

# Inspection report

## The Glasgow Academy Out of School Care Day Care of Children

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Glasgow  
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**Inspected by:** Lynda O'Connell  
**(Care Commission officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 23 September 2010

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**Service provided by:**

The Board of Governors of The Glasgow Academy

**Service provider number:**

SP2003003598

**Care service number:**

CS2004077312

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

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## Easy read summary of this inspection report



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There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



### We gave the service these grades

Quality of Care and Support	 <b>6</b>	Excellent
Quality of Environment		N/A
Quality of Staffing	 <b>5</b>	Very Good
Quality of Management and Leadership		N/A

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

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

### What the service does well

Staff provide a very good service to a large number of children, excelling within some areas of service delivery.

### What the service could do better

The service should continue to maintain and build on the very good practice that is already in place.

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

The service has continued to involve children and parents in assessing and improving the service in relation to each of the Quality Themes.

## **Conclusion**

This service was found to be providing an excellent service in relation to care and support.

## **Who did this inspection**

### **Lead Care Commission Officer**

Lynda O'Connell

### **Other Care Commission Officers**

Not Applicable.

### **Lay Assessor**

N/A

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

## About the Care Commission

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

Regulation involves:

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

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

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

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

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

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

## About the National Care Standards

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

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

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

You can get printed copies free from:

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

## What is inspection?

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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

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## **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?

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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:

<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
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

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This out of school care service is located within The Glasgow Academy School in the West End of Glasgow. The service operates on a flexible basis offering parents the choice of using their "Mini Cool Kids Club" from 3:10 pm until 3:50 pm or a longer service until 6:00 pm. This service also offers a breakfast club and holiday cover.

The service was registered by the Care Commission in August 2004. Current registration allows the provider to care for a maximum of 120 children aged 3 years to 14 years.

The service aims "to offer a welcoming and flexible service for parents and a fun-filled environment for their children".

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

<b>Quality of Care and Support</b>	<b>6 - Excellent</b>
<b>Quality of Environment</b>	<b>N/A</b>
<b>Quality of Staffing</b>	<b>5 - Very Good</b>
<b>Quality of Management and Leadership</b>	<b>N/A</b>

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

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

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

## How we inspected this service

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### **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 after an unannounced inspection that took place on the afternoon 21 September 2010 however, feedback was not given to the service until the afternoon of 23 September. The inspection was undertaken by one Care Commission Officer, namely Lynda O'Connell.

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

We issued 40 questionnaires to the service to be distributed to parents and carers; 13 completed questionnaires were returned.

Prior to and during the inspection, we gathered evidence from the following sources:

Viewing the annual return and self assessment form

Viewing the response to our questionnaires

Viewing the website

Observing how staff worked and watching their interaction with children

Speaking to members of the staff team, including management

Speaking to the children

Viewing a range of policies, procedures and other relevant documentation.

Consideration was given to the findings of all of the above during the inspection process and these have been reported on.

### **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 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

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

### **Fire safety issues**

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

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

There were no recommendations made at the last inspection.

### **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 15 February.

### **Annual Return Received**

Yes - Electronic

### **Comments on Self Assessment**

We received a fully completed self assessment document from the service. We were satisfied with the way that the service had completed this and with the relevant information that they had given us for each of the headings that we grade them under.

### **Taking the views of people using the care service into account**

The CCO took time to speak to the children during the course of the inspection visit; almost all were extremely positive about the service, the staff and their experiences. Only one child stated that they didn't like going to the service but didn't know why; they communicated that they just wanted to go home after school.

Eight of the children chose to complete a questionnaire for the CCO, issued by the Care Commission. These highlighted that seven of the children thought that the snacks and drinks were "very good", one child thought "good"; although one of the children who answered "very good" made a point of stating that it was only the drinks that were "very good", the snacks were "good".

Additional views and comments can be found throughout the report under the most appropriate statement.

### **Taking carers' views into account**

As highlighted previously, forty care standards questionnaires were sent to the service to be distributed to parents and carers; thirteen of these were returned. These highlighted the following:

Twelve parents strongly agreed that they were able to visit the service prior to using it, one parent didn't know.

Ten parents strongly agreed that they were confident that there were always enough staff in the service to provide a good quality of care, three parents agreed.

Nine parents strongly agreed that they were confident that staff had the skills and experience to care for their child and support their learning and development, three parents agreed and one felt that they did not know.

Ten parents strongly agreed that the service was safe, secure, hygienic, smoke free and pleasant with a stimulating environment, three parents agreed.

Eleven parents strongly agreed that they were confident that staff would protect their child from harm, abuse, bullying and neglect, two parents agreed.

Ten parents strongly agreed that there was enough space for the children to play and get involved in a range of activities, three parents agreed.

Nine parents strongly agreed that their child regularly accessed fresh air and energetic physical play.

Eight parents strongly agreed that their child could experience and choose from a balanced range of activities, four parents agreed, one disagreed. Ten parents strongly agreed that the service had a suitable range of equipment, toys and materials for the children, two parents agreed, one disagreed.

Six parents strongly agreed that the service made good use of resources in the community, four parents agreed however one disagreed and two felt that this was not applicable.

Questionnaires also highlighted that eight of the parents strongly agreed that the service had a clear code of behaviour for children and felt that staff worked with them to make sure that they understood this, five parents agreed. Seven parents strongly agreed that staff encouraged their child to form positive relationships with other children, six parents agreed.

Eight parents strongly agreed that the service provided a healthy and well balanced diet that met their child's dietary and cultural needs, five parents agreed.

Seven parents strongly agreed that their child had the opportunity to sleep or rest when they needed to, three parents agreed, one disagreed and two parents felt that this was not applicable.

Two parents strongly agreed that staff had helped them to access specialist services, ten parents did not feel that this was applicable and one parent did not know.

One parent used our questionnaire to comment, "...I am very confident they create a very caring and fun environment. The changes in the past couple of years in the physical space and facilities have been a huge improvement too and I like that the kids get outside as often as possible".

In addition to the views sought through our questionnaires, the CCO tried to speak to eight parents during the inspection; four were too busy however the other four confirmed that they were extremely happy with the service.

Additional views and comments can be found throughout the report under the most appropriate statement.

## Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

### Statement 1

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

#### Service Strengths

Questionnaires returned to us highlighted the following:

Five parents strongly agreed that the service had involved them and their child in developing the service, six parents agreed however one parent disagreed.

Five parents strongly agreed that the staff asked for their child's views regarding activities and outings and felt that staff used these views to plan, five parents agreed, two didn't know and one parent felt that this was not applicable.

Ten parents strongly agreed that they were kept informed regarding what was happening within the service, two parents agreed however one disagreed.

Ten parents strongly agreed that they were, overall happy with the quality of care that their child received, three parents agreed.

Comments from parents regarding care and support detailed within our questionnaires included:

"My children are very happy and that's what matters"

"The After School Club at the Glasgow Academy is excellent and my son thoroughly enjoys his time there"

"My husband and I feel that the Glasgow Academy provide a fantastic after school club...Most importantly my children want to go to the afterschool club and disappointed when picked up straight after school".

As highlighted previously, the CCO spoke with four parents during the course of the inspection and all four were extremely happy with the service being provided. From discussion with these parents it was evident that they all felt that there were systems in place to allow them and their child to make suggestions and be involved in assessing and improving the service. Most of these parents also commented positively about staff's responsiveness.

From viewing a range of written documentation and from observing practice it was evident that the service continued to use a range of methods to source the views of both the children and the parents using the service; almost all of the suggestions made were then taken forward by the service.

The service had provided parents with information about the Care Commission grading system and had distributed questionnaires to ascertain parent's views regarding each of the Quality Themes; 106 of these were distributed however only six of were returned to the service. These were observed to be positive.

One of the children spoke eagerly to the CCO during the course of the inspection about her involvement within the children's council; another verbalised that she was confident that any suggestions made would be acted upon.

As highlighted previously in the report, children were given the opportunity to complete questionnaires provided by the Care Commission during the course of the inspection; eight children chose to use this facility. These highlighted the following:

Seven of the children felt "very good" about being at the service, one felt "good". Three of the children commented that it was fun. One child commented that they liked the toys, another commented favourably on the fact that their friends were there while another commented that they were always very happy doing what they were doing.

Seven of the children felt that the games and activities were "very good", one child did not respond to this question. Children's comments again were primarily that these resources were fun.

Four of the children felt that they did make decisions about the service, three felt that they didn't and one child did not respond. One of the children who did feel that they could sometimes make decisions, commented that often decisions had been made before she arrived at the service.

As highlighted previously, children spoken to generally throughout the inspection were positive about their experience and ability to make decisions.

### **Areas for Improvement**

While one parent disagreed that either they or their child had the opportunity to be involved in developing the service, the CCO felt that there was evidence to support a wide range of ways in which they could have been involved; many of these are detailed within the services handbook. The handbook is given to all families using the service and can also be sourced from The Glasgow Academy's website.

**Grade awarded for this statement**

6 - Excellent

**Number of requirements**

0

**Number of recommendations**

0

## **Statement 4**

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

### **Service Strengths**

Questionnaires returned to us highlighted the following:

Twelve parents confirmed that they had received clear information about the service prior to using it, one didn't.

Eight parents strongly agreed that they were confident that the service kept written information regarding their child securely, two parents agreed, two disagreed and one parent did not know. Information regarding the retention of records is clearly detailed within the service's handbook.

Eight parents strongly agreed that staff treated information regarding their child as confidential, only sharing this where appropriate, three parents agreed, two didn't know. Again, information regarding confidentiality is detailed within the service's handbook.

Four parents strongly agreed that staff shared information regarding their child's learning and development with them and, where appropriate, their child, three parents agreed, one disagreed, two parents strongly disagreed and three felt that this was not applicable. Due to these responses the CCO raised this with the four parents that she spoke to, all four were very happy with the level of communication and the information that they received. All of these parents were confident that the staff knew their child well and did not feel that it was necessary or the type of service where staff needed to take time away from the children to discuss their development individually. However, all commented that they were confident that staff would discuss any issues or problems that needed to be discussed such as accidents or behaviour.

One parent used our questionnaire to comment, "The staff are always very friendly to talk to and provide information about our children and what they have been doing".

Parents spoken to during the course of the inspection visit were all extremely positive about the methods of communication; one commented that they were kept up-to-date well in advance.

The service used a wide range of methods to communicate to ensure that they met service users needs. Some of these included:

A detailed handbook; given to all families and also available for viewing on The Glasgow Academy website. This document detailed many of the service's policies and procedures.

The website also contained photographs showing many of the activities that children took part in and holiday programmes were also available to download.

Booking forms could be collected from the service or could also be downloaded from the web.

A meet and greet system was in place so that all parents could easily find a staff member to speak to.

Display boards.

Newsletters; given to families but also available for viewing on the web

The use of questionnaires and evaluation sheets.

A visitor's book for comments was readily available.

The use of email.

A pupil council.

Care Commission reports were also on The Glasgow Academy's website for viewing.

### **Areas for Improvement**

Through discussion, the manager confirmed that the service were giving consideration to families who had separated and the best way to ensure that both parents were kept up to date with developments within the service.

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

6 - Excellent

### **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

Parents and carers were kept informed about staff training through the monthly newsletter and through personal statements displayed on the parent's notice board. Parents were able to comment and put forward ideas for training and this was encouraged regularly through the use of the newsletters.

Some of the parents had been involved in putting forward their ideas for interview questions and some of their suggestions had been used at more recent interviews.

Parents used our questionnaires to comment:

"The staff are especially good; they are always positive and make my daughter feel welcome and involved in the fun. They seem to know every child well as an individual..."

"...The staff are very friendly and extremely helpful and most importantly have the children's interest at the forefront of everything they do..."

"The Glasgow Academy OOSC is an excellent service, that provides a fantastic range of activities for the children, under the care and supervision of wonderful staff"

Parents spoken to during the course of the inspection were extremely positive about the staff team. One parent comment that staff were "brilliant" and stated that new staff have fitted in quickly. This parent also commented on staff retention and felt that this was reflective of a good working environment.

Another parent commented on staff's sensitivity and felt that they made a special effort to meet both parents and children's needs. This parent commented that their child would rather attend the full service than just the mini kids part; the parent felt that this was reflective of how much the children enjoyed their time there.

The third parent spoken to referred to staff as "friendly, warm, humorous and approachable".

The last of the four parents spoken to felt that staff got on well with the children. He felt that the staff fitted well together as a staff team and referred to them as "polite" and "approachable".

This parent commented that he was "definitely happy with the service and staff and the consistency of the staff team".

Questionnaires completed by children confirmed that seven of them felt that the staff working within the service were "very good", one child felt "good". Some of their comments included:

"...They always make everyone have a smile on their face"

"...They help you"

"...They are kind"

"They are fun to play with"

One child used the questionnaire to comment that they did not like it when staff shouted. The team within the service felt that the child was referring to the part in the day when children were being asked to leave the mini after school care or when staff would raise their voice to alert children to safety issues. Since the inspection this has been discussed by the staff team and practice is currently being reviewed.

Children spoken to during the inspection were positive about the staff team.

#### **Areas for Improvement**

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

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

5 - Very Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

## **Statement 4**

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

### **Service Strengths**

Questionnaires returned to us highlighted the following:

Twelve parents strongly agreed that their child appeared happy and confident with the staff, one parent agreed. Eleven parents strongly agreed that staff treated their child fairly and with respect, two parents agreed.

Parents spoken to during the course of the inspection were all extremely confident that there was an ethos of mutual respect within the service. Two of the parents felt that the service mirrored the school standards in terms of instilling discipline and respect and they liked this. One parent spoke about children being given a gentle reminder of what was acceptable and what wasn't.

The service's "Positive Behaviour" policy and "Assistance with Positive Behaviour" were detailed within the service's handbook as is the "Confidentiality" policy; both were available for viewing on the web.

Children were encouraged to devise their own rules in terms of acceptable behaviour within the service; this was usually a task taken forward within the pupil council. Agreed rules were then displayed as a reminder.

From discussions with parents and from observations of staff it was evident that they worked well as a staff team; they were approachable and respectful of all. There were processes in place to facilitate staff consultation prior to decisions being made that affected the whole staff team. Staff not only worked together but also socialised together demonstrating positive relationships among them.

### **Areas for Improvement**

The service should continue to maintain an ethos of respect towards service users and each other.

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

6 - Excellent

### **Number of Requirements**

0

### **Number of Recommendations**

0

## Other Information

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### **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**

None.

### **Action Plan**

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## Summary of Grades

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<b>Quality of Care and Support - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 4	6 - Excellent
<b>Quality of Environment - Not Assessed</b>	
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 4	6 - Excellent
<b>Quality of Management and Leadership - Not Assessed</b>	

## Inspection and Grading History

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Date	Type	Gradings								
17 Mar 2009	Unannounced	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>6 - Excellent</td> </tr> <tr> <td>Staffing</td> <td>5 - Very Good</td> </tr> <tr> <td>Management and Leadership</td> <td>5 - Very Good</td> </tr> </table>	Care and support	6 - Excellent	Environment	6 - Excellent	Staffing	5 - Very Good	Management and Leadership	5 - Very Good
Care and support	6 - Excellent									
Environment	6 - Excellent									
Staffing	5 - Very Good									
Management and Leadership	5 - Very Good									

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

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**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

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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

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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](http://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.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هذه بایتسد ىم وونابز رگىد روا رولکش رگىد رپ شرازگ تعاشا هى

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

یرخأ تاغل بو تاقيسنتب بلطلا دن ع رفاوتم روشنملا اذه.

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Improving care in Scotland