

Happy Days Nursery Eskbank Day Care of Children

3 Eskview Villas
Eskbank
Dalkeith
EH22 3BN

Telephone: 0131 660 4567

Type of inspection:

Unannounced

Completed on:

30 October 2018

Service provided by:

Abacus Nursery Limited

Service provider number:

SP2003002961

Service no:

CS2003012066

About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

We carried out an unannounced inspection visit to this service on Tuesday 24 October 2018 with further announced inspections on Wednesday 25 October 2018 and Tuesday 30 October 2018. Feedback was given to the manager throughout the inspection.

Happy Days Nursery Eskbank is provided by Abacus Nursery Ltd. Happy Days Nursery is registered to provide a service to a maximum of 68 children between the age of birth and 12 years, of whom a maximum of 24 may be under two years of age.

The service accommodation on the ground floor consists of the tweenie room with nappy changing area, the pre-school room, toddler room playroom, open plan kitchen, foyer/office area and toilet facilities. The first floor accommodation consisted of two playrooms for babies, nappy changing area, office space and a staff room. School age children were located in a space upstairs and an area outwith the main nursery which had its own entrance. The nursery has access to a large garden area which provides a variety of different experiences for all ages. The toddler room and pre-school children have direct access to the garden from their playrooms.

The main aim of the service as stated was:-

'Happy Days Eskbank is a family run organisation, which actively encourages a 'home from home' environment. Through mutual trust and respect with all service users and the community, we promote a positive and stimulating environment to ensure that every child's individual needs are met. We maintain a supportive and encouraging environment, creating rewarding experiences both indoors and outdoors. We aim to ensure that all children within our care learn and develop to their full potential'.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What people told us

We saw that children were confident in their environment. Some children talked to us about what they enjoyed doing at the service and the resources that they liked to play with.

We sent 30 care standards questionnaires to the service for them to give to parents and 12 of these were completed and returned to us. All of these parents indicated that they agreed with the statement 'Overall, I am happy with the quality of care that my child receives in the service'.

We also spoke to several parents during the inspection and they were complimentary about the service, their child's experiences and support from staff.

Some comments we received from parents in the questionnaire included:

'My daughter has been happy, content and developed very well since joining Happy Days Eskbank'.

'The children are offered a very wide range of activities and particularly love the nursery pets'.

'My child loves attending nursery. He has such a great relationship with staff. He runs over to them in the morning, smiles and gives them a hug. Makes it much easier for me to go to work knowing he is happy'.

'Staff are very welcoming to us as parents and to our children. Our children seem confident in the nursery environment and comfortable with staff. We feel confident that they are well looked after and cared for as individuals'.

'I am really happy with the care my little girl receives - I love the activities she is involved in and feel that I am involved in her learning through the journals and photo sharing. The staff are very supportive with her toilet training. I feel like they adore her and everyone in the building knows her name and greets her. She chats about her teachers at night and speaks about her wee friends, which gives me confidence that she enjoys nursery. She loves caring for the animals, and the gardens are amazing - I am very pleased she gets out and about in the buggies and for walks'.

'My daughter loves the nursery and is excited on nursery days to see her teachers, the staff are great and with Stephanie the manager being downstairs, I am able to speak with her, she is very approachable and my daughter loves her. On the mornings when we come in she usually has several children helping her'.

'Could not be happier with the service provided. My two children love coming here. The staff are fantastic and go out their way to look after the children, making sure they are happy and settled. It is lovely to have staff who give detailed feedback at the end of each day and really seem to care about the children. The outdoor area has been developed fantastically and the animals are adored by the children. By far the best nursery I have used'.

'The staff are wonderful and very approachable and I have no doubt that my child's skills have come a long way thanks to all the staff here'.

'Stephanie the manager is competent and cares a lot. The outside space is fantastic. My child is happy to be at this nursery. The meals are well received by my child'. Love the animals and baking and 'Music with Jackie'. Sometimes my child can be left with a snotty nose or his jumper left on even if it's hot. I think the sleeping area for toddlers could be improved - it is just wee mats on the floor. Some areas could be made to look smarter, better kept. e.g the garden outside entrance of the pre-school room'.

'Sometimes I think that the nursery struggles with staff and can be slightly understaffed'.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their improvement plan and discussed their quality assurance processes. As outlined in the report, further action was needed to identify further priorities for development and to monitor the quality of the provision within the service.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

There was a welcoming atmosphere in the service and staff were friendly and respectful in their interactions with families. Staff demonstrated that they knew the children in their care well and they were able to tell us about how they supported children's individual needs.

Following the recommendation made in the previous inspection report, systems had been developed to support staff to regularly review children's personal care plan information with parents. However on viewing some children's personal plans, we found that the information documented or assessed was not consistent throughout the nursery and did not take into account the wellbeing indicators. This meant that some information was not up to date, did not outline a record of any changes or indicate parental preferences such as sleep routines. In one room, the personal plan information was not available for us to view. Further action was now needed by the management team to assess children's personal plan information to ensure this information was up to date and reviewed regularly to ensure that it sets out how children's needs will be met. (See recommendation one).

Following the requirement made in the previous inspection report, systems had been set up to ensure that medication was stored safely. However during the inspection, we found that these systems were not followed by all staff. Further action was to be taken to ensure that any medication supplied by parents was stored effectively in line with the best practice document 'The management of medication in daycare and childminding services'. We found that additional information was now recorded on medication forms to outline the information for children who had known medical needs/conditions and any medication that may need to be administered. However this written information was not easily found in all rooms and some confidential information was displayed on walls. (See requirement one).

Following the recommendation made in the previous inspection report, we assessed that further action was still needed to improve children's experiences of the lunch time routines and the food provided in line with 'Setting the table' guidance. Menus need to clearly outline full information about the foods and drinks planned for children throughout the day. The portion sizes and the types of foods provided at meal and snack times should be quality assessed to ensure they meet children's nutritional needs. Meals and snacks should also be suitably

presented with the use of suitable crockery for foods provided and enough chairs available for all children. (See recommendation two).

As identified in the previous inspection, we still found that some children's identified next steps in learning and information outlined on their online learning journals needed to be clearer and more purposeful. This was meant to be assessed as part of the service's quality assurance processes with additional support/training provided for staff. However, this had not been actioned. This was now to be progressed by the management team and we will follow this up at the next inspection. We have also made a requirement about quality assurance systems to be improved upon under the Quality of Management and Leadership section of this report.

Children's health and wellbeing was enhanced as they routinely enjoyed outdoor experiences, fresh air and opportunities to spend time and care for the nursery's pets. Improvements were needed to ensure that children were supported to wash their hands after having their nappy changed. In order to carry this out in line with best practice, suitable handwashing facilities that can be accessed by children with staff support need to be in place. Clear policy and procedural information should outline the action expected to be taken by staff. This would help minimise the chance of cross infection and support children to be able to learn about the importance of handwashing. We will follow this up at the next inspection.

Requirements

Number of requirements: 1

1. In order to ensure the safety and wellbeing of children, the provider must ensure that by 30 November 2018 all medication is stored safely in line with best practice. Information documented for children who have known medical information, allergies or additional support needs must also be clearly recorded and stored so so this can be quickly and easily found in all playrooms.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which states 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11). It is also necessary to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument) 2011/210), regulation 4 (1) (a).

Recommendations

Number of recommendations: 2

1. The provider must ensure that all children's personal plan information is reviewed regularly with parents to ensure that this is kept up to date with information about how children's individual needs will be met. The wellbeing indicators should also be taken into account as part of the review process. This is to ensure that care and support is consistent with the Health and Social Care Standards which states 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

2. The provider should take action to improve upon the nursery menu and mealtime/snack routines to ensure that children's experiences are enhanced and their nutritional needs are met throughout the day in line with best practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33), 'If I need help with eating and drinking, this is carried out in a

dignified way and my personal preferences respected' (HSCS 1.34) and 'I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible' (HSCS 1.35).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

There was a secure entrance for parents and staff to use and visitors had to be given access to the building by staff which helped keep children safe.

Children had access to a variety of experiences that took into account their interests and needs. Staff recognised the importance of children routinely experiencing outdoor opportunities. Improvements had been made to the outdoor space to promote active play including, climbing, den building, a mud kitchen and caring for pets. Visiting specialists also offered further experiences such as music that families could opt into.

We found that in order to improve the environment provided for children, action was needed to address areas of maintenance, safety, cleanliness and infection control throughout the nursery. For example:-

- broken pedal bins which meant that staff and children had to lift dirty lids to access.
- cleanliness of some resources and equipment including toys and buggies.
- hygienic storage of children's personal belongings such soothers.
- not all toilet areas had toilet roll dispensers or paper towel dispensers fitted.
- there were a number of berries on trees and on the ground outdoors which were accessible to children. At the previous inspection we asked the service to take action to identify those berries and to assess any potential risks to children and how these were minimised. There was no evidence this had been carried out.
- mobile heaters were used in the out of school care space. The temperature of these were hot to touch, we were told these were turned off prior to children arriving. Action was to be taken to install appropriate heaters that could be safely used during the delivery of the service.

We were assured by the management team that action would be taken to address the issues identified. However, we concluded that further prompts were needed to support the daily visual checks and written risk assessments carried out to help staff and the management team to identify issues be addressed in the environment. Such improvements would help ensure that children were provided with a high quality environment. (See recommendation one).

As previously identified as an area of development, we found that some playrooms still needed attention to detail regarding the layout and provision of resources and furnishings. Action should be taken to assess and improve upon the environment in line with key best practice documents including 'Building the Ambition'. Such improvements should help ensure that children have access to a quality environment and resources appropriate to their interests and needs. (See recommendation two).

There had been significant expansion of the out of school care part of the service. Plans were in place by the service to expand the fencing around the building to enable children to be able to have free flow access to the garden area safely. Further action was to be taken by the management team to ensure that there was sufficient space for the number of children attending with the layout of resources/opportunities provided taking into account best practice. We will follow this up at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In order to provide a high quality environment for children, further action should be taken to improve upon the cleanliness, maintenance and risk assessment information within the service.

This is to ensure the environment is consistent with the Health and Social Care Standards which states 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

2. In order to improve upon the quality of environment for children, action should be taken to assess the layout and provision of resources and furnishings in line with best practice.

This is to ensure care and support is consistent with the Health and Social Care Standards which states 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Staff were confident and friendly in their communication with parents. They were nurturing in their interaction with children and supported them when they needed comforting or to gently remind them of the boundaries to maintain safety.

Staff worked well together to support the delivery of the nursery routines. Through discussion, some staff confidently talked to us about the action they had taken to make improvements to enhance children's experiences. This demonstrated that they were committed to continue to reflect on their practice support positive outcomes for children. We saw that some staff moved around to support different rooms throughout the day. However this meant that children did not always have consistent staff throughout the day. This also meant that not all staff took responsibility for the assessment or development of the playrooms or staff practice. Clearer roles and responsibilities may help support consistency and the nursery's agenda for improvement.

In the previous inspection report we asked the manager to develop a system to demonstrate an overview of training completed by staff. This was to help identify any gaps in mandatory learning. However, this had not been carried out. Not all staff had attended child protection training despite staff access to on-line training. We were told that external training was planned for those staff through Midlothian Council at a later date. However as part of staff induction, action should be taken to ensure that staff have relevant training provided including child protection to support them to be able to carry out their role effectively. We will follow this up at the next inspection.

We had made a requirement in the previous inspection report regarding safer recruitment practices. At this inspection, we viewed a sample of staff files to assess the safer recruitment procedures carried out by the service. We found that information held in these files were limited and documentation did not demonstrate that safer recruitment procedures had been completed. Information was not stored in chronological order and therefore not all files held information about the induction process carried out. Further action must be taken to clearly record all the necessary information that has been assessed prior to the employment of staff. (See requirement one).

Following our requirement in the previous inspection report, we found that there were still staff working in the nursery who were not registered with the Scottish Social Services Council (SSSC). We concluded that there was a lack of quality assurance systems to ensure that staff were registered within six months of starting their role or to ensure that staff already registered maintained this legal requirement. (See requirement two).

Requirements

Number of requirements: 2

1. In order to ensure the safety and welfare of children, the provider must by the 31 December 2018, develop systems to demonstrate that all staff have been deemed fit to be employed following robust safer recruitment processes.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which states 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24). It is also necessary to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (2011/210) - regulation 4 (a) Welfare of users and regulation of 9 (1) Fitness of employees.

2. In order to ensure the safety and welfare of children, the provider must by 31 December 2018 to ensure that systems are in place to monitor and ensure that staff are registered with the appropriate professional body within the required timescales.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which states 'I am confident that people who support and care for me have been appropriately and safely recruited' (HSCS 4.24). It is also necessary to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (2011/210) - regulation 4 (a) Welfare of users, regulation 7 (2) (d) Fitness of managers and regulation 9 (2) (c) Fitness of employees .

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

The management team were confident in their abilities and approach when working in partnership with families. The introduction of the new on-line family application meant that parents could communicate and update the nursery with key information about their child's attendance and other relevant information. The manager described the key changes that had taken place since the previous inspection to support positive outcomes for children. This had included the development of the outdoor space, introduction of the nursery's pets and their continued links with the community.

At this inspection, we concluded that there were significant gaps with the nursery's quality assurance processes due to the issues we identified with the quality of the environment, record keeping and key routines throughout the day. We also identified that some areas for development, recommendations and requirements outlined in the previous inspection report had not been fully met. We discussed how the management team could develop some processes and systems throughout the day to help assess the quality of the service and experiences for children. For example observations of key routines and specific areas of the nursery may have assisted the management team to have identified and taken action to address some of the issues we have identified in this report. (See requirement one).

As outlined in the previous report as an area for improvement, best practice documents were now known to staff. However, these now needed to be promoted by the management team to help evaluate the service and identify changes needed to improve outcomes for children.

We have taken into account the areas for improvement identified throughout this report when awarding the grade for this theme,.

Requirements

Number of requirements: 1

1. In order to ensure the health, welfare and safety of children, the provider must by 31 January 2019 develop formal written quality assurance systems to help with the systematic evaluation and continued improvement of the service.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which states 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19). It is also necessary to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 /210 - regulation 4 Welfare of users.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

Previous requirements

Requirement 1

The provider must minimise the potential risk to children's health and wellbeing by ensuring there is clear information documented for those who have known medical information, allergies or additional support needs. They must also ensure that any medication is stored safely.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument) 2011/210), regulation 4 (1) (a).

Timescale for meeting this requirement:- By 31 January 2018.

This requirement was made on 5 February 2018.

Action taken on previous requirement

Systems had been put in place to be able to document information about how to support children with known medical information, allergies or additional support needs. There was a system in place to safely store medication. However, during the inspection we found that those systems were not always followed. Information was not easily located or missing and medication was not always stored in the appropriate place. Therefore we have deemed that this requirement has not been fully met and a further requirement has been made.

Not met

Requirement 2

The provider must ensure the safety and welfare of children by developing systems to demonstrate that all staff have been deemed fit to be employed following robust safer recruitment processes.

This is in order to comply with:-

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (2011/210) - regulation 3 Principles, regulation 4 Welfare of users and regulation of 9 Fitness of employees.

Timescale:- By 31 January 2018.

This requirement was made on 5 February 2018.

Action taken on previous requirement

We sampled several staff files and found that there were gaps in the recording of information and documentation held. Therefore systems were not able to demonstrate that staff had been deemed fit to be employed through safer recruitment processes. We have made a further requirement in the Staffing section of this report.

Not met

Requirement 3

The provider must ensure the health, welfare and safety of children by developing formal written quality assurance systems to help with the systematic evaluation and continued improvement of the service.

This is in order to comply with:-

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 /210
- regulation 4 Welfare of users.

Timescale:- By 31 January 2018.

This requirement was made on 5 February 2018.

Action taken on previous requirement

Due to the issues identified in this inspection, we concluded that there were significant gaps in the quality assurance systems to evaluate and improve upon the service. Therefore we have made a further requirement in the Management and leadership section of this report.

Not met

Requirement 4

The provider must make proper provision for the health, welfare and safety of children. In this instance the provider must ensure that staff do not have access to their personal mobiles when caring for the children.

This is to comply with:-

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210
Regulation 4(1)(a) - a requirement for the welfare of service users.

Timescale for implementation: By 31 January 2018.

This requirement was made on 5 February 2018.

Action taken on previous requirement

A policy was in place to outline that staff should not use their own mobile phone when in the nursery. Nursery mobile phones had been purchased for staff to use on outings in the event of an emergency or if contact was needed with the service. Therefore this requirement had been met.

Met - within timescales

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

Previous recommendations

Recommendation 1

The provider should develop systems to demonstrate that children's care and support needs are reviewed in consultation with parents, a minimum of once every six months. The nursery should continue to promote the SHANARRI wellbeing indicators and consider how these can be part of the personal plan reviews.

National Care Standards for Early Education and Childcare up to the age of 16;-
Standard 3 - Health and wellbeing.

This recommendation was made on 5 February 2018.

Action taken on previous recommendation

We saw that systems had been developed to document when personal care plans had been reviewed with parents. However the standard and consistency of the information recorded varied throughout the nursery. The wellbeing indicators were now displayed in the nursery but these were not taken into account as part of the personal plans reviewed. We have deemed this recommendation to be partially met and have outlined in this report the action to be taken in the Care and Support section of this report.

Recommendation 2

The provider should take action to improve upon the nursery menu, mealtime/snack routines and access to drinks to ensure that children's experiences are enhanced and their nutritional needs and fluid intake are met throughout the day.

National Care Standards for early education and childcare up to the age of 16 years.
Standard 3 - Health and wellbeing.

This recommendation was made on 5 February 2018.

Action taken on previous recommendation

The menu had been updated since the previous inspection and drinks were provided throughout the day. However further improvements were still needed to enhance and improve upon the menu in line with 'Setting the table' guidance and to improve upon the lunch time routines and experience of children. Therefore we have deemed this recommendation to have been partially met and we have outlined the action to be taken in the Care and Support section of this report.

Recommendation 3

As a result of an upheld complaint investigation that was concluded after the previous inspection visit, the following recommendation was made:-

The provider should ensure that systems are in place to always respond to parents who make a complaint to the service.

National Care Standards, early education and childcare up to the age of 16, Standard 14 - Well-managed service.

This recommendation was made on 14 December 2017.

Action taken on previous recommendation

A complaints folder and form had been developed to be able to document any concerns or complaints raised and to also record the action then taken. This recommendation had been met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

Date	Type	Gradings
4 Dec 2017	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
8 Jun 2016	Unannounced	Care and support 3 - Adequate Environment 5 - Very good Staffing 4 - Good Management and leadership 3 - Adequate
13 Aug 2015	Unannounced	Care and support 2 - Weak Environment 4 - Good Staffing 4 - Good Management and leadership 2 - Weak
22 Jul 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate

Date	Type	Gradings	
29 Aug 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
1 Jun 2011	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
18 May 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
8 Jun 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	4 - Good
17 Nov 2008	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
18 Jun 2008	Unannounced	Care and support	2 - Weak
		Environment	1 - Unsatisfactory
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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