TASC - St Clare's
Day Care of Children
St Clare's Primary
15 Kilcloy Avenue
Glasgow
G15 8RP
Telephone: 0141 944 1758

Inspected by: Claire Reilly
Type of inspection: Unannounced
Inspection completed on: 19 February 2013
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### Service provided by:

Temple / St Ninians After School care

### Service provider number:

SP2007008818

### Care service number:

CS2007142162

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

Claire Reilly  
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Email: enquiries@careinspectorate.com
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

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
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<tr>
<td>Quality of Care and Support</td>
<td>4</td>
<td>Good</td>
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<td>Quality of Environment</td>
<td>5</td>
<td>Very Good</td>
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What the service does well

The manager and staff have very good relationships with children and their families. Parents expressed a very high level of satisfaction with the centre and told us that their children were very happy there. Parents and children told us about the positive relationships they had with staff.

What the service could do better

The service should review the procedures for the administration and storage of medication in accordance with best practice guidance.

What the service has done since the last inspection

Since the last inspection the manager had implemented a very good system to ensure that children had a smooth transition from nursery/home to the after school care service.

Conclusion

We found that TASC - St Clare’s ASC offered a good quality after school service to children. During the inspection we observed children to be happy and settled within the service. Parents and children expressed a high level of satisfaction with the service and told us they had opportunities to be involved in improving the service.
Who did this inspection
Claire Reilly
1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, 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 based on best practice or the National Care Standards.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ("the Act") and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

TASC - St Clare’s ASC is registered to provide a care service to a maximum of 32 children of primary school age. At the time of inspection eight children were attending.

The service aims “to provide quality childcare in a safe, stimulating environment, offering new opportunities to children in our care.”

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

Quality of Care and Support - Grade 4 - Good
Quality of Environment - Grade 5 - Very Good
Quality of Staffing - Grade 5 - Very Good
Quality of Management and Leadership - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.
Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

The level of inspection we carried out
In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection
We wrote this report after an unannounced inspection which took place on Friday 15 February 2013. Feedback was given to the manager at a separate meeting on Tuesday 19 February 2013. The inspection was carried out by Care Inspectorate Inspector, Claire Reilly.

We issued 10 questionnaires to the service to give to parents/carers. In total, nine were completed and returned before the inspection. During the inspection, a further five questionnaires were completed by children attending the service.

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

- discussion with the manager and external manager
- discussion with and observation of staff
- discussion with and observation of children
- discussion with parents
- arrangements for involving children and parents/carers in improvements within the service
- arrangements for the storage and administration of medication
- arrangements for child protection
- children’s personal plans
- arrangements for health and safety within the service
- staffing qualifications and access to training
- self-evaluation
- quality assurance

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
The annual return
Every year all care services must complete an ‘annual return’ form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment
Every year all care services must complete a ‘self assessment’ form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each heading that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they had planned. The service 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
During the inspection, five children completed a questionnaire about the service. In these questionnaires, children indicated a high level of satisfaction with the service. Children chatted with the inspector and told her about the activities and snacks they enjoyed. Children commented:

“It’s fun and enjoyable.”

“We get more toys a lot.”

“I feel like I am having good fun.”
Taking carers' views into account

As mentioned earlier, we sent 10 questionnaires to the nursery for distribution to parents/carers. Nine were completed and returned before the inspection. In the completed questionnaires, six parents strongly agreed and three agreed that overall, they were happy with the quality of care their children received in this service.

Parents commented:

“All in, an excellent service provided by a skilled team.”

During the inspection the inspector spoke with two parents. These parents provided very positive feedback about the service and confirmed that they were able to make comments and suggestions for improvement.
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: 4 - 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 making very good progress in the areas covered by this statement. We concluded this after we spoke to the management team, staff, parents, children who use the service and reviewed a range of supporting paperwork. There was a commitment to involving parents/carers in assessing and improving the quality of the service overall which was detailed in the service’s parental involvement policy.

Some of the methods of involvement used included:

A regular newsletter was issued which asked parents for their suggestions about the service.

The manager within the service offered a monthly drop-in service after hours. Parents were invited to come along without an appointment to discuss any issues or make comments or suggestions. We noted that response to this service was low.

Staff completed Children’s Consultation Sheets to record their discussions with children about topics, obtain feedback on activities and plan future activities. The service made good use of questionnaires with parents and children. The manager told us that the key results from questionnaires were posted on the cupboard doors for parents to view and each parent was given a copy of these.
Children had created their own questionnaire which they had then completed about their views on the Christmas pantomime attended by the service. We also saw a recent questionnaire that children had completed with their views on snacks served within the service.

A suggestion box was available.

Parents had opportunities to be involved with the service through the use of social media. There was a TASC website which offered parents current information about the service. The external manager advised us that the service also made use of Facebook and Twitter to impart information to parents and obtain their thoughts and suggestions.

The service provider was a board of directors containing parents who had used the service. There was also an active parents’ committee. A recently appointed member of staff told us about her interview with a parent from this committee and a child using the service.

On the date of inspection, children told us that they had been asked to create a wishlist of new toys they would like. These toys had been purchased and made available on the day of the inspection. Children were very excited about the arrival of the new items that they had chosen.

During the inspection there were 23 children present with three staff. Throughout the session children were observed making choices and being consulted by staff. Children were confident in making choices of play equipment and activities. We chatted to many children during the inspection and they told us about the activities they enjoyed and that they could make choices. Children commented:

"I like playing in the gym."

"I like painting my nails and giving hand massages."

In the completed parents’ Care Inspectorate questionnaires:

Four parents strongly agreed and two agreed that staff had worked with them and their children to develop individual education and support programmes for their children. Three parents indicated that this question was not applicable;

Four parents strongly agreed and one agreed that staff regularly assessed their children’s learning and development and used this to plan their next steps. Three parents indicated that this question was not applicable and one did not know if this happened;
Four parents strongly agreed and three agreed that staff shared information about their children’s learning with them and, where appropriate, their children. Two parents indicated that this statement was not applicable;

Six parents strongly agreed and three agreed that they were kept informed about what is happening in the service, for example, through newsletters and information boards;

Seven parents strongly agreed and two agreed that the staff asked for their children’s views about the activities and outings and used them to plan future activities;

Six parents strongly agreed and three agreed that the service had involved them and their children in developing the service, for example asking for ideas and feedback.

Areas for improvement
The service should continue to develop opportunities for children and parents/carers to be involved in assessing and improving the quality of the service overall. Staff should continue to ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

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, for this statement, we focused on children’s personal plans, children’s experiences at the centre, child protection and the arrangements for the storage and administration of medication.

We found that overall the service’s performance was good in the areas covered by this statement. We concluded this after we spoke to the management team, staff, parents, children who use the service and reviewed a range of supporting paperwork.

Appropriate child protection procedures were in place. Staff confirmed that they had recently been trained in child protection and all staff were able to tell us what steps should be followed if they had concerns about the wellbeing of children.

During the inspection we observed the children making choices confidently and taking part in a range of activities, including making designs with Hama beads and painting each other’s nails. Children also enjoyed some physical activities in the gymnasium. Children spoke very positively about their experiences at the service and told us about the activities and snacks they enjoyed. Comments in the questionnaires children completed included:

"I can choose Lego, board games and lots more."

"I can choose Connect 4, draughts, cars, make up and other things."

"I can choose make up and hair, farm, dressing up and colouring in."

In the completed Care Inspectorate questionnaires:

Eight parents strongly agreed and one agreed that their children could experience and choose from a balanced range of activities;

Eight parents strongly agreed and one agreed that their children had regular access to fresh air and energetic physical play;

Seven parents strongly agreed and two agreed that the staff encouraged their children to form positive relationships with other children;

Seven parents strongly agreed and two agreed that the service had a clear code of behaviour for children, and worked with the children to make sure they understood it;
Five parents strongly agreed and four agreed that the service provided a healthy and well-balanced diet which met their children’s dietary and cultural needs;

Six parents strongly agreed and three agreed that they were confident that staff would protect their children from harm, abuse, bullying and neglect;

Six parents strongly agreed and three agreed that the service made good use of resources in the community for example, library and parks.

**Areas for improvement**
During the inspection we noted that the procedure for the administration and storage of medication and medication consent forms needed to be reviewed to include information on:

- the reason the medication was being administered;
- confirmation from parents that they had administered the first doses of the medication;
- information on previous dosages administered.

We advised the external manager to obtain best practice guidance from the Care Inspectorate website and use this as a basis for reviewing these arrangements with staff. (See Recommendation 1)

A file containing basic information about each child was available for staff to access. Overall, we found that staff knew children well and some staff were aware of those children with specific health care needs. To ensure that all staff can access relevant information about children and their care routines, the service manager may wish to introduce more comprehensive personal plans for each child with a clear review process that involves children and parents. (See Recommendation 2)

During the inspection we discussed the service’s progress on introducing “Getting It Right for Every Child” with the external manager, who told us that this was at the early stages. The external manager may wish to encourage staff to familiarise themselves with some of the general literature about “Getting It Right For Every Child” before the proposed legislation is introduced in 2014.

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

**Number of requirements:** 0

**Number of recommendations:** 2
Recommendations

1. The service provider should review the procedures in place for the administration and storage of medication taking account of best practice advice.

   National Care Standards Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing.

2. The service provider should consider developing more comprehensive personal plans for children and put in place clear procedures to review children’s personal plans at least once in every six month period.

   National Care Standards Early Education and Childcare up to the age of 16 - Standard 6: Support and Development.
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
We found that overall the service’s performance was very good in the areas covered by this statement. We concluded this after we spoke to the management team, staff, parents, children who use the service and reviewed a range of supporting paperwork.

For details of strengths see Quality Theme 1, Statement 1.

In the completed Care Inspectorate questionnaires:

Eight parents strongly agreed and one agreed that the service was a safe, secure, hygienic, smoke free, pleasant and stimulating environment;

Eight parents strongly agreed and one agreed that there was enough space for their children to play and get involved in a range of activities;

Eight parents strongly agreed and one agreed that the service had a suitable range of equipment, toys and materials for the children.

Areas for improvement
The service should continue to develop the opportunities for children and parents/carers to be involved in assessing and improving the quality of the service overall. Staff should continue to ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 5 - Very Good

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
TASC - St Clare’s ASC was based within St Clare’s Primary School in Drumchapel. The service had access to the dining hall and toilet facilities on the ground floor. Children also had regular access to the ICT suite/library, gymnasium and playground. A secure door entry system was in place within the school to ensure that access to children was restricted appropriately.

During our inspection we found the accommodation to be warm, bright, clean and appropriately maintained. There was a good standard of health and safety and hygiene throughout. An Equipment Maintenance and Storage Policy had been developed and we confirmed that appropriate maintenance contracts were in place. Staff were aware of the procedure to follow for maintenance requests and confirmed that play equipment was cleaned regularly.

Staff had participated in training to help to prevent and control the spread of infection within the premises. Staff demonstrated good infection control practices during the inspection. Staff had also participated in food hygiene training.

Appropriate health and safety procedures were in place. A risk assessment policy was in place and risk assessments had been carried out on all areas used by children attending the service, including outdoors.

Appropriate arrangements had been put in place to record accidents and incidents. Staff had attended first aid training and first aid supplies were accessible. The manager told us that parents were given a copy of incident reports and staff discussed all accident reports with them. We suggested that the manager ensured that staff asked parents to sign all accident reports to confirm awareness of these.

Areas for improvement
During the inspection we noticed that one of the toilet seats in the girls’ toilet was broken. We confirmed that this had been reported to the janitor and that a repair had been requested.

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
We found that overall the service’s performance was very good in the areas covered by this statement. We concluded this after we spoke to the manager, staff, parents, children who use the service and reviewed a range of supporting paperwork.

For details of strengths see Quality Theme 1, Statement 1.

In the completed Care Inspectorate questionnaires:

Six parents strongly agreed and three agreed that they were confident that staff had the skills and experience to care for their children and support their learning and development;

Five parents strongly agreed and four agreed that they were confident that there were always enough staff to provide a good quality of care;

Seven parents strongly agreed and two agreed that their children appeared happy and confident with the staff;

Seven parents strongly agreed and two agreed that the staff treated their children fairly and with respect.

Parents commented:

“The staff at the after school care have been great with my child.”

“Overall the staff are excellent with the children. They treat the children with respect and always help out when asked.”
"My child has been supported and encouraged by the team in St Clare’s to move forward and make new friends. My child trusts the team and is very comfortable in the unit."

**Areas for improvement**

The service should continue to develop opportunities for children and parents/carers to be involved in assessing and improving the quality of the service overall. Staff should continue to ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

**Grade awarded for this statement:** 5 - Very Good

**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

During the inspection three permanent members of staff were working with the children. These staff had appropriate qualifications and had registered with the Scottish Social Services Council (SSSC).

A Staff Training Policy and Training and Development Policy were in place to outline the service provider’s commitment to training and supporting staff. We found that there was a training plan in place for the service and that staff had good access to training. Recently staff had participated in training in Moving and Handling techniques, first aid and food hygiene.

We found that staff had good opportunities to meet as a team and staff told us that discussions often included best practice and legislation. During discussions, staff demonstrated limited awareness of the National Care Standards and other relevant legislation. However, after the inspection these staff spoke with the manager and she was able to confirm that staff were in fact confident with the NCS and other documents.

During the inspection staff told us that they felt well supported in their roles and were confident in the ability of the management team to address and resolve any concerns or issues which they may have.

Staff shared responsibility for preparing a staff newsletter containing a range of relevant information.

An annual staff appraisal scheme was in place to ensure that staff were able to reflect on and review their performance and development needs. The outcome of these was used to update the individual and service training plans.

Throughout the inspection, we noted that staff maintained a high level of interaction with children and worked well together as a team. Staff demonstrated a commitment to improving the service and were keen and enthusiastic. All staff knew the children very well. We noted that children were relaxed and comfortable with staff.

In the questionnaires completed by children during the inspection, their comments on staff included:

“They care for us and look after us.”

“They tell jokes. Dee, Alison and Maria are very good.”
“They help me with my homework and other things.”

Areas for improvement
The staff team should continue to maintain its commitment and enthusiasm to providing a high quality service to the children in its care.

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
We found that overall the service’s performance was very good in the areas covered by this statement. We concluded this after we spoke to the management team, staff, parents, children who use the service and reviewed a range of supporting paperwork.

For details of strengths see Quality Theme 1, Statement 1.

As mentioned earlier, in the completed Care Inspectorate questionnaires six parents strongly agreed and three agreed that the service had involved them and their children in developing the service, for example asking for ideas and feedback.

One parent commented:

"The team is well led by Alison and the programme is robust."

Areas for improvement
The service should continue to develop the opportunities for children and parents/carers to be involved in assessing and improving the quality of the service overall. Staff should continue to ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

Grade awarded for this statement: 5 - Very Good

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 that overall the service’s performance was very good in the areas covered by this statement. We concluded this after we spoke to the management team, staff, parents, children who use the service and reviewed a range of supporting paperwork.

Through discussion with the manager and staff we confirmed that staff meetings were used as a forum for discussion on self evaluation and quality assurance within the service.

We noted the contents of the TASC Improvement Plan, which identified the improvement priorities for the organisation and each individual service. We saw a newsletter which confirmed that responses from parents’ questionnaires and children’s views had been fed into this improvement plan.

We found that the management team and staff demonstrated a strong commitment to improvement and introducing new methods of involvement within the service.

We noted that the responses from parents’/children’s questionnaires were used to inform the self assessment submission to the Care Inspectorate.

The Board of Directors and Parents’ Committee were consulted on all aspects of quality assurance.

Areas for improvement

At the inspection we recommended that the Complaints Procedure should be revised to take account of changes in legislation. This was done immediately and information was posted on the service website to advise parents of these changes.

The service should continue to develop robust quality assurance processes and systems. Staff should continue to ensure they are rigorous in identifying any areas for improvement and implementing action plans to address these.

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
N/A

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

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<td>Statement 1</td>
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6 Inspection and grading history

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tr>
<td>29 Mar 2010</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
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<td></td>
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<td>Environment 5 - Very Good</td>
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<td>Staffing 4 - Good</td>
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<td>Management and Leadership 4 - Good</td>
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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