



# Inspection report

## Highland Council Fostering Service Fostering Service

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**Inspected by:** Kathleen Sutherland  
**(Care Commission officer)**

**Type of inspection:** Announced

**Inspection completed on:** 14 October 2010

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**Service provided by:**

Highland Council

**Service provider number:**

SP2003001693

**Care service number:**

CS2004082042

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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>5</b>	Very Good
Quality of Staffing		N/A
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

- Management and staff within the Fostering Service continue to gain the views of carers and other stakeholders and place a high priority on this to inform future practice.
- Foster Carers continue to be well supported by their link social worker.
- Training for Foster Carers and staff continues to be progressed.
- Management and staff continue to improve the service provision.

- Management and staff are very dedicated to their respective roles and work well as a team.

## **What the service could do better**

- Taking into account the comments noted from some respite carers and field social workers, the service provider needs to consider ways in which respite care is delivered. We discussed this fully with the manager of the service and this is an area for improvement that will be looked at in the future.
- The service provider needs to consider whether or not the current review documentation for respite carers is appropriate and consideration should be given to the development of a more appropriate document specific to respite care.
- The service provider needs to progress the current documentation that is in draft form with regards to the new legislation.
- The foster carers handbook is being reviewed to take into account the new legislation and this work should be progressed.

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

- The staff Induction handbook had been reviewed.
- Training for foster carers and staff has been carried out.
- The service is making good progress with regards to the review of policies and procedures with regards to the new legislation.

## **Conclusion**

We concluded that Highland Council Fostering Service is providing a very good service. The level of support to foster carers was very good and staff working in the fostering team were very dedicated and committed to delivering a very good level of care and support. The way in which initial

enquiries were responded to was of an exceptionally high level and the service is to be commended for the systems that are in place.

## **Who did this inspection**

### **Lead Care Commission Officer**

Kathleen Sutherland

### **Other Care Commission Officers**

### **Lay Assessor**

**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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The Highland Council provided a Fostering and Family Placement Service for children and young people from birth to eighteen years and their families, who were assessed as in need of this service and who either lived in, or had a connection with, Highland Council.

The agency recruited and supported carer families to provide a range of fostering services including day care, respite care, foster care, shared care, befriending and specialist care for children with complex needs.

Information received from the Annual Return informed us that there were 65 Short Term Foster Carers, 13 both short and long term, 11 long term, 32 pre-adoptive, 9 respite carers, 10 Multiple Carers and 27 Kinship Carers. One application had been received in respect of a private fostering arrangement and during this inspection we were informed that this application had been withdrawn. See comments under Other Issues within this report.

As of 31 December 2009 8 applications from people wishing to become foster carers on a short term basis, 5 pre-adoptive placements, 17 Kinship Carers approved, 37 new applications and 17 carers de-registered. As of 31 December 2009 8 foster carers had been De-registered.

As of 31 December 2009 there were 121 children/young people in foster care. 89 children/young people were in short term foster care. 32 children were in long term foster care. 18 children were in pre adoptive foster care. 36 children were with Kinship Carers. 31 children received respite care. As of 31 December 2009 there had been 68 new foster placements. 31 children had been placed as a result of a Children's Hearing. 0 children had been identified as requiring permanent family placements.

As of 31 December 2009 there were 18 children awaiting a foster care placement. There had been 0 children placed with foster carers in emergency in terms of Regulation 36 of The Looked After Children (Scotland) Regulations 2009.

There had been 36 children placed with relatives and friends. 5 children had been moved on an unplanned basis and 2 permanent foster placement. 6 children had been moved to a placement which did not meet their identified needs. 0 children from outside Scotland were placed with foster carers. 0 children had been placed with foster carers outside Scotland.

The service was based in Inverness and was managed by the Fostering and Adoption Manager.

Resources on a day to day basis was managed by 3 Team Managers. All senior staff had considerable experience in both fostering and adoption work.

All staff working within the team had a professional social work qualification. The team is

backed by 4 full time and 2 part time administrative staff all of whom also have considerable experience in fostering and adoption work.  
Highland Council's Fostering and Family Placement Service was registered with the Care Commission on 4 November 2005.

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

<b>Quality of Care and Support</b>	<b>5 - Very Good</b>
<b>Quality of Staffing</b>	<b>N/A</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 announced inspection which was carried out by Care Commission Officer, Kathleen Sutherland. The inspection took place between 11 October and 14 October 2010.

From October 2010 the Care Commission has temporarily introduced an additional less intense inspection approach for services which have previously reached a good level of performance. This service qualified for this reduced inspection approach and was therefore inspected only against the Quality Theme Care and Support at this inspection. We gathered evidence from a variety of sources and took account of the information provided to us in the Self Assessment that had been returned to us prior to the inspection.

We gathered evidence from a variety of sources and took account of the information provided to us in the self-evaluation that had been returned to us by the service. We looked at the following policies and procedures:

- Participation Strategy.
- Questionnaires for people who used the service.
- Staff meeting minutes.
- Foster Carer meeting minutes.
- Information to applicants.
- Equal Opportunity Policies and Procedures.
- Child Protection Policy and Procedure.
- Case files of Foster Carers.
- Aims and Objectives of the service.
- Safe Caring Policy.
- Induction Programme.
- Training Records.
- Staff and Foster Carers training records.
- Advocacy Information.
- Foster Carers contact records with link Social Workers.
- Completed questionnaires.
- Child protection referrals.

We further looked at the Handbook which was available to prospective foster carers and saw that this was being updated to take account of the new legislation.

Feedback forms from training events were viewed.

Staff evaluation survey forms were viewed.

Feedback forms from the Fostering Panel were viewed.

We attended a Fostering Panel. We spoke with members of the fostering panel including two prospective foster carers whose application was being considered. We observed the interaction between panel members and the applicants.

We spoke with the following people:

- Foster Carers.
- Staff working within the Fostering Service.
- Field social workers.
- The manager of the Fostering Service.
- Health Care Professionals.

### **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)

### **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 prior to the inspection and this, as in all other years, had been completed to a very high standard. The service had identified strengths and areas for improvement and we were satisfied with its content.

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

We spoke with field social workers, link social workers and professionals from other agencies. Comments noted included the following:

- We get very good support from our managers.
- The placement is very suitable for the young person.
- I hold the workers and management in the fostering service in very high regard.
- There are very good links with other agencies and we all work very well together.

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

- Very well supported by staff in the fostering service.
- We receive regular visits from our link social worker.
- We can say what training we need and this is usually provided.
- I think staff and management work very well with other agencies.
- I think the staff and management try really hard to deliver a very good service.
- I think the assessment process is very thorough. I felt physically drained after the assessment but looking back I see that staff were really doing a very good job making sure we were OK.

## 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

Previous inspections of Highland Council's fostering service identified many strengths with regards to the way in which people could express their views about the quality of care and support they provide. The formal Participation Strategy which Highland Council had in place clearly stated that service provision took account of people views and people were encouraged to participate whenever they could.

Questionnaires were issued to carers, children and staff. We looked at these when we carried out this inspection. Regular meetings, drop in sessions were held with foster carers and any issues discussed with any areas for improvement being noted and progressed.

Foster carers received regular visits from their link workers and they told us that they found this to be very supportive. "I see my link worker regularly and she answers any questions I have". Foster carers also told us how helpful the 'out of hours team' was when they were contacted. "The out of hours team gives us a great deal of support when we need to contact them out of office hours, they are all very helpful". We looked at the contact sheets that had been completed by link social workers and confirmed that there was a very high level of contact with foster carers. All visits carried out were recorded and this included an unannounced visit as required by legislation.

Foster carers, children and birth parents could further express their views in the formal review processes and make written submissions. The 'Having Your Say' document enabled children to say how they felt about their foster placement and when necessary, children were helped by the foster carers and field social work staff to complete these. Foster carers acted as strong advocates for the children they cared for and local advocacy services were also available to children. We looked at the report issued by 'Who Cares Scotland' and saw that children had received regular visits and this included children in out of region placements.

Reviews were held in accordance with legislation and we looked at the minutes of these when we examined case files that were selected at random. Case files also revealed that the views of children, birth parents and other stakeholders had been taken into consideration and there were completed foster carer agreements in all the files examined.

During this inspection we attended a Fostering Panel that was being held to review foster carers and assess new applicants who wished to become foster carers. We observed during this meeting that panel members interacted very well with each other and that reports submitted by link social workers were carefully considered. We noted that there was both a medical and legal representative present during the meeting and both provided appropriate advice and guidance where required. We spoke with panel members and it was evident that they all had the relevant skills and knowledge. We confirmed through speaking with people who were attending the panel that they were very happy with the way in which it conducted business and the way in which the assessment had been carried out. "I found the process very intrusive but necessary". "The worker from the fostering service was always on hand if we had any questions and her support was greatly appreciated". We looked at the assessment report that had been provided to the panel by one of the link social workers and noted that the content was detailed and of a very high standard. Members of the fostering panel further commended the work of the link worker.

Highland Council fostering service carry out formal reviews on an Annual basis and although this exceeds the requirement of the new 2009 Regulations this is seen as an important process for safer caring practice and the provision of the service in accordance with the National Care Standards for Fostering Services.

A newsletter is available to foster carers and other stakeholders. We viewed these newsletters when we carried out this inspection. We noted that people were asked to comment on proposed budget savings and people had been invited to consultations meetings to express their views.

A consultation event had been held with regards to short breaks for children affected by disability and this had been attended by both foster carers and staff. For Highland's Children (3) had been published and the Looked After Children strategy group are involved in this.

There is a new interactive electronic website for children and young people to express their views.

Work continues with Highland Youth Voice consulting about child protection and helping young people report nationally. A new evaluation form for fostering training is being implemented beyond the pilot in Inverness.

Questionnaires had been provided to foster carers who cared for children with foetal alcohol syndrome and their views and suggestions used to inform the manager's presentation to the Child Protection Conference in May, 2010. Most of the carers had also attended the conference.

A group of carers had also taken part in the Fostering Network consultation meeting about registration and their views on the strategy document.

When we looked at the tracking systems for initial enquiries about becoming a foster carer we found that this process was being carried out to an exceptionally high level. We looked at the 151 enquires that had been received since the last inspection and saw that an application pack had been sent the same day as the enquiry came in. Staff within the fostering team who dealt with initial enquiries from applicants are to be commended for

this. When we spoke with link social workers, field social workers and other stakeholders we were told that there were very good communication links with each other.

### **Areas for Improvement**

- The service provider should continue to gain the views of people who use the service and use these to inform future practice.
- The service provider should progress the post training questionnaire to evaluate the area training programmes to provide an overview of efficacy for future planning.
- The service provider should progress the way in which its respite service is delivered and ensure that the views of respite carers are taken into account to inform future practice, policies and procedures. During this inspection when we spoke with respite carers and some field social workers they too had identified this as an area for improvement.
- In order that the current very good practice is improved upon the service provider should ensure that the current staffing levels are maintained to ensure the support provided to foster carers continues. This was considered a vital element of the service by all we spoke with.

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

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

## **Statement 3**

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

### **Service Strengths**

The case files that we viewed during this inspection which we selected at random from a completed list provided to us by the service confirmed that Highland Council promoted a multi agency approach to improving the health needs of looked after children and carers. When we spoke with health care professionals they confirmed that they had very strong links with staff in the fostering service. When we looked at case files we saw that comprehensive health checks were carried out during the assessment process and this was monitored and reviewed on an annual basis or when required. Since the last inspection an additional medical adviser with a background in adult health had been appointed.

When we attended the fostering panel we saw first hand that assessments had been considered by the panel members and that any health care issues were discussed in an open and honest way with applicants. When we spoke with prospective foster carers they told us that the assessment had been carried out very thoroughly. We also saw when we looked at case files that assessments were carried out within timescales. There were systems in place to monitor and record instances where there had been delays.

Foster carers had access to ongoing training and when we spoke to them they confirmed this. Staff working within the fostering team were well qualified and carried out regular training to enhance their existing skills. Staff were all registered with the Scottish Social Services Council (SSSC).

We looked at child protection referrals when we carried out this inspection and saw that Highland Council's policies and procedures had been followed.

### **Areas for Improvement**

- During this inspection we looked at the progress being made with regards to the new legislation and how the service was progressing this. We noted that there were several draft documents in place to reflect the new legislation and these draft documents should be progressed. We appreciated that this would require additional input from existing staff.
- The procedure regarding allegations against foster carers needs to be adapted and refined to take account the best practice guidance.
- The appeals system which was altered by the new legislation needs to be progressed and this was discussed fully with the manager of the service. Currently there is a draft flow chart in place. However, work needs to be progressed with regards to who will hear appeals.

**Grade awarded for this statement**

5 - Very Good

**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 the last inspection.

### **Additional Information**

There were no private fostering arrangements in place at the time of this inspection. Noted that there had been one application but this had been withdrawn. Any private fostering arrangements are dealt with by the children and families teams.

### **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 - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Staffing - Not Assessed</b>	
<b>Quality of Management and Leadership - Not Assessed</b>	

## Inspection and Grading History

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<b>Date</b>	<b>Type</b>	<b>Gradings</b>	
16 Dec 2009	Announced	Care and support	6 - Excellent
		Staffing	6 - Excellent
		Management and Leadership	6 - Excellent
2 Oct 2008	Announced	Care and support	5 - Very Good
		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

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

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