, carers, staff and stakeholders to assess the quality of service we provide (for example) the organisation's policies are regularly reviewed with feedback from service users and stakeholders sought and incorporated into these. The Annual Service Review invites foster carers, SSW's, panel members, service manager and director of operations to feedback and assess the quality of service we provide.

FS has an annual 'soft data' collection that measures Children progress in areas such as education, health and wellbeing and this helps the organization assess the quality of service we provide and identify areas for development. The service manager meets with LA's at contract monitoring meetings to get feedback on the quality of service FS provides and identify any areas for development or improvement."

Our Inspection findings evidenced what the service told us. The service had very good systems in place to ensure consistent quality and continuous improvements. Procedures were in place to record performance information including the work of the service such as; the number of carers, numbers of children awaiting placements and numbers of placement disruptions.

The service had been notifying the us of relevant incidents and accidents.

The work foster carers undertook was monitored in the following ways:

- Regular supervision visits which were recorded
- Annual unannounced visits
- Feedback from other agencies such as health and education
- Reviews through the fostering panel.

The work staff undertook was monitored in the following ways:

- Regular supervision that included reflective discussions as well as case discussions
- Team meetings
- Joint visits when required with the manager

- Management attendance at some fostering panels.

The service had a complaints policy in place which included the Care Inspectorate contact details.

We saw that there were business and strategic plans which outlined the direction of travel for the service.

We took all of the above information and some areas for improvement into account and assessed quality in this area as good.

Areas for improvement

In the self assessment the service identified that they should seek more feedback on the service from sons and daughters of carers, looked after children, other stakeholders and parents of the children looked after to develop and improve the service. We agreed that this would promote continued improvement within the quality of the overall service.

When we reviewed some panel records we saw that in the case of one particularly contentious panel, the Agency Decision Maker had not made comments to outline reasons for the decision made. We noted that in such cases providing written reasons for decisions will strengthen the decision-making process and accountability for decision-making in the organisation. Such information can also be useful in the event of appeals.

We reiterated a discussion had at our last visit about some areas of development not being progressed within good time scales due to the time available for the manager to carry out both operational management and strategic development work effectively. The manager should ensure the development plan is, monitored and reviewed and progressed in order to ensure continuous improvement in all areas.

Grade

4 - 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

Date	Type	Gradings	
29 Jul 2014	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed 4 - Good 4 - Good
27 Jan 2014	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed 4 - Good 4 - Good
9 Aug 2012	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good 5 - Very Good
11 Jun 2010	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
18 Sep 2009	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good 5 - Very Good
7 Aug 2008	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 4 - Good 4 - Good

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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۔

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هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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