

# Care service inspection report

## Sgoil Araich Lionail

### Day Care of Children

Lionel School

Ness

Isle of Lewis

HS2 OXB

Type of inspection: Unannounced

Inspection completed on: 7 October 2014



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### **Service provided by:**

Comhairle Nan Eilean Siar

### **Service provider number:**

SP2003002104

### **Care service number:**

CS2011299638

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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

In Sgoil Araich Lionail we found that the head teacher, who manages the service, and the nursery practitioners had created a warm, safe and welcoming environment to meet the needs of parents and children. They work hard with parents and provide opportunities and set targets for the children to develop and progress.

We observed a secure and friendly ethos in the nursery. The playroom was well resourced with plenty of natural light, good equipment and with a safe and secure outdoor play area.

### What the service could do better

Staff have identified that the children would benefit from having a dedicated play area within the school grounds, with easy access from the playroom, which would be enclosed and safe and where they could have their own planting and growing area and possibly a mud kitchen. Parents had highlighted in the returned questionnaires that the children would benefit from a dedicated outdoor play area.

Staff identified that the children would benefit from having all-weather suits and had made enquiries to acquire them. They told that if children had wet weather protection they would be able to access the outdoors more frequently. The nursery is in a very exposed area and at times strong winds prevent them from going outside.

The service has submitted a variation to increase the numbers registered from 20 to 25 children and they will update the parent handbook and the relevant policies and procedures.

A new staff member had been employed to ensure the appropriate staff/children ratios were observed. The new member of staff had an appropriate induction period.

We observed and it was also highlighted by parents that too many activities were adult led and wished to see more of how the children's ideas were incorporated in the planning.

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

The service has done a lot of work on literacy and numeracy and they have worked well with the Early Years teachers in the school to make the transition from Sgoil Araich to school a good experience for the children.

### **Conclusion**

We found that the manager and staff in the nursery work very well together to ensure that the children receive good care. We found a very positive relationship between the manager, the staff, the parents and the children.

Some children were making good progress in understanding the Gaelic language and some could speak it confidently. We found the children were making progress in other areas and there was planning in place to ensure the learning and social development of all the children.

The staff supported the children to become independent and encouraged them to explore and respect the world around them.

Some parents who completed our questionnaires were positive regarding the quality of the service and a response from a returned parental questionnaire was:

'Sgoil Araich Lionail has an excellent link with the school and we are impressed with the transition programme. The play leaders are well organised in the outings they plan and I believe the variety of activities and trips are adding to my child's knowledge.'

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 25 October 2011

The Care Inspectorate will award grades for services based on 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 or partially uphold a complaint we investigate.

Requirement 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 directly result in enforcement.

- A requirement is a statement that sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulation 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 Inspectorate.

Sgoil Araich Lionail Day Care of Children was registered with the Care Inspectorate on the 25th October 2011 to provide care and education to a maximum of 20 children from the age of two and half years to primary school age.

A variation had been submitted and they are now registered for 25 children including any vulnerable two year olds.

The new provider Comhairle nan Eilean Siar's Education Department re-named what had formerly been the voluntarily run Croileagan Nis as Sgoil Araich Lionail.

The service provides pre-school education in partnership with Comhairle nan Eilean Siar. Children are funded for pre-school education by Comhairle nan Eilean Siar's Education Department from the age of 3 years.

The management of the Sgoil Araich is carried out by Sgoil Lionail's Head Teacher.

There were 20 children presently registered with the service and 19 children were present during the inspection. The service provided opportunities and programmes for learning through play appropriate to the childrens' needs and in accordance with the Curriculum Framework 3 - 5 years and the Curriculum for children 3 - 18 years.

The Day Care of Children service is provided from a classroom in Sgoil Lionail and they have access to an outdoor play area, garden area for planting and growing and the large gymnasium hall in Spors Nis.

Some stated aims of the service were 'to create a caring climate of mutual respect and confidence encouraging positive relationships among staff, parents and children and establish an effective partnership with parents where we can join with them in furthering their child's development and learning.'

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 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 wrote this report following an unannounced inspection on the mornings of the 7th of October 2014. We gave feedback to the three staff members and the Early Years Support worker after the inspection. We were accompanied at this inspection by the local administration assistant who was present at feedback.

As part of the inspection, we took account of the previous annual return and the completed self assessment form that they had previously submitted.

We issued 18 Care Standards Questionnaires (CSQs) and 13 had been completed and returned to us.

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

- Sgoil Araich Lionail's statement of Aims and Objectives.
- Handbook for parents.
- Child Protection policy and procedures.
- Health and Safety policy and records.
- Maintenance records.
- Risk Assessment and infection control procedures.
- Staff training records.
- Accident and Incident records.
- Planning and children's profiles.
- Complaints policy.
- Register of attendance and children's records.
- Insurance certificate.
- Registration certificate.

We spoke with all the members of staff, the children, three parents and the head teacher during the course of the inspection.

We observed the relationships between the members of staff in the nursery rooms,

their relationship with other school staff and their relationship with the parents and the children.

We observed how the staff used resources including the outdoor play area.

### **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](http://www.firelawscotland.org)



## 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 Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included in each heading that we grade the services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self-assessment process.

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

We spoke with all the children who were all friendly and enthusiastic when telling us about their experiences in the nursery.

We found that most of the children were making progress understanding the Gaelic language and some of them were confident to speak it with staff.

We found that the younger children were very secure with staff and very confident going around the nursery and it was obvious they were given good care as they were settled and aware of routines.

## Taking carers' views into account

Some parents were very happy with the service; however, some parents commented over the telephone and in returned questionnaires that they thought the nursery should employ another staff practitioner to meet the needs of all the

children. At this inspection we found that another staff member had recently been employed and had an induction programme.

While chatting to parents during inspection they felt that the extra staff member had made a difference to the care and support of the children and they were happy.

## 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

At this inspection we found that the performance of the service for this statement was very good.

Annual Questionnaires were given to all the parents and when completed and returned findings were collated and any highlighted issues were acted on. Parents were informed of the outcomes.

Circle time provided opportunities for children to put forward suggestions and contributions to term themes regarding 'What I Know', 'What I want to learn' and 'What I have learned.'

A suggestion box was in place for parents' suggestions. This gave parents the opportunity to comment on all aspects of the nursery including the environment, staffing and management.

Staff had one to one meetings with parents and they continue to have an Open Door approach throughout the school. The service will continue to develop their home links with parents by the Big Book approach where parents can comment on children's learning. There was a section at the end of the book for parents to record comments as follows:

'My children really enjoyed telling me about what they were doing. We spoke about it separately so that each child had a chance to talk.'

'Great to see them all concentrating on their various activities. My child loves each and every day at Sgoil Araich.'

'We loved the photos and enjoyed discussing them.'

'Love the frog picture.'

Planning for learning took account of staff observation and assessment of the children's abilities to promote a child led approach to children's learning. Parents and families continue to be invited to be involved in the life of the nursery and share any skills they may have. There were nursery parent representatives on the School Council.

Profiles and photographic display highlighted to parents the range of activities their children participated in during their time at nursery.

Pick up and drop off times provided very good opportunities for parents and staff to share and update information to ensure the needs of their children were effectively met.

We spoke with 4 parents who mostly provided positive feedback about their experience of using the service, in particular they told us that the information sharing was good and that they were confident about approaching staff or management if they had concerns. They also said that staff knew the children and listened to them in a caring manner.

Parents and families continue to be invited to be involved in the life of the nursery and share any skills they may have. They had been consulted about the extra hours being provided for the children and they elected to have longer times in nursery from Monday to Thursday. The children in the school and in the nursery had planted potatoes and the school and nursery children, along with parents lifted them. The exercise raised over £140 for school funds.

Parents met with provided feedback about their experience of using the service in particular they told us that the information sharing was very good and that they were confident about approaching staff or management if they had concerns.

Staff told us that as a further home link 'Tommy the Teddy' went home with the children, and activities with the children were recorded including any excursions they had together; for example going to weddings, holidays and birthday parties.

### **Areas for improvement**

We suggested to staff they make the children's time in the nursery more relaxed and talk gently to them in order to ensure children are confident and do not feel intimidated. We felt the level of noise in the playroom was excessive, especially at going home time. When staff speak softly to the children they are likely to talk quietly.

Feedback in some of the parental questionnaires was as follows and we acknowledged that with such a lot of boys in the service they could be boisterous and staff had to raise their voice to be heard.

'Senior staff looking after young children require a particular personality - both commanding respect from the children whilst creating a fun environment. Respect for the parents is also important - this is not always the case.'

'My child struggles on a daily basis upon attending. The play leader shouts too often and is very negative. However, he enjoys seeing other children. I feel the nursery is well run but I have concerns.'

As the previous questionnaire was anonymous we could not respond to their concerns.

**Grade awarded for this statement:** 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

At this inspection we found that the performance of the service for this statement was good.

We found the service was good at meeting the health and wellbeing needs of children after we looked at records, talked with staff and parents and observed practice. It was the start of a new term and children were settling very well into the nursery.

Staff had created a welcoming and nurturing environment and children were happy and settled in the nursery and were confident to approach staff. Records were kept and shared with parents regarding their children's development and progress. All the relevant information about each child was available to staff. We found that all relevant information regarding the children was confidential and staff assured it was kept according to the service confidentiality policy that was referred to in the parent handbook.

Systems were available to keep the children safe and secure. A child protection policy was in place and staff demonstrated their awareness of what the procedure was if they had concerns. Staff had attended child protection training and were updated regularly to keep them abreast of any new guidelines. Staff understood their roles and responsibilities to keep children safe and they were aware of the Named Person who

would be approached if they had concerns. Staff supported and guided children well when they did wrong taking account of the child's age and stage of development. Children's Profiles and care plans were available to us. We found that the staff were aware of the Getting it Right for Every Child approach and their recorded observations and feedback from the children contributed to the planning for each child's development and progress. The children could play on their own, in a group or work with one to one attention from a staff member.

We looked at medication forms and accident and incident records and found they had been completed with detailed information, and medication, if required, was administered in accordance with best practice guidelines and G.P. and parents' instructions. Medication was stored safely and staff were clear about best practice guidelines and the need for parents to sign consent forms.

Good hand washing procedures were in place to control the spread of infection. This was completed under running water at an appropriate temperature. Staff monitored and supported the children's hand washing and praised those who did it well. The staff confirmed they used protective disposable aprons and gloves and they told us parents supplied any creams, nappy bags and wipes for nappy changes.

Staff provided a healthy snack for the children and they sat with them and used this opportunity to develop children's social skills. We found that children were involved in evaluating and choosing snack and were learning about healthy diet and lifestyles. Children participated in a healthy snack and staff had discussed the benefits of a healthy diet and had introduced 'The Very Hungry Caterpillar' to discuss what was / was not healthy. We saw that part of the children's daily routine was to brush their teeth after snack.

We found that children's achievements at home and in nursery were discussed and celebrated.

### **Areas for improvement**

We found that children could be more involved in the preparation and clearing away of snack.

A lot of emphasis was put on extending the children's number skills and should be carried out through the medium of play.

Staff will continue to include challenges in addition to support in next steps for learning and will embed the 'Getting it Right' documentation and procedures.

**Grade awarded for this statement:** 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

At this inspection we found that the performance of the service for this statement was very good.

We found that the playroom at nursery was bright and warm making a pleasant environment and good space for children to move around freely to give them a positive feeling of well-being.

We found that the nursery room was well organised with areas for wet and messy play and for being quiet and comfortable. Children's art work was attractively displayed on the walls and the rooms appeared stimulating. Games, books and activities were arranged so as to be accessible to the children. In this way they could make choices about how to spend their time and develop their own learning, increasing their sense of achievement, responsibility and inclusion.

In the playroom we observed staff sitting and reading with the children and singing songs, action songs and rhymes with them which the children clearly enjoyed. We saw all the children were sitting very well when a story was read to them and they listened and interacted with staff to ask questions and to tell of their own experiences relating to the story.

We evidenced that the service had taken active steps to keep children safe inside and out by ensuring no one could enter the premises unobserved and children were signed in and out of the nursery. Staff were made aware of who would be collecting the children each day.

Maintenance of the nursery was the responsibility of the head teacher, the janitor and the local authority maintenance staff, who took care of repairs. We did not see any maintenance issues requiring to be addressed.

- Equipment was safely stored and corridor and cloakroom areas were free of clutter.



- Comprehensive risk assessments covered a wide range of activities within the nursery room, outdoor area and children's outings.
- A secure door entry system meant that all visitors to the nursery had to sign in.
- Staff completed accident and incident forms to a satisfactory standard and provided parents with a copy to sign.
- Appropriate risk assessments were carried out and reviewed to ensure safety of all users of the service.
- There were interest and topic tables for active exploration in the playroom which the children could freely access and we found staff extended children's knowledge by observing and talking to them about the objects on display. Their topic at the time of inspection was dinosaurs and they had made a volcano and told us all about it.
- Children were encouraged to tidy up after they had used resources and to care for the premises and outdoors by staff example, demonstrating to them how to be responsible for their surroundings.

Children had access to the school gym first thing every morning for at least ten minutes. They can run off steam for a little time and we saw a good lesson carried out and the children listened to instructions very well.

### Areas for improvement

Staff identified they were hoping the premises would be altered to have a door leading out of the playroom which will allow the children to be in and out as they wish and using the outdoor space to extend their learning in safety.

We suggested that children could be involved in their own risk assessment procedures and asked to highlight what things they thought could be harmful to themselves or to the other children.

**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 3

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

### Service strengths

At this inspection we found that the performance of the service for this statement was very good.

We found that some staff were trained to a very good level and we observed that they met the needs of all the children well in a caring manner. They ensured the children were safe by risk assessing activities and knowing the children's needs and abilities well.

We found that most staff had relevant qualifications in childcare. The long term staff were trained to SVQ Level 3 and had registered with Scottish Social Services Council (SSSC). Staff were expected to meet the registration requirements of SSSC.

We found clear staff recruitment and induction procedures which ensured that they were well-informed about policies and procedures and enabled them to work together as a team. The most recent employee told us she had left school in the summer and intended to go to university to do further study. However, she told that she had an effective induction period and the experienced staff members were very supportive.

Staff files reflected that robust procedures had been followed and the appropriate checks have been undertaken. Staff had been recruited in appropriate numbers and skill mix to meet the needs of the children.

Staff in the nursery told us they were very well supported by the school staff. In the nursery they monitor and provide feedback to one another. They had opportunities for training to meet the needs of the children attending the service. Staff had attended 'Pre-birth to Three Positive Outcomes for Scotland's Children and Families' training and they were confident to meet the needs of any younger children who would possibly be attending the service. The senior staff member told us she had attended Mindstretchers (Nurturing Boys) training which she had put to good effect this term. She had provided lots of carpentry items; for example: chains, padlocks, screwdrivers,

screws, hammer and nails and bits of wood and the janitor was involved with helping the children to use tools appropriately.

Staff worked with partners from other agencies for the benefit of children and provided the children with opportunities to be creative, to ask questions, to explore, to make friends and to use their imagination.

We found that very good staff team work was in place and they were supportive of one another. They were respectful to each other and were good role models for the children.

We found that the staff were enthusiastic and motivated in their own learning and had generated enthusiasm for learning in the children. The children focused well on their chosen tasks and we observed that staff encouraged them to persevere and helped them, when necessary, to complete play or extend imaginary play they started.

Staff used the Child at the Centre and the Curriculum 3 - 18 to assess progress and to plan for further development of the service and they worked to the National Care Standards for Early Education and Childcare.

Staff had good knowledge about the learning and development of young children and were trained in paediatric first aid and confident they would react appropriately should it be required.

### **Areas for improvement**

The most experienced staff member should delegate more tasks to the other staff in order to share responsibility throughout the session.

**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 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 found the performance of the service was good for this statement.

We found that the manager and staff worked closely together to evaluate the day to day practice. This helped to ensure that all children were able to participate fully and gain the most from their experiences. See Quality Theme 1, Quality Statement 1 for more information in relation to participation.

The service had systems in place to involve parents, children and staff in the quality of the service, which included examples of children's work going home and where parents could add their comments.

Records were available in the playroom of children attending the service and relevant policies and procedures to keep children safe were available at the entrance to the nursery.

We found that nursery staff were well supported by teaching staff in the school and we observed that the head teacher knew the nursery children well and discussed with staff what stage children were at in their learning.

We observed a good range of communication between the nursery, the school and home.

The head teacher had an open door policy and the service had a statement of vision and aims which directed nursery practice and staff were working towards the targets identified within the nursery Improvement Plan.

Parents were invited to formal feedback with staff regarding children's progress and development and the nursery was represented on the School Council.

The head teacher had regular meetings with nursery staff which were minuted and she carried out annual appraisals and encouraged staff to continuously extend their knowledge, using the internet and by providing opportunities for further training.

### Areas for improvement

The service will continue with 'Child at Centre' audits in order to be included in Standards and Quality Report.

The head teacher and her nursery staff will gather parents' and children's pre-school evaluations to inform the School Improvement Plan.

With Sgoil Araich staff the head teacher will ensure profiles, Big Books and documentation are in line with CfE assessment and moderation expectations.

**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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 3	5 - Very Good
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 4	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
31 Oct 2012	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

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.

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