

Care service inspection report

Great Western Pre-school Nursery @ Broomhill

Day Care of Children

323 Broomhill Road

Aberdeen

AB10 7LR

Telephone: 01224 319530

Inspected by: Sharon Malcolm

Liz Adam

Type of inspection: Unannounced

Inspection completed on: 31 July 2012



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Service provided by:

Great Western Pre-Schools a partnership

Service provider number:

SP2003000361

Care service number:

CS2004083018

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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

We identified a number of strengths throughout the areas we inspected. The service had an excellent service user, parent and carer participation strategy. Audits and evaluations of the nursery's performance were carried out on a regular basis. The Interactive website, known as "Puddlestomping", provided staff and parents with up-to-date information about the children's learning and development. Parents and carers were also able to contribute to the website.

The staff demonstrated a good understanding of child development and incorporated a variety of learning throughout the day. The staff strived to meet the children's needs and demonstrated that they had established good relationships with the children. The staff were well supported by the management team and were given ample training opportunities.

The children appeared to be comfortable within the nursery environment. They enjoyed a variety of well-balanced meals and snacks, any food allergies were catered for.

What the service could do better

The manager and provider must review the storage of medicine policy and ensure that medication is stored correctly. When children have any accidents, staff must sign and date the accident book and record if any treatment was required.

A number of the staff required an update on their child protection training. The providers have advised us that training will be given immediately.

What the service has done since the last inspection

The Puddlestomping website was well established. An additional database, "Monitor IT", enabled the management team and provider to continually evaluate the quality assurance systems.

Conclusion

This service offered children a variety of learning experiences considering their individual needs. The staff demonstrated a good rapport with the children and functioned well within their teams. The management and providers utilised their leadership skills to ensure that the children's needs were constantly assessed and parents' /carers' views were taken into account. The nursery environment was clean and risk assessments were conducted regularly.

Who did this inspection

Sharon Malcolm

Liz Adam

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 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.

The Care Inspectorate will award grades for services based on the findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold a complaint that we investigate.

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

Requirements and Recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a Recommendation or Requirement.

* 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 Public Services Reforms (Scotland) Act 2010 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 Inspectorate.

The service is registered to provide a care service to a maximum of 48 children at any one time who are not yet attending primary school. The service operates between the hours of 7:30am 6:00pm Monday to Friday.

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 or by calling us on 0845 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 compiled the report following an unannounced inspection, which took place between 08:00 and 17:30hrs on 18 July 2012. The inspection was carried out by Care Inspectorate inspectors Sharon Malcolm and Liz Adam.

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

We issued 30 questionnaires to parents of children who used the service. Sixteen completed questionnaires were returned before inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents:

- evidence from the service's most recent self assessment
- personal plans of the children who use the service
- observing how staff work
- health and safety records
- accident and incident records
- complaints records
- questionnaires that had been requested, filled in and returned to the Care Inspectorate
- questionnaires that had been requested by the service and completed by parents, relatives or carers.
- discussions with various people, including the provider, the manager, the staff, the children who attend the nursery, the parents/carers of children who use the service
- examining equipment and the environment.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

There were no recommendations outstanding

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.

We received a fully completed self assessment document from the service. The service identified what they thought they did well, some areas for development and any changes they planned.

Taking the views of people using the care service into account

The children we observed during the inspection appeared relaxed within the environment. The children were familiar with the staff and interacted well with other children. The children were keen to chat with us during the inspection and discuss what they liked to do at nursery. The children said that they liked to play outside. One of the children said how "tasty" the food was. Other children said they liked to paint pictures to take home.

Taking carers' views into account

The parents/carers we spoke to said they were happy with the service and the care that their children received.

Comments from parents/carers included:

"We have been very happy with the service that the nursery and staff have provided".

"Overall the staff and facilities are excellent. Our child has developed well since attending the nursery".

"I feel the groups of ages is too wide. A room for 2-3 year olds would be a preference".

"It has been observed that some teachers are very partial with some children. This affects the other children in the nursery".

"My daughter has been at nursery for just over 3 months, and her development has been excellent! We are extremely happy with the care my daughter is receiving and she seems happy and content when at nursery".

"Overall I feel the nursery gives a good service for my children and I am happy to send them here. Formal communication could be improved. There used to be a newsletter each month but this has now stopped".

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 a wide range of evidence which indicated that there were regular opportunities for children's, parents' and carers' participation. A number of parents and carers had visited the nursery to be involved with and observe the children's learning. Children said that they liked it when their parents came to the nursery to help. Parents/carers were able to give feedback to the nursery staff.

The nursery had an interactive website known as "Puddlestomping". The website enabled parents and carers to discover the learning experiences their children have. Parents and carers had the opportunity to contribute to the website in an open forum, or in confidence if required. Any suggestions about how to improve the service were welcomed by the staff, managers and provider. Parents/carers could also participate in surveys and questionnaires, which aimed to evaluate the quality and experience that the service offers. The management regularly reviewed and evaluated parent/carer responses to the Puddlestomping website.

A range of local and national information pertaining to child development and participation strategies was displayed at the entrance to the nursery. Throughout the nursery, "You said, we did" feedback posters were displayed which highlighted matters arising from parents, along with the staff and management responses. "Help us assess our service please" questionnaires and suggestion boxes along with pens and paper were available for parents to make any comments. We were advised that parents received written information on a regular basis about their children's experiences and future activities. Staff were also seen having verbal discussions with parents/carers throughout the day. Parents/carers were encouraged to attend parents' evenings, which were held two to three times a year.

Children had the opportunity to lead their learning. The floor books demonstrated the children's learning and achievements. The nursery had made their own DVD, which

discussed the use of floor books. Children were observed to be enthusiastic about indoor and outdoor activities. The children were keen to tell us about what they had learned about coconuts. The children were able to discuss lots of information about where coconuts grew, what they tasted like and the texture of the coconut.

The children's learning was structured but also evidenced that children could lead their activity and play. Children were able to come and go in and out of the garden. Children were aware that they could do this when a "green" symbol was displayed. The children said, "We can only go out if the sign is green, this means there is a teacher outside". Staff advised that children were aware that if they wanted to go outside, but there was no member of staff in the garden, they could ask staff to accompany them. Children were observed asking staff to accompany them outside.

The children had access to a wide range of learning materials, from construction tools to arts and crafts. The children's participation in their learning was evidenced by photographs, artwork and organised outings. Children were also able to tell us what they had been doing over the course of the day.

Discussions with parents indicated that they were kept informed about events, trips and their children's learning.

Areas for improvement

The service self assessment form stated that the service needed to maintain the parents' interest by ensuring class based articles were uploaded regularly on to the Puddlestomping website. Parents/carers were encouraged to continue to participate in the "Help us assess our service" questionnaires. The information that was offered by parents could be used to contribute to the annual Child at the Centre 2 evaluation.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

The staff ensured that the children were given the opportunity to enjoy the inside and outside space. Children were having fun splashing in the puddles outside. The children were appropriately dressed for the weather; most of them wore their wellies outside, however, one child was very keen to go outside but had no wellies. Staff tucked his trousers into his socks so that he could join the others.

We were invited to observe the children during "Mini Kickers". A physical instructor attends the nursery weekly to provide activities aimed to help improve the children's

coordination skills, imagination and strength. The children appeared to enjoy the "pirate and sea creature" themed activity, as they shouted out the names of lots of water creatures.

Throughout the day, the children were observed to be engaging in story telling, craft making and imaginative play. Some of the children were bathing dollies with soapy water. The staff interacted well with the children teaching them about hygiene and skin care.

Nappy changing was observed. Staff were careful in their approach, adopting good infection control procedures.

The service participated in the NHS Grampian "toothnology" scheme. Children had their own tooth care boxes. Staff advised us that children were encouraged to brush their teeth whilst at nursery.

The service had a number of health related policies in place, many of which were visible on the classroom walls. Prior to children starting the nursery parents were asked to provide information about their child's likes and dislikes, and any allergies, illnesses or additional needs. Parents were also advised that they would need to sign a consent form and provide instructions to the service if their child required either prescribed or over the counter medication whilst in nursery. Written guidance for giving Paracetamol was displayed within the nursery. Staff were also aware of the recent changes to the optimal recommended doses of Paracetamol for children.

Each room displayed information known as "red letter" information for children who had allergies or illnesses. The information was up-to-date and staff demonstrated and awareness of individual children's conditions. Staff were able to describe the signs and symptoms of allergies, how they managed minor allergy or skin related conditions within the nursery, and what they would do in the event of an emergency.

Menus were rotated every six weeks. The menus incorporated a variety of nutritious snacks and meals, most of which were prepared within the nursery. The majority of children were observed to enjoy their lunch of beef stew, roast potatoes and vegetables followed by a selection of fresh fruit. One little boy was given lots of encouragement from a member of staff during lunch. He responded well to this encouragement and enjoyed his potatoes and vegetables. The portion sizes were appropriate and children were offered more if they wanted. If children did not like what they were offered an alternative was available. One of the children in the nursery told us that her lunch was "so tasty". The staff recorded what the children had eaten during the day and accurate verbal feedback was given to the parents. There was a drinks station and snack table in the lower classes where children were seen to help themselves at anytime during the day. Younger children were offered water by staff during the course of the day.

The children were able to have a rest or sleep during the day. Younger children slept in cots while older children lay on mats or suitable beds. Linen was replaced for each child. Staff checked the children every 15 minutes or sooner, and records were in place to confirm this.

Areas for improvement

The first aid cupboard within the kitchen was cluttered. Some of the medication was no longer in use and packets of baby food were stored on the same shelf as medication. We signposted the management to refer to guidance pertaining to "The Management of Medication in Day Care and Child Minding Services" and "The Handling of Medicines in Social Care" (**see Requirement 1**).

Each room had an accident book; however, not all accidents were documented correctly. On some occasions where a child had an accident, but no treatment was required, there was no record to support this (**see Recommendation 1**).

We asked the staff to describe what they would do if they were concerned about a child's health or wellbeing - this included any child protection issues that they may have. Some of the staff appeared to be unsure about child protection procedures. The majority of the staff had received child protection training within the last year; however, a number of staff also stated that they felt they would benefit from a child protection training update (**see Recommendation 2**).

Grade awarded for this statement: 5 - Very Good

Number of requirements: 1

Number of recommendations: 2

Requirements

1. The provider must ensure that all medication is being stored safely.

This is in order to comply with regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Timescale - immediate effect.

Recommendations

1. Staff must follow appropriate accident procedures, including accurate recording of where treatment is required or not and staff sign the accident record.

This is in accordance with: National Care Standards, Early Education and Childcare up to the age of 16, Standard 14 - Well-Managed Service.

2. Staff should evaluate their knowledge and skills in relation to child protection and seek appropriate training.

This is in accordance with: National Care Standards, Early Education and Childcare up to the age of 16, Standards 3 - Health and Wellbeing, and 13 - Improving the Service.

Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths

The children, parents and carers were given the opportunity to participate in improving the environment. Parental questionnaires were ongoing, audits represented the level of participation. Service user/parent/carer participation was consistent throughout the Quality Themes.

Areas for improvement

Service users, parents and carers are to be encouraged to continue to participate in improving the quality of the environment.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 2

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

Service strengths

Each room had a cleaning rota and all staff were responsible for keeping the rooms as tidy as possible and hazard free. Designated members of staff were responsible for auditing cleaning records and reporting any concerns to staff and the provider. The rooms, toilets and nappy changing areas were clean and tidy. Each evening a cleaner was employed to carry out more thorough cleaning of the premises.

Pertinent policies including food safety, infection control and risk assessments were visible within the nursery. The staff demonstrated their knowledge of infection control procedures appropriately. Food was also handled and stored appropriately.

The kitchen area was clean. The provider advised us that a new kitchen was to be installed within the next few months.

Each room was equipped with a variety of learning materials. The children were given the opportunity to use real tools to construct items of their choice. Staff had incorporated construction into the Curriculum for Excellence framework. Parents/

carers were given the opportunity to comment on the use of real tools within the nursery. The nursery staff had risk assessed construction activities appropriately.

Planned trips/outings were well thought out and risk assessed by staff. Appropriate advice was sought from other staff members and supervisors if required. For each trip, an outings pack was completed which contained information regarding staff and children's details, and which member of staff was responsible for each child. Staff were required to sign the risk assessment policy prior to any trips to indicate that they had fully understood what the outing entailed and the risks associated with the event. All trips were agreed and signed by the manager. The staff stated that, during each trip, assessing risk was an ongoing process and any new risks were acknowledged and incorporated into assessments. We were advised that first aid packs and information that related to each child was taken on trips.

Any maintenance issues were reported by staff and were dealt with promptly by either the provider or an appropriate person. Health and safety checks were carried out annually by an external service.

Areas for improvement

Areas for Improvement have been detailed in Quality Theme 1 Statement 3. These areas are also pertinent to this Quality Statement and are required to be actioned.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

The annual audit and Puddlestomping website provided the parents and carers with the resources to contribute regularly throughout the year.

Areas for improvement

Information for this Statement is also linked to Quality Theme 1 Statement 1.

Grade awarded for this statement: 6 - Excellent

Number of recommendations: 0

Number of requirements: 0

Statement 3

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

Service strengths

From observation of practice, discussions with staff and documentary evidence provided, we found that staff were professional, trained and motivated.

Most of the staff at Broomhill were registered with The Scottish Social Services Council (SSSC). Two staff members were awaiting confirmation of their registration; another two members of staff who had recently joined the service had applied to register and were currently awaiting registration.

Initial NVQ training was provided for staff through the organisation's own training and assessment centre. The manager carried out a training needs analysis which identified what training each member of staff required. Identified additional training needs were provided for either in-house or by an external provider. Staff advised that the training opportunities were good. Staff also said that they felt confident about asking the management team for any training they felt they required.

Staff were responsible for maintaining their own training records and Continuous Professional Development folders. The manager and staff advised that annual staff appraisals were up-to-date. As part of the annual audit, staff identified the need for

1:1 supervision sessions. The manager has advised that these were being implemented, although not all staff had received an individual supervision at the time of the inspection.

There was a staff photo board at the entrance to the nursery. This identified each member of staff, the room they worked in and the qualifications they had achieved. Any other achievements such as certificates in First Aid, Child Protection and Infection Control were also acknowledged.

A staff communication book was used to advise staff of policy updates, procedural guidance and changes in legislation and best practice. The log also advised of upcoming training opportunities. Staff were expected to read these updates, sign that they had done so and take account of them in their daily practice.

Within the staff room there was access to a range of publications pertaining to early year's guidance, local and national policy frameworks. We were advised that staff were encouraged to make use of the literature.

Observation of staff practice indicated that they treated children and parents with respect. Staff were also warm and caring towards the children, ensuring that their day-to-day needs were met. Staff were seen engaging with the parents, informing them of the activities the children had experienced throughout the day. Staff used positive and encouraging language, reassuring the children when required. Staff were heard to speak positively about friendships and sharing. Comments from parents indicated that they were happy with the way staff interacted with their children.

The staff and parent audit identified that a more professional look would be achieved by staff wearing a uniform. Staff were involved in the selection process of an appropriate uniform. Discussion with the staff highlighted that the staff were keen to wear the uniform, as this identified which organisation they were part of when out in the community.

Areas for improvement

The areas for Improvement identified in relation to Quality Theme 1 Statement 3 and Quality Theme 2 Statement 2 are relevant to this Statement and are subsequently reflected within the grade for this Statement.

Grade awarded for this statement: 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 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

The information for this Statement is related to Quality Theme 1 Statement 1. The management of the service was an area included in the annual audit.

Areas for improvement

Information detailed in Quality Theme 1 Statement 1 is relevant to this Statement.

Grade awarded for this statement: 6 - Excellent

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

This nursery was one of a group of four nurseries owned by the same provider. The management team consisted of the owner, general manager, and individual named managers for each nursery. Information regarding each nursery was shared between the managers and the provider on a regular basis. The general manager advised that she visited the nurseries weekly, or more frequently if required, to "get an overview of what was going on". The manager stated that she also tended to any complaints, accidents, incidents and staffing issues. The general manager updated the owner on a daily basis. The management team held meetings twice yearly, and information discussed at these meetings was shared with supervisors and staff as appropriate.

Discussion with the service provider confirmed that she visited the nurseries on a regular basis, taking the opportunity to meet with staff. Both she and the general manager advised that plans were in place to implement a "Back to Basics" strategy for the coming year. This was to build on the "Better Place to Be" and "Best I Can Be" strategies which had been in place for the past few years. "Back to Basics" will focus on child-led learning, staff training, resources and class layouts.

A range of procedures were in place to monitor and evaluate practice and

performance within the nursery. These included two web-based systems, namely Puddlestomping and Monitor IT. The Puddlestomping website enabled staff and parents to contribute to the overall assessment of the service. Parents could participate in online questionnaires giving their views about various aspects of the service. Monitor IT was a quality assurance system used by staff and management to record health and safety issues, including risk assessments, staff training and qualifications, and the development plan for both the nursery and the organisation. The system identified performance indicators for the manager allowing regular evaluation of service provision.

Child at the Centre 2 self assessment and the annual audit, "Help us assess our service please" were also evaluated regularly

A comprehensive development plan, including actions and comments, had been produced. This was to be regularly reviewed by the management team to ensure improvement targets were being met.

Areas for improvement

The organisation and the service are encouraged to maintain the ongoing assessment and evaluation processes, ensuring that parents, children, staff and other stakeholders were regularly involved. The storage of medication and recording of accidents must be in line with best practice to ensure the health and wellbeing of service users. The staff must be familiar with child protection procedures, best practice and current guidance.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

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

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 SCSWIS 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).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	6 - Excellent
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings	
21 Jul 2010	Unannounced	Care and support	5 - Very Good
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and Leadership	Not Assessed
28 Sep 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good
29 Jan 2009	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and Leadership	2 - Weak

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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے-بایتسرد میم وونابز رگید روا ولکش رگید رپ شرازگ تعاشا ہی

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

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