

## Care service inspection report

# Elphinstone Primary School Nursery

## Day Care of Children

Main Street

Elphinstone

Tranent

EH33 2LX

Telephone: 01875 610358

Inspected by: Donna Conroy

Type of inspection: Unannounced

Inspection completed on: 9 January 2013



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### **Service provided by:**

East Lothian Council

### **Service provider number:**

SP2003002600

### **Care service number:**

CS2003016983

### **Contact details for the inspector who inspected this service:**

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## Summary

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

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

### We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good
Quality of Management and Leadership	5	Very Good

### What the service does well

The nursery provided a friendly and welcoming environment for children and parents. The staff were very positive in their interactions with the children. They provide children with exciting activities which provided challenges and achievement.

### What the service could do better

The nursery had identified that they should update all policies and procedures.

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

The appointment of a new head teacher provided the nursery with an enthusiastic and skilled leader.

### Conclusion

The nursery have built up very good relationships with parents which results in positive outcomes for children. The head teacher and nursery staff are professional and knowledgeable about their role in the delivery of a quality service.

Children were observed to be happy and relaxed in the nursery and approached staff for assistance and support when required.

**Who did this inspection**

Donna Conroy

# 1 About the service we inspected

Social Care and Social Work Improvement Scotland (Care Inspectorate (CI) regulates care service in Scotland. It awards grades for services based on the findings of these inspections. These grades, including any that services were previously awarded by the Care Commission, are available now on [www.careinspectorate.com](http://www.careinspectorate.com)

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care Social Work Improvement Scotland (Care Inspectorate (CI) took over the work of the Care Commission, including the registration of services. This means that from 1 April 2011 this service continued its registration under the new body SCSWIS (Care Inspectorate (CI).

Elphinstone Primary School Nursery is registered to care for a maximum of 20 children per session. The service

operates Monday to Friday 9.00am - 11.30am during term time.

The nursery is situated within the building of Elphinstone Primary School. It has its own entrance hall, toilets and enclosed garden for the children to participate in more active play.

The Aims and Objectives as stated by Elphinstone Primary School Nursery include the following:

We aim to:

Provide a safe, happy, caring and stimulating environment where young children are encouraged to be aware of and to understand the world around them, to think and develop their skills and interests.

Help each child develop as a well-balanced and confident person showing respect and a caring attitude towards others.

Value and respect all children, parents and staff welcoming the contribution each can make to the life and growth of the class.

Develop the professionalism of all staff members.

Develop and sustain links with the primary school.

Develop an awareness of the wider community and society.

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 compiled this report following an unannounced inspection. This inspection was carried out by CI inspector, Donna Conroy. The inspection took place between the hours of 9.00am and 12.30pm on Wednesday 9th January 2013.

Eleven children were present during the inspection.

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

We issued fourteen questionnaires to relatives and carers of people who used the service. Seven were returned before the inspection.

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

- \* observing how staff work
- \* evidence from the service's most recent self assessment
- \* children's learning stories
- \* planning information
- \* accident records
- \* Risk assessment documentation
- \* Aims of service
- \* Photographs
- \* discussion with the Head teacher and staff
- \* observation of the environment, toys and equipment.

### Grading the service against quality themes and statements

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

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

### **Inspection Focus Areas (IFAs)**

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

### **Fire safety issues**

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



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

No recommendations were made in the last report.

## **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 service submitted a very good self assessment, which accurately reflected the findings on the day of the inspection visit. To improve on this for the next inspection visit, the service should continue to identify additional areas for improvement.

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

Throughout our visit all children were actively engaged in a wide variety of activities. The children approached the inspector and told us what they liked to do in the service. The interaction between the staff and children was warm and nurturing.

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

We sent out fourteen questionnaires and seven were completed and returned to us before our inspection. When we asked about the overall quality of care their child received in this service. All parents indicated that they were happy. Comments included:

Having looked at several school's nursery provision in the area, while none were in any way poor, we felt that Elphinstone could provide the best location, facilities and staff. Together with a good number and mix of children. The school coped well with the disruption caused by the heavy rainfall and poor council fabric maintenance last academic year.

Lovely little village school.

My child has only been attending nursery for a few weeks. I am very happy with the staff and environment from what I have seen so far. But it is probably a little early to comment on feedback etc as this will no doubt come at parents evenings etc which I have not attended yet.

## 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 this service was performing well in the areas covered by this statement. We concluded this after we:

- \* Spoke with nursery staff and the head teacher.
- \* Observed staff interaction with the children.
- \* Reviewed feedback in our questionnaires.

We confirmed that the service had ensured that parents and children had opportunities to assess and improve the quality of care and support provided by staff.

Staff told us that taking part in daily informal discussions with parents ensured a link to the child's care between nursery and home. Parents also had the opportunity to speak with staff in confidence about their child and any concerns they might have about the service provision. This meant that parents were kept well informed about their child.

An effective transition programme helped staff to develop a better understanding of the child coming into their care and enabled them to establish meaningful relationships with parents. This excellent practice provided parents with opportunities to discuss their child's individual care and support needs with staff and share any concerns that they had in relation to their child. This allowed staff to provide the right type of care to meet the specific needs of children and their families.

The head teacher was enthusiastic to develop strong links with the local community. This included working closely with the playgroup and having children from both establishments playing together. This ensured that the children who were moving onto nursery were confident and knew the nursery staff.

Staff promoted responsive care throughout the service in a variety of ways. For example, parents were asked to complete 'All about me' sheets, which provided staff with an insight into children's likes, dislikes, special interests and dietary requirements. Staff used this information to assess if the care and support they gave to individual children appropriately met their needs.

Formal consultation evenings provided parents with opportunities to learn about the progress their child was making and discuss with staff if they felt their child was achieving their targets. It also allowed parents to assess if staff were providing an appropriate level of care and support to meet their child's needs.

Effective questioning by staff allowed them to gain children's views both formally and informally. Floor books enabled children to make suggestions about what they wanted to learn about. This meant that planned activities were meaningful to children because they were based on their interests, and what was important to them.

Each child had a 'learning story'. We saw that these were successful in celebrating children's achievements and keeping written and pictorial notes of activities. This gave the children and parents the opportunity to comment on their child's learning.

We saw the experienced staff team working with the children to encourage their learning and development. They were skilled at recognising the needs of the children in their care. The staff were seen to have good relationships with the children and were attentive to their individual preferences and used responsive planning based on children's interests and enthusiasm.

The head teacher and staff had developed other innovative ways to involve parents and carers in assessing all aspects of the service. Examples included:

- \* Newsletters that included community news from the playgroup and local church.
- \* Bake sale and community coffee morning.
- \* Parental helpers.
- \* Parent representative on the Parent council.
- \* Annual questionnaires.
- \* Pupil council questionnaires.

Parents confirmed in our questionnaires:

- Staff have worked with me and my child to develop an individual education and support programme for my child.
- Staff regularly assess my child's learning and development and use this to plan their next steps.

### Areas for improvement

In their self assessment, Elphinstone Primary School Nursery told us:

- We need to be aware that some children are starting throughout the session and their parents need feedback on their child's progress.

We agree that these areas of improvement would further enhance the very good practice carried out in relation to this quality statement.

The service should continue to maintain the excellent practice of ensuring that parents and children have opportunities to assess and improve all aspects of the service.

**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

We found this service was performing well in the areas covered by this statement. We concluded this after we:

- \* Spoke with nursery staff and the head teacher.
- \* Observed staff interaction with the children.
- \* Reviewed feedback in our questionnaires.

We confirmed that staff had continued to ensure that they were meeting children's health and wellbeing needs.

Children's care and support needs were very well met because there were very successful methods of communication between parents and staff.

Staff met children's needs in a variety of ways. For example, they made sure that fresh air and exercise both indoors and out was a routine part of the daily programme. This helped promote children's physical development as they had opportunities to practice climbing, jumping, pedalling and catching using the wide variety of resources.

The Inspector saw the children helping to prepare a healthy snack and they took pleasure in sitting with their friends to eat what they had made. Both children and staff were seen to carry out good hygiene practices.

Staff were observed encouraging children to negotiate with each other and form positive friendships. There was very high expectations of children's behaviour and staff used a range of effective strategies to encourage positive behaviour and good manners. Staff provided good role models for the children in their respectful behaviour towards each other.

The skilled interactions of the staff team enabled them to provide a responsive level of care to meet the individual needs of the children. They offered appropriate support and comfort to the children, who confidently approached them for reassurance throughout our visit.

The staff's knowledge of child protection meant that they understood the importance of observing children and monitoring their behaviour to identify any changes that may cause them concern. The service's child protection procedure had been reviewed and updated. All staff had undertaken child protection training.

New children were invited to a 'stay and play' session prior to starting and a system was in place to settle new children into the nursery. Staff were very aware of the needs of individual children and we observed that the settling in procedure was specific to them. This ensured the children were supported to become confident and develop independence skills.

In light of changes made to the Scottish Statutory Instruments (SSI) we discussed with the nursery and head teacher the expectation that children's care plans are updated when a change has occurred to their needs and/or at least every six months.

Parents confirmed in our questionnaires:

- My child has the opportunity to sleep or rest when they need to
- I am confident that the staff will protect my child from harm, abuse, bullying and neglect.

### **Areas for improvement**

In their self assessment, Elphinstone Primary School Nursery told us:

- To continue to develop the outdoor area for active play and an extension of the learning in the nursery class.
- To open up the outdoor area to allow free flow between the playgroup and the nursery.
- To continue to encourage the good practice of staff visiting the playgroup and vice versa for an added transition prior to starting nursery.

During feedback the head teacher informed us that she was in the process of reviewing and updating all policies and procedures. She planned to allow staff and parents to read and comment on them before they were formally adopted by the service. We discussed that the policies relevant to the nursery should include:

child protection  
infection control  
health and safety  
manual handling  
food hygiene  
whistle blowing  
complaints  
promoting positive behaviour  
parent participation

**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 1

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

### Service strengths

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

### Areas for improvement

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

**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

We found this service was performing well in the areas covered by this statement. We concluded this after we:

- \* Spoke with nursery staff and the head teacher.
- \* Observed staff interaction with the children.
- \* Reviewed feedback in our questionnaires.

We confirmed that staff were making sure the environment was safe and children were protected.

The inviting entrance into the service had well-placed information boards throughout, which provided parents with information relating to their child's learning. Children's art work was also displayed for the parents to see. A parents room was available for the parents to use at any time or if they required to speak to staff confidentially.

Independence and choice was promoted through the very effective layout of the playrooms, because toys and resources were easy to reach, this encouraged children to make decisions about their preferred choice of activity.

Children's learning and development was very well supported through the stimulating environment, they had access to some interactive display, which were linked to topics they had been learning about. This provided them with opportunities to experiment and consolidate their learning.

There was a variety of activities to promote children's awareness of their environment. For example, the children had a vegetable patch and composting bin. This helped children to begin to learn about where some food comes from and how food waste could be recycled and used to grow their vegetables.

The head teacher was keen for the school to become part of the extended community. She had begun to invite the members of the community into the school: For example to attend a coffee morning and a bake sale. She also informed us that she wished to invite the older generation in to:

- \* talk to the children about their time at school
- \* participate in story telling
- \* to make bread and stay for lunch.

The head teacher told us she wanted to build up the generation gap within the community.

Risk assessments were in place for the nursery indoor and out, outings, snack time and these were reviewed and updated annually. Risk assessments for trips were completed for every outing and permission sought from parents.

The staff ensure the nursery room and toilet area are suitable for the children attending the nursery. The janitor does a daily check of the premises and outdoor area. He ensures that the garden is clear of hazards before the children go outside.

Parents confirmed in our questionnaires:

\*There is enough space for the children to play and get involved in a range of activities

\*The service has a suitable range of equipment, toys and materials for the children.

### Areas for improvement

In their self assessment, Elphinstone Primary School Nursery told us:

- They wished to continue to promote and develop our outdoor area to create a stimulating area.
- To work with the playgroup to extend the free flow play area.

We agree that these areas of improvement would further enhance the very good practice carried out in relation to this quality statement.

We discussed that the nursery may wish to reintroduce a revised daily check list for the staff to complete before the children arrive in the nursery.

**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

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

#### Areas for improvement

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

**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

We found this service was performing well in the areas covered by this statement. We concluded this after we:

- \* Spoke with nursery staff and the head teacher.
- \* Observed staff interaction with the children.
- \* Reviewed feedback in our questionnaires.

We confirmed that the service had a professional, trained and motivated workforce, which operated to National Care Standards, legislation and best practice.

Throughout our inspection visit we confirmed that the staff's high quality interactions promoted children's learning in a very stimulating environment.

It was evident that the staff team were highly skilled and extremely motivated to learn about innovative practice in the field of childcare and use their knowledge and understanding to improve the outcomes that children experienced while in their care. The nursery staff had begun visits to other nurseries this allowed staff to discuss practice issues and enabled them to share best practice ideas with their colleagues.

Staff had worked in the nursery for some time. We could see that staff worked well together and shared tasks based on their strengths. This shared working ensured that the staff are working together to provide the best possible service to the children and their families.

A weekly nursery meeting was held with the head teacher. The information discussed was used to plan the resources and experiences they would provide to support children's learning in the following week. However, staff also discuss planning on a daily basis and would change the range of activities to suit the development needs of the children.

The head teacher was keen to include the nursery in all aspects of the school life. Staff were invited to whole school meetings, training and in service days if it was appropriate for them to attend.

Staff took part in appraisals. This was carried out in accordance with the East Lothian Council procedures. These appraisals were used to monitor staff's training needs and inform the training plan for the following year. This allowed staff to identify training opportunities, which would help them to support children effectively and meet their needs.

The head teacher had undertaken monitoring visits to the nursery. This would include how staff interacted with the children and parents, planning and learning stories and the layout of the playroom. These would be recorded and used to further develop staff training needs.

Training opportunities were offered to staff and took place on in-service days and as twilight courses. Staff were responsible for updating their own training records which are required to be kept as a condition of their registration with the Scottish Social Services Council (SSSC) and the General Teaching Council (GTC).

Staff were motivated and keen to improve the service for the children. The care and support offered to children was warm and nurturing. Staff clearly knew the children well.

Parents confirmed in our questionnaires:

\* I am confident that the staff have the skills and experience to care for my child and support their learning and development.

\* I am confident that there are always enough staff to provide a good quality of care.

### **Areas for improvement**

In their self assessment, Elphinstone Primary School Nursery told us:

- Ensure information is updated in August/September each session.

We agree that these areas of improvement would further enhance the very good practice carried out in relation to this quality statement.

We discussed with the head teacher that the NCS and SSSC codes of practice could be used to inform staff meetings. These should be used as best practice documents for the delivery of the service.

As previously stated in Quality Theme one, statement three, policies and procedures should be reviewed and updated to make them relevant to the nursery.

**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

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

### Areas for improvement

Comments made in Quality Theme 1 Statement 1 apply to this Quality Statement also.

**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

We found this service was performing well in the areas covered by this statement. We concluded this after we:

- \* Spoke with nursery staff and the head teacher.
- \* Observed staff interaction with the children.
- \* Reviewed feedback in our questionnaires.

We confirmed that the service had quality assurance systems and processes, which involved children, parents, staff and stakeholders in assessing the quality of the service provided.

Information gathered from children and families effectively contributed to the quality assurance process by enabling their views and ideas to influence the service provided for them. Approaches to gathering information are identified under Quality Theme one, statement one.

In addition to methods described in Quality Theme one, statement one, the nursery also used the monthly community newsletter to involve parents in decisions and to seek feedback. Through discussion with the nursery staff and head teacher we found that they had a very clear idea of how the nursery was performing and areas where they wished to further build on their strengths and where to make improvements.

The nursery staff had access to an East Lothian Quality Improvement Officer (QIO). The QIO had carried out an audit of some of the areas of the nursery and had given positive comments.

A quality improvement plan indicated to parents and stakeholders what areas for improvement the school were working on throughout the year. The plan was evaluated regularly. This year highlighted improvements included:

- \* Policies
  - \* Trackers
  - \* Transition
  - \* Building the community
  - \* Planning/collaborative learning and critical skills
  - \* Transition
- Context learning days.



The head teacher was routinely monitoring and evaluating nursery and the outcomes for children through classroom visits and monitoring planning for children's play.

The nursery had parent representatives on the parent board.

The HT was aware of the incidents and that they must report them to the Care Inspectorate. They had not received any complaints about the nursery. A complaints policy was displayed in the entrance hall to the nursery and in the handbook provided to new parents.

Parents confirmed in our questionnaires:

- The service has involved me and my child in developing the service, for example asking for ideas and feedback.

### **Areas for improvement**

In their self assessment, Elphinstone Primary School Nursery told us:

- Parental involvement in May audit.

We agree that these areas of improvement would further enhance the very good practice carried out in relation to this quality statement.

The nursery should continue to maintain the very good practice within this statement.

**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

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

## 6 Inspection and grading history

Date	Type	Gradings
10 Dec 2010	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
20 Feb 2009	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very 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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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می ونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

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

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