

## Care service inspection report

# Eastern Primary School Nursery

## Day Care of Children

Camperdown Street

Broughty Ferry

Dundee

DD5 3AE

Telephone: 01382 436900

Inspected by: Linda Paterson

Clare Cartwright

Type of inspection: Unannounced

Inspection completed on: 14 February 2013



## Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	6
3 The inspection	11
4 Other information	22
5 Summary of grades	23
6 Inspection and grading history	23

### **Service provided by:**

Dundee City Council

### **Service provider number:**

SP2003004034

### **Care service number:**

CS2003015805

### **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	3	Adequate
Quality of Environment	3	Adequate
Quality of Staffing	3	Adequate
Quality of Management and Leadership	3	Adequate

### What the service does well

The service provides pre-school children with a varied range of activities which promote their learning through play, in a safe and caring environment.

### What the service could do better

The service must address the areas identified for improvement during the course of this inspection to ensure that it provides the best possible experience for children and families.

in particular, it should make sure that:

- \* children and parents have more opportunities to participate in assessing and improving the quality of the service;
- \* the systems for assessment, planning and recording children's progress are properly implemented;
- \* communication and team working amongst the staff team is improved;
- \* an action plan is put in place to address key priorities for improvement in the nursery.

## What the service has done since the last inspection

Since the last inspection, the service has relocated to new premises and has extended its provision to accommodate up to 50 pre-school children.

## Conclusion

Eastern Primary School Nursery provides a varied range of activities to promote early learning for children from 3- 5 years in a safe and caring environment.

The service should seek to address the areas identified for improvement during this inspection to make sure that it provides the best possible experience for children and families.

## Who did this inspection

Linda Paterson

Clare Cartwright

**Lay assessor:** Not applicable.

# 1 About the service we inspected

Eastern Primary School Nursery is part of Eastern Primary School, located in Broughty Ferry.

The service is provided by Dundee City Council and provides care and early education for children aged from 3 - 5 years.

In August 2011, the nursery moved to its current premises in Camperdown Street, and in October 2012 extended the premises to be able to increase the number of children who attend from 30 to 50 in any session.

The nursery has two spacious playrooms which are bright and airy with appropriate heating, lighting and ventilation. There are accessible toilet and hand washing facilities and an enclosed area for outdoor activities.

The nursery is staffed by a full-time nursery teacher and a team of qualified early years practitioners.

The head teacher of the primary school is the registered manager of the service.

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

**Quality of Care and Support - Grade 3 - Adequate**

**Quality of Environment - Grade 3 - Adequate**

**Quality of Staffing - Grade 3 - Adequate**

**Quality of Management and Leadership - Grade 3 - Adequate**

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 four visits to the nursery in January and February 2013.

The inspectors were Linda Paterson and Clare Cartwright.

The first visit was unannounced and took place on 18 January; we went back at short notice on 25 January, and made a third planned visit on 5 February to complete our observations.

We met with the head teacher, depute head teacher, and Dundee City Council's Quality Improvement Officer on 14 February to share our findings.

During the inspection, we gathered evidence from a range of sources including:

- \* Discussion with head teacher, nursery teacher and early years practitioners;
- \* Informal discussion with children who attend the nursery
- \* Discussion with parents and relatives who use the nursery;
- \* Observation of interaction between children and staff within the nursery;
- \* Inspection of the premises.

We also looked at a range of documentation including:

- \* risk assessments;
- \* cleaning schedules;
- \* children's details;
- \* accident and incident records;
- \* complaint procedure and records;
- \* newsletters;
- \* staff team meeting minutes;
- \* staff training records;

We also gathered feedback from parents using questionnaires which asked "How satisfied are you with your care service?"

### **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 requirements we made at our last inspection

### The requirement

The organisation must put in place and implement systems to ensure that the environment and the equipment is clean. This will minimise the risk of the spread of any infection and ensure that the children can play and learn safely.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2012/SSI 210 Regulation 4(1)(a) and (d) - Welfare of service users, and Regulation 15(b)(i) - Staffing

### What the service did to meet the requirement

We found that the service had taken appropriate action to meet this requirement.

**The requirement is:** Met

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

The service had taken appropriate action to address outstanding recommendations.

### 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.

This was completed to a satisfactory standard and submitted as required by the Care Inspectorate.



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

We spoke informally to the children during our visits to the nursery. From our discussions and observation, we found that they were well-occupied with a range of play opportunities, and were relaxed and happy within the nursery environment, and interacted confidently with nursery staff.

Some of the comments made by the children were:

"I like playing outside best, but it's too cold today"

"I love coming to nursery"

"So you come to check the nursery to see if everybody's having fun. We are having fun" (after I had explained what an inspector does)

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

We spoke to a total of 13 parents or carers (including relatives or childminders) during the inspection.

All indicated that they were "very happy" or "happy" with the quality of care provided by the nursery.

Some of the comments they made included:

"I am very happy with the nursery. I feel that staff know and understand my child and have helped him to settle in. There is child-led play and I get good information from the staff."

"My grandchild seems happy. I don't really like the snack-time, though - it seems a bit disorganised."

"It's perfect! My child is well-settled and we get great feedback from her group leader."

"I am quite happy with the service. My child has settled well. I would like to have more information about things that are going on in the nursery, though."

"My child seems really happy and is making friends. We aren't sure that she is managing snack time very well, though. The lead-up to starting nursery wasn't very organised, and we did not get very good information before she started."

"I have been very happy with the response from the nursery teacher. The lay-out of the nursery has improved recently, and I feel that my child is getting a better variety of activities."

"I am very happy - my child has settled well and is happier than in playgroup. I get good feedback from staff."

We also received 11 completed questionnaires from parents whose children attended the nursery.

Of these, four "agreed" and six "strongly agreed" that they were happy overall with the quality of care their child receives in nursery (the remaining parent did not respond to this question).

Some parents made written comments as follows:

"I am confident that any concerns would be shared."

"Although I had initial concerns about the pupil:staff ratio following the increase in numbers in the nursery, I am not aware of any adverse effect on my child's care."

"Very happy with the staff and the environment for my child and he is very happy going to nursery.

One subject which we are disappointed in is in lack of information or letters about forthcoming events eg the photographer (we were told on the day).

We also feel that there is a lot of tension between the staff and the nursery teacher which we notice as a parent, but it is not affecting our child."

"More individual feedback would be helpful."

"The staff in the nursery are lovely and I have been very happy and secure leaving my daughter in their care from the beginning."

## 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: 3 - Adequate

#### 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

From the evidence gathered during the inspection, we noted the following strengths in relation to this statement:

- \* The children were brought into nursery by parents who had the opportunity to speak to staff as they dropped off and picked up their children. The parents we spoke to during the inspection told us that they felt that the staff were approachable, gave good advice and knew their children well.
- \* The staff were responsive to children's requests for assistance during the inspection and also made suggestions which helped them to extend their play and learning.
- \* There was some of the children's art work displayed in the nursery: however, there was room for this to be increased.
- \* Parents provided the nursery with basic information, including emergency contact details and any medical conditions, prior to their admission to nursery. This helped staff to respond appropriately to any emergencies.
- \* There was some information for parents available in the entrance to the nursery, eg information about snacks, and newsletters. This helped to keep parents informed about what was happening in the nursery.
- \* Parents were invited to "stay and play" which gave them opportunities to become familiar with nursery routines, and to get to know staff. One parent was involved in a successful Chinese new year celebration.

\* Some parents of children in the nursery were members of the school Parent Council, which provided them with opportunities to contribute to the development of the school.

In summary, we found that staff engaged well with children and parents on a day-to-day basis and took their individual needs into account: however, we felt that the nursery should increase opportunities for both children and parents to participate in assessing and improving the quality of the service as outlined below.

### **Areas for improvement**

The nursery was at an early stage of developing opportunities for children and parents to participate in the life of the nursery.

Some of the parents who returned pre-inspection questionnaires indicated that they did not feel that the nursery had involved them or their child in developing the service by asking for their ideas or feedback.

Some told us that they did not receive sufficient information about what was happening in the nursery.

\* The nursery was at an early stage of introducing a profile for each child which was designed to gather more detailed information about children before they started nursery.

Once fully established, this will help the nursery to get to know the child and family well, will provide an opportunity for parents to get to know nursery staff. In future years, the nursery plans to introduce profiles at the beginning of the school year, which would clearly help to make better use of the information gathered and the opportunities to develop links between home and nursery.

\* During the inspection, we saw little evidence that the children were involved in planning activities. The nursery indicated that it was planning to further develop ways to involve children in planning activities, for example through the use of mind maps and floor books. We agreed that this would help to develop the quality of the children's experience in the nursery.

Overall, we found that there was a need for the nursery to improve its approach to involving children and parents in assessing and improving the quality of the service.

We recommend that the service develops a participation strategy which offers a range of opportunities for involving both children and parents in the life of the nursery. It should provide written information which tells parents about the ways that they can be involved, and how they can support their child's early learning experiences (see recommendation 1, QS 1.1)

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**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. The nursery should develop a participation strategy which sets out a range of opportunities for both children and parents to participate in the life of the nursery. It should provide written information which tells parents about the ways that they can be involved, and how they can support their child's early learning experiences - National Care Standards for Early Education and Childcare up to the Age of 16 - Standard 5 - Quality of experience; Standard 7 - A caring environment.

## Statement 3

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

## Service strengths

We found that the service's approach to ensuring the health and wellbeing needs of children were met was adequate. This means that while there were some strengths which had a positive impact on the children's experience, the service needed to improve some aspects of its practice to achieve a better performance in relation to this standard.

From the evidence gathered during the inspection, we noted the following strengths:

- \* We found that children were relaxed and content within the nursery; they chose from a range of activities and were well-supported by staff in their play. The atmosphere within the nursery was calm and relaxed.
- \* Staff spoke to children kindly and respectfully; children interacted positively with staff and with each other.
- \* We spoke to one parent who told us that she was very happy with the way that staff cared for her child: she felt that the staff, particularly his group leader, knew him well, and had taken his individual needs into account when helping him to settle in to nursery life. She was also appreciative of the advice and information about her child's development which she received from staff.
- \* Where children had allergies, these were recorded and known to staff. There was an appropriate system in place for storing, administering and recording medication, although as it had not been necessary for any medication to be given, we were not able to check how this worked.
- \* The nursery provided snacks for the children. These always included fruit and milk and/or water.

\* The nursery provided children with opportunities for active physical play, and they were able to access the outdoor play area in most weathers. Within the nursery, there was plenty of space to allow for active physical play. The children had access to the school gym on a weekly basis.

\* The children were encouraged to wash their hands and clean their teeth regularly. The hand-washing facilities were easily accessible by the nursery children and supported them to establish independence and good routines.

### Areas for improvement

\* The nursery was at an early stage of implementing a system for recording observations and evaluations of the children's development and learning. This means that they had only recently begun to plan activities and learning experiences based on age, developmental stage and interests, and were not in a position to share the details of children's progress with parents.

The nursery needs to address this issue as a matter of priority (see recommendation 1 QS 1.3)

\* On our first visit to the nursery, only one member of the usual nursery staff was present due to staff absence. On initial enquiry, only one member of staff who was covering the nursery knew where the children's basic details, including emergency contact details, were kept. We thought that it was important that this basic information was readily available to all nursery staff so that it was accessible in an emergency (see recommendation 2, QS 1.3)

\* There was very little evidence that the nursery provided opportunities for children to learn about a healthy lifestyle, either through displays, or planned activities, or by involving them in choosing and preparing snacks. We thought that the nursery could make better use of the environment to help children to learn about health and wellbeing issues (see recommendation 3, QS 1.3)

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 3

### Recommendations

1. The nursery should put in place an effective system for assessing and recording the development of each child. It should use this information to plan the next steps for each child's development and learning, and share the information as appropriate with the child and their parent or carer - National Care Standards for Early Education and Childcare up to the Age of 16 - Standard 4 - Engaging with children.

2. The nursery should ensure that the children's details are suitably stored and available to staff - Standard 3 - Health and wellbeing.
3. The nursery should ensure that children have opportunities to learn about healthy lifestyles, diet and personal safety - Standard 3 - Health and wellbeing.

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 3 - Adequate

### Statement 1

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

#### Service strengths

For information about the service's strengths in relation to this statement, please refer to quality statement 1.1.

#### Areas for improvement

For information about areas identified for improvement in relation to this statement, please refer to quality statement 1.1.

**Grade awarded for this statement:** 3 - Adequate

**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 that the service had good arrangements in place to make sure that the environment was safe and children were protected. We noted the following strengths:

\* There was a secure entry system which enabled parents to come into nursery and settle their child within their group. A nominated member of staff was always present to greet children and parents when they arrived, which contributed to people feeling welcomed into the nursery.

\* The nursery was bright, spacious, clean and in a good state of decoration and repair. A comprehensive range of cleaning procedures and schedules had been introduced and helped to ensure that good standards of hygiene were maintained.

\* The lay-out of the nursery enabled children to move freely between the rooms to follow their own areas of interest. The design and location of the toilets and hand washing facilities helped to ensure that children's privacy dignity and independence



were maintained, but they were also able to be supported and well-supervised as necessary.

\* There were appropriate risk assessments in place for the nursery premises and outdoor play area. Team meeting minutes showed that staff were aware of the importance of providing a safe environment for children, and discussed how this would be achieved.

\* Within the past 6 months, staff had had training on safe food handling, infection control and child protection, all of which supported staff in the provision of safe and secure environment.

\* Despite a high level of staff sickness, appropriate adult:child ratios were maintained at all times.

### **Areas for improvement**

The service could further develop the ways that it involves children in learning about personal safety, and how to manage risk.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

### Statement 1

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

#### Service strengths

For information about the service's strengths in relation to this statement, please refer to quality statement 1.1

#### Areas for improvement

For information about areas identified for improvement in relation to this statement, please refer to quality statement 1.1.

**Grade awarded for this statement:** 3 - Adequate

**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 have given a grade of 3 - adequate in relation to this statement.

This is because we found that while staff provided a safe, caring environment, and that children enjoyed a positive experience in the nursery on a day-to-day basis, we identified some concerns (detailed below) which were constraining the development of the service.

From the evidence we gathered during the inspection, we noted the following strengths:

\* All staff were appropriately qualified and registered with the SSSC or GTC. They have opportunities to increase knowledge and skills through further training.

\* The head teacher and nursery teacher have provided regular 1:1 support meetings and staff development sessions to help staff to develop the service.

\* The parents we spoke to during the inspection were happy with quality of care their children received in the nursery, and felt that staff were helpful and sensitive to the children's individual needs.

### Areas for improvement

From our discussions with staff at all levels within the nursery and our observations during the inspection we could see that communication amongst the staff was strained and they did not work effectively together as a team.

There had been high levels of staff absence which had had an impact on the continuity of care for the children.

We also found that the implementation of some fundamental systems and processes, such as the introduction of children's profiles and the development of a system for assessing, recording and planning for the children's learning, had been delayed as a result.

We were concerned that, despite extensive input from all concerned, including the head teacher, the issues had not been resolved and were continuing to hamper the development of the service ( see recommendation 1, QS 3.3).

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The service must address the issues which have been identified in order to ensure that it can provide the best possible experience for children.

In line with Standard 12 - Confidence in staff - the service must ensure that:

- \* it has in place a staff team with the range of skills, qualifications and experience relevant to the aims of the service;
- \* it uses staff in ways which makes good use of their expertise;
- \* it has an effective system in place for identifying and monitoring staff development needs.

National Care Standards for Early Education and Childcare up to the Age of 16 - Standard 12 - Confidence in staff.

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

### 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

For information about the service's strengths in relation to this statement, please refer to quality statement 1.1

#### Areas for improvement

For information about areas identified for improvement in relation to this statement, please refer to quality statement 1.1.

**Grade awarded for this statement:** 3 - Adequate

**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 have given a grade of 3 - adequate for this quality statement.

This is because, although we found that although the head teacher had adopted a proactive approach to identifying and addressing quality issues within the nursery, the service was at an early stage of putting in place effective strategies to make the necessary improvements to ensure that a consistently high quality of service was provided.

We noted the following strengths:

\* The head teacher was strongly committed to the improvement of the service and was actively involved in monitoring and developing the service.

\* Effective policies and procedures had been put in place to address issues previously identified for improvement by the Care Inspectorate.

\* There was a clear system for making complaints, and we found that the head teacher had responded promptly and constructively to issues raised by parents.

\* The service plans to seek the views of children and parents as new systems are introduced into the nursery, for example, the Personal Learning Plans (PLP).

### Areas for improvement

Although the nursery was included in the whole school development plan, the service now needs to develop a clear plan to improve the nursery to ensure that it provides the best possible experiences and outcomes for children and families (see recommendation 1, QS 4.4)

The service should develop effective ways of gathering the views of children, parents and other stakeholders and use their views to help to assess the quality of the service. The service should evidence how feedback has influenced to development of the service, and make sure that those who have contributed their views are given feedback about how their views have influenced the development of the service (see recommendation 2, QS 4.4)

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 2

### Recommendations

1. The service should develop a clear plan to improve the nursery to ensure that it provides the best possible experiences and outcomes for the children and families. Standard 13 - Improving the service; Standard 14 - A well-managed service.
2. The service should develop effective ways of gathering the views of children, parents and other stakeholders and use their views to help to assess the quality of the service. The service should evidence how feedback has influenced to development of the service, and make sure that those who have contributed their views are given feedback about how their views have influenced the development of the service.  
Standard 13 - Improving the service.

## 4 Other information

### Complaints

Since the service was last inspected there has been one complaint which the Care Inspectorate partially upheld.

You can find information about complaints that have been upheld or partially upheld on our website [www.scswis.com](http://www.scswis.com).

### Enforcements

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

### Additional Information

No additional information noted.

### 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 - 3 - Adequate</b>	
Statement 1	3 - Adequate
Statement 3	3 - Adequate
<b>Quality of Environment - 3 - Adequate</b>	
Statement 1	3 - Adequate
Statement 2	4 - Good
<b>Quality of Staffing - 3 - Adequate</b>	
Statement 1	3 - Adequate
Statement 3	3 - Adequate
<b>Quality of Management and Leadership - 3 - Adequate</b>	
Statement 1	3 - Adequate
Statement 4	3 - Adequate

## 6 Inspection and grading history

Date	Type	Gradings
28 Sep 2009	Unannounced	Care and support 5 - Very 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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ہے بایتسرد می م وونابز 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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