

# Care service inspection report

Full inspection

## Happy Feet Kool Kidz Zone Day Care of Children

Upper Floor  
98a Union Street  
Larkhall

Service provided by: Happy Feet Kool Kidz Zone a Partnership

Service provider number: SP2014012358

Care service number: CS2014331111

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

### What the service does well

The provider, management team and staff worked very well together as a team, they complimented each others skills and experiences. Staff related to the children in a very warm, caring and sensitive manner. During the inspection visit the children were observed to be happy and confident. The service provides a welcoming and safe environment for children to be cared for before and after school; and during the school holidays.

### What the service could do better

There were no recommendations made at the time of inspection. We discussed with the management team continuing to develop methods to encourage parents to be involved in the development of the service; and to ensure that all aspects of the personal plan are reviewed, with parents, on a 6 monthly basis.

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

This is the first inspection of the service.

## **Conclusion**

We found the service was performing very well in the areas covered by this inspection. There was a pleasant, happy atmosphere throughout the inspection. The service provides a caring, respectful, fun environment for children to play and learn. The provider, management team and staff demonstrated a very positive approach towards the continued development of the service. All of the children and parents who took part in the inspection made positive comments about the service. The after school care was providing a flexible service to both children and parents.

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.scswis.com](http://www.scswis.com).

This service was registered with the Care Inspectorate on 12 December 2014.

The service provider of Happy Feet Kool Kidz Zone is Happy Feet Kool Kidz Zone a Partnership. Happy Feet Kool Kidz Zone provides care to a maximum of 56 children attending school. The service is registered to operate outwith school hours during term time and school holidays.

Included in the aims of the service is to: "provide a friendly, clean, comfortable and safe environment which the children will find stimulating and challenging, and where enjoyment and fun are linked with discovery and learning." A full copy of this can be accessed through the service.

## Recommendations

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

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

## Requirements

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

We make requirements where (a) there is evidence of poor outcomes for people

using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

**Quality of care and support - Grade 5 - Very Good**

**Quality of environment - Grade 5 - Very Good**

**Quality of staffing - Grade 5 - Very Good**

**Quality of management and leadership - Grade 5 - Very Good**

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

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://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 after an unannounced and announced inspection visits. The unannounced visit was carried out on Wednesday 20 January 2016; two Inspectors were present at this visit. An announced visit, to look at paperwork, was carried out by one Inspector on Thursday 21 January 2016.

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

We sent twenty care standards questionnaires to the provider to distribute to parents of children who used the service. Parents returned thirteen completed questionnaires before the inspection. For the purposes of this report parents/ carers will be referred to as parents in this report.

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

We spoke with the:

- provider
- manager
- acting manager
- staff
- children
- parents.

We observed how staff work, care for and interact with the children. We discussed with the manager and staff how the following was managed in the service:

- meeting children's individual needs
- how staff involved the children and parents
- children's records and profiles/plans
- team meetings
- medication
- risk assessment
- some infection control arrangements
- quality assurance systems.

We looked at:

- display information about how staff involved the children and parents
- staff recruitment information
- medication
- some quality assurance paperwork
- the environment and equipment.



## **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](http://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 manager submitted a self assessment that identified what they thought they did well, with areas for development and any changes they planned.

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

Children attending on the day of inspection were observed as happy, busy and engaged. They interacted and responded well to the staff caring for them. Positive relationships had developed between staff and the children as well as with the children themselves. We found that the whole staff team were very kind and caring with respectful approaches observed throughout the session. Staff took time to listen to the children and very much gave children freedom to make their own choices. Children knew they had the right to select and choose what they wanted to do in the service. All of the children were actively involved in different activities during the inspection.

## Taking carers' views into account

We sent out twenty questionnaires and thirteen were completed and returned to us before our inspection. Twelve of the parents 'strongly agreed' and one parent 'agreed' that they were happy with the quality of care their child receives in the service. Parents commented:

"I take comfort from knowing that my children are well looked after and enjoy their time at happy Feet Kool Kidz Zone."

"I am extremely happy with the service that Happy Feet provide. When my child first joined the after school club she was very tearful and upset during her sessions, staff alerted me to the problem and worked with my child to ensure that she felt settled and happy. My child now enjoys her days at Happy Feet and is comfortable making new friends with the support of the great staff."

"Letters could be sent a bit more timely. I would also like the school to take part in 'World Book Day' and also do more things like concerts/shows which I understand are time consuming to organise, but is fun for the kids and keeps them engaged."

"My child has not long begun Happy Feet Kidz Zone and has loved every minute of it. The staff do so much with them and the trips and outings they go on particularly at holiday club are great. My child always has a busy fun time there."

"I fully commend staff at happy Feet Kool Kidz Zone. The way they encourage, nurture and take the time to understand my special needs child is fantastic.....Being out of school and attending Happy Feet over the summer I have seen an amazing improvement in her social development, confidence and happiness."

"My daughter has formed a real close bond with most of the staff making it easier on us parents as we feel she is safe and well in their care. Planned activities are always well planned and never a bad report back from child."

"When I asked my daughter what she liked about HF, she said "everything". When I asked her if they could do anything to make it better she said "yes, they could introduce me to more people". She is 7 and can feel a little unsure about how to approach the children she doesn't know. This sometimes causes her concern about going. I have mentioned this to the manager she said she will try to improve this for her."

Parental comments and references to the Care Inspectorate questionnaires are detailed through this report.

## 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 found the service had a very good approach to involving children and families in assessing and influencing the quality of care and support provided. From discussions with children we found that the service actively sought their opinions on all areas of the service.

The children spoke about the Children's Council and how they were regularly involved in this. The children, who were involved in the council, confirmed that they take children's ideas and share them with the staff team. Many of the children shared with us that they choose and give ideas about activities, resources and the snack they have. The children confirmed that they felt all of their suggestions and ideas were listened to. This resulted in the children feeling included in the development of the service and realising that their opinions were valued and respected.

The children talked about the fund raising that they had been involved in, this included a Christmas Fayre and parents night. The children advised that they had then opened a bank account and were currently deciding what they would spend this money on.

This resulted in the children being valued, included and respected in the decision making of where the money should be kept; and how this should be spent.

Children discussed how much they enjoyed exploring the outdoor natural environment throughout the year. Children expressed how much they enjoyed this and felt that staff very much respected and encouraged them to be independent in their play and learning. One child commented:

"Forest schools that are on in the summer everyone gets a chance to go. We learn about making the environment safe for the children. Made a den and made sure it was safe for the younger ones. We do the boundaries to make sure we are safe. The boundaries are set and we are trusted to stay in the boundaries".

Children spoke about the many ways they had been involved in making decisions and encouraged to share their views with staff. This included:

During the development of the new premises children were able to share the colours they would like each of the rooms painted. Visits were carried out during this time to show children how their ideas were being taken forward;

The children had chosen each of the names for the rooms - 'Playroom plaza'; 'Groovy Games'; and 'Funky Fitness'. One child commented "the staff want to involve the children";

Children had been involved in designing the logo for the out of school care; in relation to the rules of the out of school care one child commented: "The children made the golden rules - I was involved in making the rules";

Children confirmed that they were involved in choosing the healthy snack;

Children who attended the holiday service confirmed that staff had spoken to them about what trips and activities they wanted to take part in;

Children had been encouraged to evaluate the activities they had taken part in, with this information then displayed for children and parents information.

All of the above areas resulted in children feeling respected, included and valued.

Children and staff told us about the Friendship Tree that had been created. This had been taken forward as a result of a parent's suggestion. The children had then written, for each child, a 'we love you because' sheet. This resulted in all of the children feeling respected, nurtured, included and valued.

Children had completed a number of different questionnaires. From looking through these we found that they were very positive. The acting manager confirmed that any suggestions that were made were then discussed with the children if they were able to do or the reasons they could not take these forward. This meant that children were aware that staff took their opinion and thoughts seriously and gave appropriate reasons if an area could not be taken forward.

Weekly emails were sent to parents to share an overview of the activities the children had taken part in, and to ask parents to share their views. Questionnaires were issued to parents covering a variety of different areas. The acting manager confirmed that the results from these were then collated and shared with parents through newsletters. This gave parents reassurance that any issues/comments made were taken seriously and responded to.

In our questionnaires ten of the parents had 'strongly agreed' and three parents 'agreed' that the service had involved them and their child in developing the service. All of the children and parents we spoke to were very happy with the service and could not think of any changes they would wish to make.

### Areas for improvement

The management team should continue to develop opportunities for parents to be involved in the development of the service.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

### Statement 3

“We ensure that service users' health and wellbeing needs are met.”

#### Service Strengths

We chose this statement for inspection to focus on how staff met the health and wellbeing needs of the children, observations of children at play and feedback from parents. We found the performance of the service was very good for this statement.

The children were very happy and relaxed in the service. Staff used respectful, nurturing and fun approaches to support children in their play and with their peers. Sensitive support was provided by staff to help make sure all children were included and encouraged to make independent choices of the activities and resources they wanted to play with. Children were encouraging each other to take part in activities, and offering praise and encouragement, this created close relationships between the children.

Through observations and discussions we found that staff knew the children very well. The acting manager discussed and showed us the information that was contained in children's care plans; and registration information. This shared important information about children's individual health and personal needs.

The children told us that they were very familiar with the well being indicators linked to Getting it Right for Every Child (GIRFEC). We could also evidence this through an interesting and attractive display on the well being indicators that the children had created. The management team had included statements in relation to the indicators in the children's All About Me booklets to encourage the children to self evaluate what they had been involved in. This booklet also encouraged the children to share their personal preferences and likes and dislikes. This resulted in staff actively promoting the wellbeing of individual children and helping children to achieve positive outcomes.

The acting manager discussed the appropriate arrangements they had in place for the administration and storage of medication. Staff confirmed that they were very aware of the administration of medication policy and procedure. When we spoke with staff they discussed good practice and emphasised that medication would not be administered without written parental permission. Where appropriate detailed and informative protocols were in place to support children's medical and health needs; these were reviewed with parents every 6 months, in line with current legislation.

Children benefitted from staff guidance in helping them to learn how to keep themselves healthy and free from the risk of cross infection. All children were very aware of the importance of washing and drying their hands properly before eating, and after messy play or using the toilet.

Staff were aware of best practice guidance and discussed the importance of healthy eating. Staff told us they were aware of and had full information regarding children's allergies and through discussion with manager and staff we found this information was used to help ensure children's needs were met safely.

We discussed the appropriate planned improvements that were detailed in the service's self assessment, and we could evidence that the service had actioned this:

- Friendship tree.



## Areas for improvement

The acting manager agreed to review children's care plans and All About Me booklets every 6 months, rather than the current annual review that was being carried out. This is in line with current legislation.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 2

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

#### Service Strengths

We chose this statement for inspection to focus on how the environment was organised to help maximise children's safety. We gathered evidence from observing the children at play, feedback from parents and information from staff. We found the performance of the service was very good for this statement.

The management team and staff confirmed that premises were checked daily to ensure the children's safety. The acting manager confirmed that risk assessments were in place for all areas of the premises; and outings the children were taken on. Children also confirmed that they were involved in carrying out risk assessments to encourage the children to learn about being safe. Staff confirmed they were aware of any potential risks and would take action if necessary. Staff had regular discussions about safety and children were observed to take care. Children were also learning about safety through a range of experiences and were encouraged and praised for being involved in tidying up after activities. These approaches helped children to learn about risk and about being responsible for their own and other's safety.

A secure controlled door entry system enabled staff to monitor those entering and leaving the building and ensure only genuine callers were admitted to the premises. Staff made sure visitors signed in and out of the building. In our questionnaires eleven of the parents 'strongly agreed' and two parents 'agreed' that the service was safe, secure, hygienic, smoke free, pleasant and stimulating environment.

We observed that hand washing sinks were easily accessible to the children. Through observations and discussions we could evidence that children were knowledgeable about safety in the playrooms and outside. From our observations, we were able to conclude that helpful systems were in place for managing children's safety.

We discussed the appropriate planned improvements that were detailed in the service's self assessment, and we could evidence how the service was starting to progress these, this included:

- Continue to display and carry out experiences to which reflect on cultural diversity.

### Areas for improvement

The service was maintaining very good practice and should continue to progress the areas identified in the self assessment document.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 5

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

### Service Strengths

We chose this statement for inspection to focus on how staff organised the environment to help make sure children are active, safe, healthy and nurtured, achieving, respected, responsible and information from staff. We found the performance of the service was very good for this statement. and included. We gathered evidence from observing and talking to the children.

The service was provided from first floor premises that had been completely renovated and refurbished to suit the needs of the out of school care. There were three playrooms available, with appropriate kitchen and toilet facilities. As previously mentioned the children had been involved in naming each of these playrooms to suit the function and activities that were available. Children were observed to move freely between the rooms, using a simple and effective system to register in each playroom displaying their photograph in the appropriate areas of each room. A number of different children commented: "You are allowed to go between rooms"; and "This is about safety so the ladies know where we are if there is a fire and they can come and find us".

Staff discussed how the layout of the playrooms had been changed to meet children's needs and to encourage independence of choice. We observed that this had worked very successfully with areas in each playrooms where the children could play and learn independently or in smaller group settings. We observed the children confidently moving between the different areas in each of the playrooms. We observed staff were vigilant in their observations of children to ensure safety whilst still respecting children's rights to freedom and choice.

Throughout the out of school care service it was attractively decorated, with many interesting and thought provoking displays. For example children had been involved in learning about how to stay safe on the internet; and were creating a graffiti wall with bricks with their names on it, one child commented that "all children linked together but different" This very much respected, valued and included children in the service. The large range of natural furniture further enhanced the welcoming appearance of the service. Staff confirmed that resources can be requested on a regular basis to support children's interests and learning. This resulted in the environment being inclusive, safe and interesting.

In our questionnaires eleven of the parents 'strongly agreed' and two parents 'agreed' that there was enough space for the children to play and get involved in a range of activities; and that the service had a suitable range of equipment, toys and materials for the children. Parents commented:

"Our child is well cared for and is able to choose a range of activities to suit her interests and strengths."

"Fantastic staff, resources and activities. My child loves his time at both out of school care and after school care. Cannot praise them enough!"

## Areas for improvement

The management team and staff should continue with the very good practice they have in place to ensure that the accommodation and resources are suitable for the needs of the children.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

### Statement 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

#### Service Strengths

We chose this statement for inspection to focus on how staff had been recruited and the induction process in order to protect children and staff. We gathered evidence from looking at recruitment files for newer staff, observing and chatting to the children, feedback from parents and information from staff. We found the performance of the service was very good for this statement.

We sampled a selection of the files of the most recent staff that were employed in the service. Through this process we were able to confirm that an appropriate recruitment process had been carried out. This included a record of the staff skills and experience; professional and personal references; evidence of the staff member being members of the Protecting Vulnerable Groups scheme (PVG); and confirmation of the staff medical fitness. This process ensured that children were safe when being cared for in the service.

Staff discuss the thorough and helpful induction process that was in place. This gave staff the confidence that they were very aware of their role and responsibilities in the out of school care. Staff confirmed that the management team and provider had been, and continues to be, very supportive if they had any questions or comments. This process respected and included staff during the induction period of their employment.

We discussed the appropriate planned improvements that were detailed in the service's self assessment, including the following which had already been actioned:

Create new staff induction programme - this will include their roles and description, pay, working hours, breaks, holidays, HSSE, club layout, introduction to our team, policies and procedures, SSSC code of conduct, discipline, sickness and absence reporting, confidentiality, staff and parent handbook.

### Areas for improvement

The service provider and management team should continue with the very good practice that was in place at the time of inspection in relation to recruiting and inducting new members of staff.

### Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 4

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

### Service Strengths

We chose this statement for inspection to focus on how staff interacts with children and parents. We spent time observing staff and gaining feedback from parents and children. We found the performance of the service was very good for this statement.

Throughout our observations we could see staff encouraging and supporting children in their play and learning. Staff were skilled at knowing when to encourage children in independent play; and when to step in to support and guide children. We observed children having lots of fun, with nurturing approaches displayed by the staff team. All of the staff spoke to children in a caring, positive manner and clearly knew the children and their families well. This demonstrated that the inclusive, nurturing and respectful relationships staff had developed with children.

We were able to observe very positive relationships between staff and parents, this was supported through our observations; feedback from parents; and the supportive manner that parent's were encouraged to share their views about the service. This resulted in inclusive and respectful relationships being developed between staff and parents.

Staff were respectful in their professional interactions with each other, and were keen to share and celebrate with us how they worked together as a team to promote positive outcomes for children.

We discussed how the following planned improvements that were detailed in the service's self assessment, were being taken forward in the service, this included:

- Organise team building event.



## Areas for improvement

The management team and staff should continue to promote an ethos of respect in the service.

## Grade

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 5 - Very Good

### Statement 3

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

#### Service Strengths

We chose this statement for inspection to focus on how leadership values were promoted in the service. We gathered evidence from chatting to the management team and staff. We found the performance of the service was very good for this statement.

The management team discussed the many areas that staff took a lead role, these were wide and varied. For example staff had taken on the following roles: Forest School leader; Eco Schools Co-ordinator; responsibility for summarising planning walls for parents and children's information; researching specific topics with the children; and taking responsibility for organising bus registers. Staff were also mentoring and supporting the new staff members. In discussion new staff confirmed that they felt very supported and included. This demonstrated how the management team included, respected and valued the views of the staff team. In discussion with the staff team they felt that they very much worked together as a strong team.

#### Areas for improvement

The management team should continue with the very good practice they have already established in relation to promoting leadership values with the staff team.

**Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

## Statement 4

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

### Service Strengths

We chose this statement for inspection to focus on the systems in place to involve parents, children and staff in assessing the quality of the service. At this inspection, we observed the children at play, quality assurance systems and feedback from staff and parents. We found the performance of the service was very good for this statement.

The management team and staff worked very well together and were keen to provide positive outcomes for children. They were committed to the on going development of the service. We found that they were motivated and were observed to be professional in their interactions with each other.

Staff were involved in an individual monthly self evaluation process with the manager. From this staff identified their targets for the month. These targets were then used to plan purposeful and effective monitoring visits in the playrooms to observe staff and playroom practice. This resulted in the management team having a clear overview the development of the staff team and the service.

Staff confirmed there was system of regular meetings in place. They confirmed that they found all of these meetings useful and informative. Staff told us they were able to add to the agenda for the meetings and felt that their views were valued by the management team and provider.

The self assessment completed for the Care Inspectorate was used as a working document by management to improve the service. Staff were also encouraged to take responsibility for areas identified in this document to take forward. This resulted in staff being fully included and respected in evaluating and developing the service.

During our visit we noticed that adult to ratios were in line with the National Care Standards. We observed that children were added to the register whenever they arrived in the service; and marked out when they left. In our questionnaires ten of parents 'strongly agreed' and three parents 'agreed' that they were confident that there are always enough staff to provide a good quality service. One parent commented:

"I am happy with the service that Happy Feet provide, their staff are caring and very friendly. Both my kids enjoy being there."

In our questionnaires twelve of the parents 'strongly agreed' and one parent 'agreed' that they were happy with the quality of care that their child receives. One parent commented:

"The manager is very approachable, friendly and helpful. Staff are talented and able to provide a good balance of discipline and care. The facilities are also excellent. We are very happy with the service."

We discussed the appropriate planned improvements that were detailed in the service's self assessment, the provider confirmed that the following development was actively being taken forward:

Staff on-line survey.

### **Areas for improvement**

The service was maintaining very good practice and should continue to develop and maintain existing practice.

### **Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

There are no outstanding recommendations.

## 6 Complaints

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

## 7 Enforcements

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

## 8 Additional Information

There is no additional information.

## 9 Inspection and grading history

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

## To find out more

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