Inspection report

Midlothian Sure Start Positive Steps
Day Care of Children

Mount Esk Nursery
Bonnyrigg
EH19 2LS
0131 660 1749

Inspected by: Isobel Reilly
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 15 September 2010
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### Service provided by:

Midlothian Sure Start

### Service provider number:

SP2003003175

### Care service number:

CS2003050864

### Contact details for the Care Commission officer who inspected this service:

Isobel Reilly  
Telephone 0131 653 4100 Lo-call: 0845 600 8335  
Email enquiries@carecommission.com
Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:

- 😊 6 excellent
- 😊 5 very good
- 😊 4 good
- 😞 3 adequate
- 😞 2 weak
- 😞 1 unsatisfactory

We gave the service these grades

- Quality of Care and Support 😊 5 Very Good
- Quality of Environment 😊 5 Very Good
- Quality of Staffing N/A
- Quality of Management and Leadership N/A

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

What the service does well
Staff were well trained and qualified. They were committed to ensuring that parents were given the opportunity to be involved in the development of the service. Children were cared for in a warm and supportive environment.

What the service could do better
The service should continue to build on their existing good practice.
What the service has done since the last inspection
Since the last inspection staff have continued to provide groups and individual training and support to parents. Staff have continued to take part in relevant training opportunities these have included Baby Massage and health related courses.

Conclusion
The service is committed to ensuring that families needs are met through a balance of care and support to children and their families.

Who did this inspection

Lead Care Commission Officer
Isobel Reilly

Other Care Commission Officers

Lay Assessor

Please read all of this report so that you can understand the full findings of this inspection.
About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children’s daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.
About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksourse
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksourse.net
What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.
Recommendations, requirements and complaints
If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.
How we decided what to inspect

Why we have different levels of inspection
We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection
When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.
What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support**: how the service meets the needs of each individual in its care
- **Quality of Environment**: the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing**: the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership**: how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information**: this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>excellent</td>
</tr>
<tr>
<td>5</td>
<td>very good</td>
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<tr>
<td>4</td>
<td>good</td>
</tr>
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<td>3</td>
<td>adequate</td>
</tr>
<tr>
<td>2</td>
<td>weak</td>
</tr>
<tr>
<td>1</td>
<td>unsatisfactory</td>
</tr>
</tbody>
</table>

We do not give one overall grade.

**How grading works.**
Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.
About the service we inspected

Midlothian Sure Start Positive Steps registered with the Care Commission on 1 September 2003. The service is registered to provide a care service to a maximum of 16 children between the ages of birth and five years at any one time.

The service operates between the hours of 9:00am and 12:30pm and 1:00pm and 5:00pm Monday to Friday. The service is situated in Mount Esk Nursery in Bonnyrigg.

At the time of the inspection there were 16 children on the register. On the morning of the inspection six children were present.

The Aims and Objectives of the service include the following:
"To provide a safe, friendly and supportive environment for individuals to help them to:
Make new friends
Share experiences in supportive and confidential surroundings
Learn new skills
To give children the chance to play with other very young children
Help children learn through play
Allow children to experiences sharing and communication."

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

<table>
<thead>
<tr>
<th>Quality of Care and Support</th>
<th>5 - Very Good</th>
</tr>
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<tbody>
<tr>
<td>Quality of Environment</td>
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</tr>
<tr>
<td>Quality of Staffing</td>
<td>N/A</td>
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</table>

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

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

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.
How we inspected this service

What level of inspection did we make this service
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 activities did we undertake during the inspection
The inspection was carried out by Care Commission Officer Isobel Reilly on Monday 6 September 2010. During the inspection evidence was gathered from a number of sources including the following.
- The Certificate of Registration
- The Certificate of Insurance
- Observation of the premises inside and in the outdoor play area.
- Observation of the interaction between staff and children
- Discussion with parents
- Discussion with the manager and staff.
- Observation of some of the policies and procedures underpinning the service.
- Care Standards questionnaires

Inspection Focus Areas (IFAs)
Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

You can find out more about these from our website www.carecommission.com.

Fire safety issues
The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

Has the service had to take any actions as a result of or since our last inspection?

Three of the six staff files examined during the inspection did not have a reference. It is required that the manager ensures that a second reference is obtained for all employees.
and this is kept on file. This is in Ore to comply with :SSI 2002/114 Regulation 9 (1)
Fitness of employees Time scale: At the point of recruitment

**Action taken on the Requirement**
The service have changed their recruitment process to ensure that this requirement is met.

**The requirement is:**
Met

**The annual return**
We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

**Annual Return Received**
Yes - Electronic

**Comments on Self Assessment**
The service completed and returned a detailed self assessment document to the Care Commission before the inspection took place. Much of the information contained in the document came from parents.

**Taking the views of people using the care service into account**
The children using the service were too young to verbally express their views on the service they received. We found that had a wide range of toys and equipment to choose from and they related confidently to staff.

**Taking carers' views into account**
Before the inspection took place we sent out 10 Care Commission Satisfaction questionnaires. Eight of these were returned to the Care Commission before the inspection took place. Six of the respondents told us they strongly agreed and two with the statement "Overall I am happy with the quality of care my child receives in this service" In addition we talked to some parents on the day of the inspection.

Comments from questionnaires and from individuals on the day of the inspection included the following:
"Although I have only been here for a few weeks I feel that the service and the employees and a great support. I don't know what I would do without them. The only down side for me is that we share the space with another group. I have absolute confidence in this service and in the staff. Without a doubt I feel that it has helped my child's development. Staff are easy to talk to, they give us advice without making it sound like they are telling us what to do. I feel that I'm treated as an equal by the staff, I'm respected. I've been able to do course which have helped my self esteem and I'm sure they have made me a better parent"
Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service Strengths
The service has developed an excellent range of ways to make sure that parents and children can participate in improving and assessing the quality of care and support provided by the service.

We found that parents were given a high level of decision making and autonomy in the service they and their children received.

During the inspection we met with a group of parents who told us that they had worked with the manager and the staff in order to complete the services self evaluation document and to identify areas for future development.

A group of parents had recently taken over responsibility for producing the services newsletter. We saw a copy of the newsletter. It contained a wide range of information on what was happening within the service.

Parents confirmed that as far as possible within budgetary and space constraints staff encouraged and supported parents to decide on the groups available to them. Recent choices had included Positive Parenting, Internet Safety and a Walking Group.

Monthly "Plan and Partnership" meetings give all parents the opportunity to become involved in the decision making process of the service. A parent from the service was elected to represent the service at the Board of Directors meetings.

Parents told us that staff were very good at keeping them informed of their children's progress. Opportunities included formal meetings twice a year, informal daily conversations, the use of information notice boards texts and phone calls. Parents had access to their children's profiles. There were weekly family focus meetings and Drop Inn meetings. The manager and staff stressed that they would always make time to talk to parents when this was required. The manager gave confidential examples of times when she had responded to crisis by offering immediate support. This was confirmed by parents.

Staff told us that they used a range of methods to supporting children in expressing their views and have their needs met depending on their age and stage of development. They
told us that because of the young age of the children in their care a lot of the information was gained through observation.

On the day of the inspection children ranged from three months to three years old. Staff showed skill in providing support and challenge to these children. They were aware that when presented in the right way pre verbal children could make choices. They were careful to ensure that they took the time required to present these very young children with the opportunity to do this whenever this was appropriate.

**Areas for Improvement**

We found that the service was maintaining current good practice in relation to this Quality Statement.

**Grade awarded for this statement**

6 - Excellent

**Number of requirements**

0

**Number of recommendations**

0
Statement 5
We respond to service users' care and support needs using person centered values.

Service Strengths
We found that the service provided very good evidence of how they met this Quality Statement.

Children had their own individual files which were used to record their progress We examined a sample of these files. The files were well organised, contained evidence of children's development and identified next steps.

Staff were familiar with the children in their care. They were able to describe their developmental stages and their interests. Staff told us how they used these observation to plan activities which would support and challenge the children.

Staff used their daily contact with parents to ensure that they were kept up to date with children's development. Parents had free access to their children's files.

On the day of the inspection staff were caring for children aged from three months to three years. A key worker system was in place. We found that staff were skilled in talking to the children and helping them to express themselves. They intervened appropriately with all of the children depending on their individual situations.

Staff met on a weekly basis to plan activities which met the needs of the individual children. This work was overseen by the manager.

Before they took up a place parents were given formal written information on the service. This included information on the Care Commission's inspection reports. Pre admission meetings took place. These included home visits. The service held appropriate enrolment information on all of the children who used the service.

Staff were aware of the systems in place for accessing support from other relevant agencies when this was required in order to meet children's needs. There was evidence that where necessary staff attended inter agency meetings with staff from other related services.

Staff were aware of the importance of ensuring that the transition period from Positive Steps into other services was handled sensitively. We spoke to parents who had experienced their children moving on from the service. They agreed that the process was handled well.

Parents who completed our Care Standards Satisfaction Questionnaires told us that staff shared information about their child's development with them. They were also aware that
the service could help them to access support form other specialists such as speech and language therapy if this was required.

**Areas for Improvement**
We found that the service was maintaining current good practice in relation to this Quality Statement.

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

**Number of Requirements**
0

**Number of Recommendations**
0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1
We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service Strengths
The service had developed an excellent range of ways to make sure that parents and children could participate in improving and assessing the quality of the environment provided by the service.

All of the information contained in Quality Statement 1.1 applies to this Quality Statement.

Before they took up a place families were shown around the service. During the settling in period parents spent time in the play room with their children. Parents were encouraged to make comments on how the space is used and suggest improvements.

During the inspection we observed parents in discussion about planned changes to the family room. It was apparent from the open way the discussion took place that parents felt empowered and were confident in making suggestions.

Weekly Plan n Partnership meeting provided further opportunities for parents to influence the service and the environment. These meetings were minuted and circulated.

The services own questionnaires asked questions on the environment. Comments from families included "I am happy with the environment. If their are any problems we can easily approach Susan."

Parents told us they had been involved in discussion the purchase of new toys and equipment for their children.

Areas for Improvement
We found that the service was maintaining current good practice in relation to this Quality Statement.
Grade awarded for this statement
6 - Excellent

Number of Requirements
0

Number of Recommendations
0
Statement 3
The environment allows service users to have as positive a quality of life as possible.

Service Strengths
We found that the service provide very good information of how they met this Quality Statement.

Maintenance contracts were in place and staff knew how to report defects. Children who were old enough to do so were encouraged to care for the premises.

Resources within the service were suitable to meet the interests and age range of the children attending. Staff were aware of how to access resources for children with additional support needs.

Children had access to a computer which had been adapted for their use.

Resources were well organised and maintained.

Staff used the space well in order to ensure that children could move around freely, play independently and in small groups.

The service notice board was kept up to date and gave families information on events and services.

The accommodation was shared with another service. The two services shared resources and met regularly to ensure good communication.

Children had direct access from the playroom to the well equipped outside play area.

There was very good photographic evidence of children engaged in a number of activities including water play, painting, baking and outdoor play.

Areas for Improvement
The service was maintaining good practice in relation to this Quality Statement.

Grade awarded for this statement
5 - Very Good

Number of Requirements
0

Number of Recommendations
0
Other Information

Complaints
No complaints have been made against the service since the last inspection took place.

Enforcements
No enforcement action has been taken against the service since the last inspection took place.

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission 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).
Summary of Grades

<table>
<thead>
<tr>
<th>Quality of Care and Support - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 5</td>
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<table>
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<tr>
<th>Quality of Environment - 5 - Very Good</th>
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<tbody>
<tr>
<td>Statement 1</td>
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<td>Statement 3</td>
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<table>
<thead>
<tr>
<th>Quality of Staffing - Not Assessed</th>
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<tbody>
<tr>
<td>Quality of Management and Leadership - Not Assessed</td>
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</table>

Inspection and Grading History

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
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<tbody>
<tr>
<td>25 Nov 2009</td>
<td>Unannounced</td>
<td>Care and support Not Assessed 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment Not Assessed 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership Not Assessed</td>
</tr>
<tr>
<td>10 Dec 2008</td>
<td>Unannounced</td>
<td>Care and support 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and Leadership 5 - Very Good</td>
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</tbody>
</table>
Terms we use in our report and what they mean

**Action Plan** - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

**Best practice statements/guidelines** - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

**Care Service** - A service that provides care and is registered with us.

**Complaints** - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

**Enforcement** - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

**Disclosure Scotland** - Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

**Participation** - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.
**Personal Plan** - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.
How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.
The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland’s care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

Tha am foilseachadh seo ri haighinn ann an cruthannan is cànain eile ma nithear iarrtas.

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العربية: الرعاية مبناوي، باللغات الأخرى.

이해관계문일본어판도있는것입니다.

本出版品有其他格式和其他語言備案。

Na życzenie niniejsza publikacja dostepna jest takze w innych formatach oraz Jezyczkach.

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Email: enquiries@carecommission.com
Web: www.carecommission.com

Improving care in Scotland