

Cambuslang Out Of School Care Project

Day Care of Children

14 Vicars Walk
Cambuslang
Glasgow
G72 8JS

Telephone: 0141 641 0911

Type of inspection:

Unannounced

Completed on:

16 July 2018

Service provided by:

Cambuslang Out Of School Care Project

Service provider number:

SP2011011521

Service no:

CS2011285763

About the service

This service was registered with to the Care Inspectorate on 2 October 2012.

The service is registered to provide care to a maximum of 30 children of primary school age, of which one named child can be of secondary school age. The service operates between the hours of 7:30am to 6:15pm Monday to Friday. During school term the service provides a breakfast club and afterschool care and during school holidays full day care. The service has sole use of the building during operational times and has a large outdoor play area. The service is provided by a voluntary management committee which is made up from parents of children using the service.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way, with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affects children, young people and their families.

What people told us

We gathered the views of eight parents of children using the service. They were all happy with the quality of the service provided and children were happy attending the service. One parent stated that their child comes home talking about the fun they have and another stated that their child feels comfortable and has made lots of friends.

We spoke with four children on the day of the inspection. They told us they were happy with the service and enjoyed playing games and in the garden. Children were confident and independently chose where and what they wanted to play with.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

We found the children to be happy and welcoming. Children talked to the inspectors about their experiences. They talked positively about the activities they had participated in and their relationships with other children and staff.

Staff had made some changes to the daily routine since the last inspection. Children no longer sat down and waited for all children to arrive back from school to have snack. A rolling snack allowed children to choose to go and play and have a snack and drink when they wanted. This supported the move towards a more child led daily routine. The service should continue to develop the snack routine and menu in consultation with the children including the promotion of healthy foods choices.

Children moved freely between play areas, selecting where and what they wanted to play, including accessing the outdoor space and the smaller playrooms. Children in the smaller playrooms were not always supervised by staff. Staff did tell us they monitored the children in the smaller rooms however, we have explained the need for them to be more vigilant to ensure they are fully aware of where and what children are playing. For example, staff should monitor children's use of mobile devices and access to the internet, to ensure their safety. See requirement one under quality of staffing.

Children were observed chilling out with friends, some on their mobile devices and others playing in the garden. Children interacted well with each other and staff. Children told us they were happy with the service they received and enjoyed the games and playing outside. They did tell us that there was no children's council.

The children independently applied sun cream before going outside, from a wall dispenser. The service agreed to ensure parents were informed about the type of cream and the procedures being followed, to ensure it was safe for all children.

We considered how the service had made progress in developing an effective system to meet children's needs. The service provided us with three children's files to sample. The files contained a new enrolment form that provided information on children's personal information, doctors details were on an additional form which was filed separately for staff to take with them, when out of the premises, in case of an emergency. It was explained that for children with additional support needs the service had developed an additional 'support plan' to be completed. We were informed the support plan had been put in place to meet the Care Inspectorate's personal plan legislation. We concluded the service did not have personal plans for all children. The plans we did see had limited information and would need to be developed, to ensure that staff working with the children could meet their needs effectively. Where children have additional support needs additional information should be recorded about their specific needs and information from other professionals working with them, to ensure consistency of care and support. The plans had not been written in consultation with families and/or reviewed in line with legislative requirements. As a result of the plans reviewed and staff explanations about plans, we have repeated this requirement. See Requirement one. We have offered the service a further support visit focusing on the development of personal plans, which the provider has accepted.

Under this statement in addition to finding that personal plans were not in place, and the service were unable to demonstrate how they met children's needs, we found child protection procedures were not always being followed. Not all staff had attended child protection training, to keep themselves well informed and up to date with child protection policy and procedures. This has been reported under quality of staffing. As a result, we were not satisfied the service had the procedures in place, to ensure the safe guarding of children. As a result of significant improvements needed to be made and considering the requirements and recommendations made, throughout the report we have evaluated this statement as weak.

Requirements

Number of requirements: 1

1. By 28 September 2018, the provider must ensure every child has a personal plan within 28 days of starting the service and that these are reviewed at least every six months or when the child has significant changes in their life. The personal plans must support the staff plan and provide the best care and support to meet children's needs.

To achieve this they need to ensure;

- They gather relevant information about children including needs and preferences.
- Include the child, parent/relative and other professional views when writing a plan.
- Have a plan that sets out how staff plan to support children's individual needs.
- Individual risk assessments when needed.

Personal plans must support staff to provide the experiences and environment to meet children's health, wellbeing and safety needs. This is to ensure that the care and support is consistent with the Health and Social Care Standards which states that as a child, 'I am fully involved in assessing my emotional, psychological, social and physical needs at an early stage, regularly and when my needs change' and 'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices' and 'My care and support meets my needs and is right for me' (HSCS 1.12, 1.15 & 1.19)

This is to comply with: Regulation 5 of the Social Care and Social Work Improvement Scotland (Requirements of Care Services) Regulations 2011 (SSI 2011/210)

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of environment

Findings from the inspection

The service is provided from a stand alone building, in which they have sole use during operational hours. The service has a buzzer entry system and all visitors are asked to sign in and out.

The building consists of a main playroom where children participate in a range of activities including art and crafts, imaginary and physical play. There are two smaller rooms. These were being redesigned at the time of the inspection, one of which had a computer and musical instruments. The other was an empty space where children went to chill out with friends. We discussed with the service the need for these spaces to be further developed, to ensure they were making best use of the space and resources available to them. To ensure the safety of children, the service should have an effective system to supervise children in all areas of the service. The spacious outdoor area was being used more, children played outside most days. This area was spacious and had some resources, however, the outdoor space could be further developed to offer more outdoor learning and play experiences. For example, through the use of loose parts and sensory/nature garden.

The office had no door, resulting in lack of privacy and security. We have recommended the office area where confidential information is stored, needs to be kept safe and secure. In addition, the service should have an area to hold private and confidential discussions. As a result, we have made a recommendation. See recommendation one.

At this inspection we looked at how well the environment was being used to meet children's needs and safety measures in place, to keep children safe and protected. We observed adequate aspects in the quality of the environment, however were unable to find evidence that the service followed good practice guidance in relation to child protection and safer recruitment. As a result we could not say the quality of the environment was meeting standards in keeping children safe and free from harm. As a result of significant improvements needed to be made and considering the requirements and recommendations made throughout the report, we have evaluated this statement as weak.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should ensure that the office provides a space where private conversation can be held and a secure place to store confidential information. This is to ensure that the care and support is consistent with the Health and Social Care Standards which states that as a child 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' and 'I use a service and organisation that are well led and managed' (HSCS 5.22 & 4.23)

Grade: 2 - weak

Quality of staffing

Findings from the inspection

At this inspection nine staff were employed by the provider, of which we were informed eight were employed to care for the children. We found six out of the seven staff required, to be registered with the Scottish Social Services Council. We informed the provider of this and they took action to address this and agreed to keep us informed of all developments. We have made a requirement in relation to this, see quality theme management and leadership, requirement two.

We reviewed the safer recruitment procedures for staff employed since the last inspection. We found the service had a safer recruitment procedure in place that followed good practice guidance however, the service had not followed this. For example, Protection of Vulnerable Groups (PVG) checks had not been completed and sufficient references had not been received. We informed the provider of this and they took action to address this and agreed to keep us informed of all developments. We have made a requirement in relation to this, see quality theme management and leadership, requirement two.

We asked staff about training and development undertaken since the last inspection. We were informed that staff had not attended any training or development organised by the provider and the provider had not organised any formal training for staff. They did inform us that they had registered with the Scottish Out of School Care Network however, had not yet organised or completed any training or spent time on their website reading or researching guidance, which they provide. We recommended and advised staff of the need to undertake training and development, to meet the requirements of their professional registration. See recommendation one.

We discussed with staff the service child protection procedure. We were informed that not all staff had completed child protection training and those that had completed it had been longer than 12 months ago. New staff employed had not had child protection training during their induction. Staff present at the discussion were not confident who was the child protection co-ordinator within the service. We asked staff about the child protection procedure including the policy on use of mobile phones in the playroom. Staff agreed the service policy states the service operates a no mobile policy in playroom and that they did not enforce this. We found some children on mobile devices with no adult supervision. Staff were unable to clarify how they supervised or monitored children's activities or use of devices whilst in the service. We could not be confident that all staff are well informed and knowledgeable about their roles and responsibilities, to keep children safe and free from harm, as a result, we have made a requirement. See requirement one.

At the inspection, we found staff to be welcoming and having good relationship with children. Staff told us they that they enjoyed their jobs in the service and that they could see the benefits of some of the changes they had made since the last inspection. For example, a less structured daily routine, rolling snack and increased outdoor play opportunities.

As a result of significant improvements needed to be made and considering the requirements and recommendations made throughout the report, we have evaluated this statement as weak.

Requirements

Number of requirements: 1

1. By 31 August 2018, the provider must ensure all staff are well informed and knowledgeable about their roles and responsibilities, to keep children safe and free from harm. In order to achieve this, the provider must ensure that the manager and staff who work in the care service, in a post with the responsibility to keep children safe.

- Understanding national and local child protection procedures
- Understand and implement their roles and responsibilities for protecting children
- Understand, investigate and report all child protection concerns to the relevant persons
- Keep a record of all information and correspondence for each child protection concern
- Inform Scottish Social Services Council of allegations made involving a staff member
- Follow the Social Services Council Codes of Practice.

The outcome of implementing these processes, should ensure all those with roles and responsibilities for child protection procedures keep children safe.

This is in order to comply with Regulation 4 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and Regulation 15 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This is to ensure that the care and support is consistent with the Health and Social Care Standards which states,

that as a child ' I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20)

Recommendations

Number of recommendations: 1

1. Staff should undergo training and development to support the changes within the service. This includes training and development in outdoor play experiences, benefits of risk, consultation with children and using the silent observer approach. Staff need to keep well-informed and up to date with good practice guidance. They should make better use of guidance available to them, reflect on their learning and the impact on the service and share knowledge and ideas with their colleagues. Documents recommended include:

- Health and Social Care Standards My support, my life
- My World Outdoors
- Getting it Right for Every Child
- Loose Parts Play

This is to ensure that the care and support is consistent with the Health and Social Care Standards, which states that as a child ' I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' and ' I experience high quality care and support based on relevant evidence, guidance and best practice'. (HSCS 3.14 & 4.11)

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

At this inspection, we looked at the how well the service had actioned the two requirements and five recommendations made at the last inspection. There were signs of improvements in relation to updating the service policies and procedures using good practice documents and risk assessments for outings. However, we found that not all of these new policies were being followed. We found there was a lack of knowledge and understanding within the service about the responsibilities in relation to safer recruitment, child protection and staff being well informed, skilled and knowledgeable about good practice guidance and legislation and their responsibilities as Scottish Social Services Workers. We have made requirements and recommendations under all quality themes for the service to address these. For example, for safer recruitment, person plans and child protection. See quality care and support requirement one, quality of environment recommendation one, quality of staffing requirement one and recommendation one and quality of management and leadership requirement one and two and recommendation one and two.

We recommended the service has an effective system, to support and ensure that all staff are well informed and skilled to meet their roles and responsibilities. See recommendation two.

To address the improvements, the service requires strong leadership, a robust quality assurance process and staff that have the necessary information, skills and knowledge to provide the right care and support to meet the children's needs. We have made a requirement that the service is well led and managed and recommended that

there is robust quality assurance process, to improve the experiences and outcomes for those using the service. See requirement one and recommendation one.

We notified the provider of our concerns in relation to the safety and welfare of children reflected throughout this report. They have taken some actions and have agreed to keep us informed of their progress to address these concerns. We will remain in contact with the provider, to ensure actions taken support the service move in the right direction to ensure the safety and welfare of the children using the service.

The service had not made significant progress in some areas since the last inspection and as a result, we have continued a requirement and some areas for improvement in this report. As a result of this inspection visit, we have made additional requirements and recommendations. The service will have to make significant improvements to ensure the safety and well-being of the children. As a result, we have evaluated the quality of management and leadership as weak.

Requirements

Number of requirements: 2

1. By 31 August 2018, the provider must ensure that the service is well managed. The provider must ensure that anyone managing the service is suitably qualified and competent to undertake the role. In order to achieve this, the person managing the service must demonstrate:

- Effective leadership qualities
- Effective communication skills
- A high level of professional competence and skill

The outcome of having a competent and skilled management team is a well-managed service that provides quality care and support.

This is to ensure that the care and support is consistent with the Health and Social Care Standards, which states that as a child 'I use a service and organisation that are well led and managed' and 'I experience high quality care and support because people have the necessary information and resources (HSCS 4.23 & 4.27)

This is in order to comply with Regulation 15 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

2. By 31 August 2018, the provider must ensure that safer recruitment procedures are undertaken to ensure all those working within the service are fit to do so. To achieve this the provider must

- Follow the Safer Recruitment Through Better Recruitment guidance published by the Care Inspectorate and Scottish Social Service Council in 2016. This includes gaining two references, Protection of Vulnerable Groups and professional registered body checks.
- Keep records of all safer recruitment checks undertaken
- By the 3 July 2018, ensure all employees required to be registered are registered within six months of the start date of their employment.

This is to ensure that the care and support is consistent with the Health and Social Care Standards which states, that as a child 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24).

This is in order to comply with Regulations 7 & 9 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Recommendations

Number of recommendations: 2

1. The service should have an effective quality assurance system in place to drive forward the improvements needed to raise the quality of the service provided. To achieve this the service needs to;

- Have an improvement plan
- Monitor and evaluate the service provided
- Measure the impact of changes made

This is to ensure, that the care and support is consistent with the Health and Social Care Standards which states that, as a child 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' and 'I experience high quality care and support because people have the necessary information and resource' (HSCS 4.19 & 4.27)

2. The service should ensure that they have an effective staff appraisal/supervision system. This is to monitor and evaluate staffs practice, skills and abilities to ensure they follow good practice guidance and legislation. For example, in child protection and personal plans. The service should ensure that the impact of any training and development is implemented and has a positive impact on children's experiences.

This is to ensure that the care and support is consistent with the Health and Social Care Standards which states, that as a child 'I have confidence in the people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' and 'If I have a carer, their needs are assessed and support provided' (HSCS 3.14 & 4.26)

Grade: 2 - weak

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

This requirement was made following an inspection visit. By 31 August 2017, the provider must ensure the Care Inspectorate has details for the those named as the voluntary management committee. To achieve this they must;

- Submit a notification through the eforms to the Care Inspectorate of changes

- to those named as the voluntary management committee members.
- Ensure once they receive change of relevant individual forms, they are submitted to the Care Inspectorate for each person in which they have notified the Care Inspectorate of having joined the voluntary management committee.
- Ensure that all relevant members have the appropriate checks completed by the Care Inspectorate.

This is to comply with: The Public Service Reform (Scotland) Act 2010 section 53 (2) (6) and Regulation 6 of the Social Care and Social Work Improvement Scotland (Requirements of Care Services) Regulations 2011 (SSI 2011/210).

This requirement was made on 8 June 2017.

Action taken on previous requirement

This requirement was made at the inspection completed on 8 June 2017. In response, on the 10 August 2017 the provider notified the Care Inspectorate of the new chairperson appointed, but checks had not been completed. At the follow up inspection on 4 September 2017 the requirement had still not been met. The requirement was repeated.

On 11 September we received the change of relevant individual form for the chairperson of management committee. This allowed us to start the process, to complete checks required and these were completed on 16 February 2018. On 15 January 2018 we received an updated list of the management committee. This requirement has now been met.

Met - outwith timescales

Requirement 2

This requirement was made following an inspection visit. By 31 August 2017, the provider must ensure every child has a personal plan within 28 days of starting the service and that these are reviewed at least every six months or when the child has significant changes in their life. The personal plans must support the staff plan and provide the best care and support to meet children's needs. To achieve this, they need to ensure;

- They gather relevant information about children including needs and preferences.
- Include the child, parent/relative and other professional views when writing a plan.
- Have a plan that sets out how staff plan to support children's individual needs.
- Individual risk assessments when needed.

Personal plans must support staff to provide the experiences and environment to meet children's health, wellbeing and safety needs.

This is to comply with: Regulation 5 of the Social Care and Social Work Improvement Scotland (Requirements of Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 8 June 2017.

Action taken on previous requirement

This requirement was made following the inspection completed on 8 June 2017 and we reviewed the service progress at the follow up inspection, on 4 September 2017. We found the service had reviewed the children's records and had started to introduce a new form of personal plan. We were informed every child had one. The information contained within these plans were limited. We discussed the need for these to be further improved.

At this time the service agreed to a Care Inspectorate support visit to help them create and design a personal plan to meet legislation. The inspector agreed dates to start support visits. The service cancelled the support visit. The management team told us they wanted to take forward the development of personal plans and for the Care Inspectorate to review these at next inspection.

As agreed at this inspection, we asked to review personal plans. We were presented with three children's files, who we were told had personal plans. We found the files contained a new enrolment form and support plan. We informed the service that all children should have a personal plan and for those with additional support needs we would expect the service to have more information about their specific needs, agreed strategies and links with other professionals.

Personal plans should show children's health, welfare and safety needs and an agreed plan on how the service plans to support these. Plans should be written in consultation with the children and families and be reviewed at least every six months. As a result of the plan viewed and staff explanations not meeting requirements, we have repeated this requirement under quality theme care and support. We have offered the service a support visit focusing on personal plans.

Not met

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

Previous recommendations

Recommendation 1

This recommendation was made following a complaint investigation. The manager should improve details in their risk assessments for outings by ensuring that the information recorded identifies relevant hazards or anything that could cause harm to children.

National Care Standards Early Education and Childcare, Standard 2: A safe environment.

This recommendation was made on 8 June 2016.

Action taken on previous recommendation

At the follow up inspection completed on 4 September 2017, we found the service had made changes to the risk assessments for outings and were making steady progress. We advised the service they should ensure all safety measures undertaken are included such as, pre visit calls and visits. We advised the service should have a generic outing risk assessment that details all possible hazards and safety measure and when needed completed an additional assessment, to address how specific risks link to the activity. The service should attach the location/ activity own risk assessments. As a result, we repeated the recommendation. At this inspection we reviewed the service risk assessments, a generic risk assessment for outings was in place which outlined identified risks and safety measures put in place. We found the records viewed to be satisfactory and as a result, this area of recommendation had been addressed.

Recommendation 2

This recommendation was made following an inspection visit. The service should have a written plan to enable them to identify, monitor and evaluate the service provided.

National Care Standards for early education and childcare up to the age of 16
Standard 13 Improving the service. Standard 14 Well managed service.

This recommendation was made on 8 June 2017.

Action taken on previous recommendation

At the inspection on 4 September 2017 we agreed to have support visits to help the service plan and identify how best to improve the service provided. Since the inspection on 4 September 2017, we attended two support visits. These focused on safer recruitment and Care Inspectorate expectations and procedures to be followed including notifications. We did agree a further date however, the service cancelled this. At this inspection, the service did not have a robust system in place to monitor and evaluate the areas requiring improvement and did not make the significant improvements needed to improve the service. We have repeated this recommendation however, this has been rewritten in line with the Health and Social Care Standards. To address the areas requiring improvement, the service needs to ensure they have a clear plan for improvement and strong leadership. See quality of management and leadership recommendation one.

Recommendation 3

This recommendation was made following an inspection visit. The provider should ask the new candidates, already registered with the Protecting Vulnerable Groups Scheme during the recruitment process, to complete an Existing PVG Scheme Member form, this is to allow them to get an up-to-date certificate as well as to be added to new employees PVG membership account.

National Care Standards Early Education and Childcare up to the age of 16; Standard 12 Confidence in Staff.

This recommendation was made on 8 June 2017.

Action taken on previous recommendation

At the follow up inspection completed on 4 September 2017 we were told this had been addressed and that they would send the inspector an email confirming this. We did not receive confirmation before the report was finalised therefore we repeated this recommendation. At this inspection, we asked management for this information, they were unable to provide this. In addition, at this inspection we found further concerns regarding the safer recruitment procedures. As a result, we have removed this recommendation and made a safer recruitment requirement which we have incorporated Protecting Vulnerable Groups Scheme checks. See quality of management and leadership requirement two.

Recommendation 4

This recommendation was made following an inspection visit. Staff should undergo training and development to support the changes within the service. This includes training and development in outdoor play experiences, benefits of risk, consultation with children and using the silent observer approach.

National Care Standards Early Education and Childcare up to the age of 16; Standard 12 Confidence in Staff.

This recommendation was made on 8 June 2017.

Action taken on previous recommendation

At the follow up inspection completed on 4 September 2017 we were told two staff had undertaken child protection training. At this time, no further training had been identified or planned. Some staff were working on Social Vocational Qualifications in childcare to meet registration requirements. Staff appraisals had not been completed or staff training needs identified. As a result, we repeated this recommendation. At this inspection we found staff had not undertaken any further training and development and that staff appraisals had not been completed. As a result, we have repeated this area of recommendation however, we have rewritten this recommendation in line with the Health and Social Care Standards. See quality of staffing recommendation one.

Recommendation 5

This recommendation was made following an inspection visit. The manager should ensure that they have an effective system in place, to monitor and evaluate staffs practice, skills and abilities.

National Care Standards for early education and childcare up to the age of 16
Standard 12 Confidence in staff Standard 14 Well managed service.

This recommendation was made on 8 June 2017.

Action taken on previous recommendation

At the follow up inspection completed 4 September 2017 no system was in place, to monitor and evaluate staff practice, as a result we repeated this recommendation. At this inspection there had been no further progress made, the recommendation has been repeated and rewritten in line with the Health and Social Care Standards. See quality of management and leadership recommendation two.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
4 Sep 2017	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
22 May 2017	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 3 - Adequate 3 - Adequate
31 May 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 3 - Adequate
14 May 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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