Mounties Community Nursery
Day Care of Children
Mount Cameron Primary School
Blacklaw Drive, St Leonards
East Kilbride
Glasgow
G74 2EX
Telephone: 01355 249636

Inspected by: Kara Doonan
Type of inspection: Unannounced
Inspection completed on: 8 June 2012
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Service provided by:
Mounties Community Nursery

Service provider number:
SP2003001523

Care service number:
CS2003006690

Contact details for the inspector who inspected this service:
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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

We gave the service these grades

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<tr>
<th>Area</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>4</td>
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<td>Quality of Environment</td>
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What the service does well

The service welcomed parental helpers. On the day of the inspection one parent was in the service working and supporting the staff and playing with the children. The parents felt this was a positive experience and enjoyed being involved in the service.

Parents/carers were invited to a profile day where they came into the nursery and along with their child reviewed the children profiles and discussed with staff their child’s progress and development.

Staff evaluated the daily activities and used their findings to plan the children’s next day experiences. The daily activities and topic plans were now displayed for parents/carers in the cloakroom.

We found that the physical environment was well maintained and the toys available were in good condition and fit for purpose.

What the service could do better

We would recommend that the service:

- reviews the planning systems to reflect the children’s and parents/carers input more for example identifying their own learning targets and recording progress
- ensures all polices and procedures have been updated to take account of new guidance and legislation
- ensures when reviewing the policies and procedure they do so using the most recent good practice guidance and legislations
- reviews the use of parental helpers and their roles within the service for example being included in adult to child ratio’s and ensure all parental helpers are aware of their roles and responsibilities
- reviews the policies and procedure for uncollected children to ensure staff are following the service policies and procedures.

What the service has done since the last inspection
The service had addressed the recommendations made at the last inspection and had made positive changes to the service providing a better service for the children and families.

Conclusion
Overall, the service was found to be provided from within a safe environment by staff that enjoyed their jobs. The children were provided with a good range of play experiences supporting their needs and development.

Who did this inspection
Kara Doonan
1 About the service we inspected

Social Care and Social Work Improvement Scotland (SCSWIS), regulates care services in Scotland. It awards grades to services based on the findings of inspections. These grades, including any that services were previously awarded by the Care Commission, are available on www.scswis.com

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

The service is registered to care for a maximum of 24 children not yet attending primary school. The service operates between 9:00am and 12:00 Monday to Friday.

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

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

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.
2 How we inspected this service

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

What we did during the inspection
This report was written following an unannounced inspection by Care Inspectorate Inspector Kara Doonan on 8 June 2012 between 9:00am and 1:40pm. As requested by us the service sent us a self assessment form and annual return.

We issued 20 questionnaires to relatives or carers of children who use the service. Sixteen questionnaires had been returned before the inspection.

In this service we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including:
* service evaluation
* improvement plan
* accident and incident forms
* medication records
* minutes of meetings
* planning
* child profiles
* staff training and supervision records
* newsletters and notices
* registration certificate
* insurance certificate.

The Care Inspectorate Inspector spoke with the Service Manager and Early Years Practitioners. Further evidence was gathered through the Care Inspectorate Inspector observing care practice and talking to the children.

Grading the service against quality themes and statements
We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.
Details of what we found are in Section 3: The inspection

**Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

**Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services’ responsibilities for fire safety at www.firelawscotland.org
What the service has done to meet any recommendations we made at our last inspection

1. The service should ensure that staff understand and are aware of the definitions between accidents and incidents. All accident and incidents should be recorded and monitored and any actions taken should be documented. The recording forms should include the time and place of the accident/incident that occurred.

   Progress: the service has written a definition for accidents and incidents. Staff were aware of these and used these to decide if occurrences were accidents or incidents. The forms used included the time and place of occurrence.

   Outcome: sufficient evidence was presented to support this recommendation being addressed.

2. Documentation in relation to planning should be at all times available for review. Staff should demonstrate how children’s views influence aspects of their care.

   Progress: the staff planning including how children’s views were available within the service.

   Outcome: sufficient evidence was presented to support this recommendation being addressed.

3. All bins should be in working order and fit for purpose.

   Progress: all bins were found to be in working order and fit for purpose.

   Outcome: sufficient evidence was presented to support this recommendation being addressed.

4. Policies and procedures should be regularly reviewed and include the current name of the scrutiny body.

   Progress: the service was reviewing the policies and procedures at present the ones updated reflected the new scrutiny body.

   Outcome: sufficient evidence was presented to support this recommendation being addressed.

5. Staff should further demonstrate how people who use the service assess care and support, the environment and staffing including management and leadership.

   Progress: the service had made changes to how they involved the children in decision making and in gathering parent’s views. At the time of inspection a questionnaire was being sent out.

   Outcome: sufficient evidence was presented to support this recommendation being addressed.
The annual return

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

Annual Return Received: Yes - Electronic

Comments on Self Assessment

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

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

The service provider identified what they thought they did well, some areas for development and any changes they planned.

Taking the views of people using the care service into account

The children were observed to be enjoying playing with the toys throughout the nursery day. The children that spoke with the SCSWIS Inspector indicated they enjoyed attending the nursery.

Taking carers’ views into account

We sent out 20 questionnaires and 16 were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

* 7 people indicated they strongly agreed and 8 people indicated they agreed that they had been involved in developing the service
* 14 people indicated they strongly agreed and 2 people indicated that they agreed they were happy with the quality of the service
* 12 people indicated they strongly agreed and 14 people indicated they agreed the environment is safe, secure, smoke free, pleasant and stimulating
* 7 people indicated that they strongly agreed, 6 people indicated that they agreed, 3 people indicated they did not know that staffs ask their child’s views about activities and planning
* 10 people indicated that they strongly agreed and 6 people indicated they agreed they had confidence in staffs skills and experience.

Comments included:
'My child loves going to nursery. It’s like a second home. Staff are so helpful and accommodating. They are always happy and welcoming. They bend over backwards to make sure my child is happy, safe and content. I don’t think I can say anything bad or say I have any problems with the staff or the curriculum program.'

'Mounties is a well organised nursery and my child is provided with a stimulating learning environment in which to learn. They are given the opportunity to take responsibility for their own learning and over the past year they have also been given many opportunities to undertake activities outwith the nursery in order to enhance their learning. As parents, we are kept well informed about nursery life and are delighted with the development of our children during their first year of attending the Mounties. Staff are also very friendly and approachable.'

'I always find the staff very helpful and approachable. My child has loved the nursery from the first day they joined. I would recommend the Mounties to anyone with great confidence.'

'My child loves going to nursery, on holidays he counts the sleeps until nursery starts again, tome as a parent that speaks volumes about how this nursery is run and how well the playleaders and manager are suited to their jobs.'
3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support
Grade awarded for this theme: 4 - Good

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

Service strengths
We considered how the service had involved the parents/carers and children in assessing and making improvements within the service. We found that the service had participation policies and systems in place to support they were achieving their aims. The service had further developed the opportunities given to the children and parents/carers to evaluate the service they received since the last inspection. These include:

Parents/carers being given the opportunity to ask questions, view the premises and meet the staff during introductory visits and settling in period. The benefit of this was parents/carers were given the opportunity to ensure that the service being offered by the nursery would meet their requirements.

Parents/carers and children were given evaluation questionnaires to complete about the quality of service provided. At the time of the inspection these had not yet been returned or collated.

The service welcomed parental helpers. On the day of the inspection one parent was in the service working and supporting the staff and playing with the children. The parents felt this was a positive experience and enjoyed being involved in the service.

Parents/carers were invited to a profile day where they came into the nursery and along with their child reviewed the children profiles and discussed with staff their child’s progress and development.

The newsletters contain suggestions slips for parent/carers to submit suggestions about children learning opportunities or about the service in general.

The staff observed the children at play and gathered information through discussions
and observations, this was recorded within their planning and use of floor books. Staff asked children ‘what do we know?’ and ‘what would you like to find out about?’ when starting nursery topics. Staff used this information to plan the activities and play experiences.

Staff evaluated the daily activities and used their findings to plan the children’s next day experiences. The daily activities and topic plans were now displayed for parents/carers in the cloakroom.

Children were encouraged to make more decisions within the service for example how they would prefer to have snack. Children voted on this and various other issues within the nursery.

The parents/carers that returned the Care Standards Questionnaires (CSQ) to the Care Inspectorate indicated they had been involved in developing the service and all were happy with the level of involvement offered. One parent commented:

‘Mounties is a well organised nursery and my child is provided with a stimulating learning environment in which to learn. They are given the opportunity to take responsibility for their own learning and over the past year they have also been given many opportunities to undertake activities outwith the nursery in order to enhance their learning. As parents, we are kept well informed about nursery life and are delighted with the development of our children during their first year of attending the Mounties.’

We concluded after reviewing the evidence presented, talking to staff and children and observing staff and child interactions that the service was performing well in this area.

**Areas for improvement**

Although staff were using floor books to encourage children to become more involved in planning their own learning these could be further developed.

The service complaints procedure should be updated to reflect new legislation.

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

**Number of requirements: 0**

**Number of recommendations: 0**

**Statement 3**

We ensure that service users’ health and wellbeing needs are met.
Service strengths

We considered how the service gathered information about the children and how staff used this to plan their individual care needs working alongside the parents and children. We found that the service collated information about the children, consulted with parents and children about their needs and interests and staff used this to plan the care to support to meet their needs.

Parents/carers provided the nursery with information about their children during enrolment including medical and dietary needs to personal preferences. This information helped staff in providing an environment and routine that helped children settle into the nursery.

Staff held daily discussions with parents/carers to provide them with updates about their children. Parents had also attended parent’s evenings and individual meetings to discuss their child’s progress. As a result of the regular communication parents/carers were kept informed about their children’s progress and development.

The staff informed us that the children were involved in selecting what pieces of artwork went into their profiles.

Most parents/carers that returned the Care Standards Questionnaires (CSQ) to the Care Inspectorate indicated that they agreed that staff ask their child’s views about activities and planning.

After reviewing the evidence presented and talking to staff we found the service to be performing well in this area.

Areas for improvement

We discussed children’s personal plans and guided the manager to the regulations relating to these. The manager agreed to take account of the new regulations and will now further develop their records to reflect the personal planning legislation.

Staff carried out observations of children playing; these were recorded within the children’s profiles. Staff confirmed they used these to identify how they would support them in reaching their potential. However, this was not always recorded. Staff completed progress reports. Parents had also attended a profile day to review the records held. The records held on the children’s development and progress did not contain details of the children’s own input or parent/carer input. We would recommend that the service reviews the planning systems to reflect the children’s and parents/carers input more for example identifying their own learning targets and recording progress. (See recommendation one)
Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should review the planning and recording systems in place to reflect the children’s and parents/carers input more for example identifying their own learning targets and recording progress. National Care Standards for early education and childcare up to the age of 16, standard 6: Support and development and standard 4: Engaging with children
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

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

Service strengths
We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the service environment. We found that the service had systems in place. These include:

- daily discussions
- introductory visits
- questionnaires.

Staff had made improvements in how they involved children in creating areas within the playroom for example choosing and designing the imaginary play area and encouraging children to request resources.

Please also refer to strengths under quality theme one, statement one.

We concluded after reviewing the evidence presented, talking to staff and children and observing staff and child interactions that the service was performing well in this area.

Areas for improvement
Children were being encouraged to evaluate their experiences including choosing the theme for the imaginary corner. Staff had not considered involving children in planning or designing the playroom for example room set up or layout.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 2
We make sure that the environment is safe and service users are protected.

Service strengths
We considered how the service environment is maintained to ensure the children are kept safe and protected. We found that the physical environment was well maintained
and the toys available were in good condition and fit for purpose. The outdoor areas were found to be secure and well maintained.

The secure entrance was observed to be used correctly and on arrival visitors had to sign in. All visitors’ identifications were checked.

As requested at the last inspection the service had written a definition for accidents and incidents. Staff were aware of these and used these to decide if occurrences were accidents or incidents. The forms used included the time and place of occurrence.

The parents/carers that returned the Care Standards Questionnaires (CSQ) to the Care Inspectorate indicated the environment is safe, secure, smoke free, pleasant and stimulating.

We concluded after viewing the premises that the service was performing well in this area.

Areas for improvement

The service should ensure all polices and procedures have been updated to take account of new guidance and legislation. (See quality theme four, statement four, recommendation one)

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

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

Service strengths
We considered how the service had involved the parents/carers and children in assessing and making improvements to the quality of the service staffing.

We found that the service had systems in place to involve parents and children, these include daily discussions and questionnaires. At the time of inspection the questionnaires had not been returned or collated.

The service’s parents committee were involved in the recruitment of new staff and the chairperson completed the manager’s appraisal. The outcome of this was that parents through being involved in the committee influenced and had a say in relation to the quality of staffing within the service.

Children were encouraged to share their views on the staffs performance on a weekly basis through the use of the 'last week we enjoyed' board. This allowed children to share their views on the activities the staff members had offered. Staff listened to and responded to the comments made by the children.

Please also refer to strengths under quality theme one, statement one.

The parents/carers that returned the Care Standards Questionnaires (CSQ) to the Care Inspectorate indicated they had been involved in developing the service and all were happy with the level of involvement offered.

We concluded after reviewing the evidence presented, talking to staff and children and observing staff and child interactions that the service was performing well in this area.

Areas for improvement
The service should continue to develop methods of involving parents/carers and children in the assessment and improvement of the quality of staffing within the service.
Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
We considered how professional, trained and motivated the workforce were and observed their practice to see if it was in line with best practice guidance.

We found staff to be helpful and approachable. They were observed to have a nice rapport with the children and to be caring for the children present meeting their individual needs. Their tone of voice and interactions were reassuring. The children were happy and very confident in their care and the care routines in place were appropriate.
The staff were confident about their roles and responsibilities and this is reflected in their practice, they were able to identify where improvements could be made. Overall, staff practice was responsive to children’s needs.
At the time of inspection there were 3 staff employed to work with the children. The staff members had gained the qualifications or were working towards meeting the Scottish Social Services Council (SSSC) requirements of registration.

Staff appraisals had taken place. These reflected the staff strengths and areas for further development. The service had provided the relevant training and supported staff to achieve their own development targets.

The parents/carers that returned the Care Standards Questionnaires (CSQ) to the Care Inspectorate indicated they had confidence in staffs skills and experience. Comments included:

'Staff are so helpful and accommodating. They are always happy and welcoming. They bend over backwards to make sure my child is happy, safe and content. I don’t think I can say anything bad or say I have any problems with the staff or the curriculum program.'

'Staff are also very friendly and approachable.'

'I always find the staff very helpful and approachable.'

'My child loves going to nursery, on holidays he counts the sleeps until nursery starts again, to me as a parent that speaks volumes about how this nursery is run and how well the playleaders and manager are suited to their jobs.'
After reviewing the evidence presented and observing staffs practice we have found the service to be performing well in this area.

Areas for improvement
Each staff member had a training file to record training attended. We discussed how these could be further developed to include the outcome and impact of the training.

Grade awarded for this statement: 5 - Very Good
Number of requirements: 0
Number of recommendations: 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

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

Service strengths
We considered how the service had involved the children and parents/carers in making the management and leadership within the service better. We found that the grade for this statement had improved since we last inspected the service.

The service had included questions about the management and leadership into the service questionnaire. At the time of the inspection these had not yet been returned.

The chairperson had completed the manager’s annual appraisal.

Please also refer to strengths under quality theme one, statement one.

The parents/carers that returned the Care Standards Questionnaires to the Care Inspectorate indicated they agreed they had been involved in developing the service and all were happy with the quality of the service received.

We concluded after reviewing the evidence presented, talking to staff and children and observing staff and child interactions that the service was performing well in this area.

Areas for improvement
The service had plans to further develop this area through more opportunities for parents and children to be involved in how the service is managed for example through using a two stars and a wish system to review policies and procedures.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 4
We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide
Service strengths

We considered how the service involved those; using the service, working or in partnership with the service in making the service better. We found that the management had systems in place to ensure this happened. These included:

Appraisals and employee development reviews. These recognised staffs strengths and identified training to further develop staffs skills.

The service had an improvement plan in place that outlined their yearly priorities to monitor and improve. These were shared with all those using the service and encouraged children and parents to get involved. The service provided parents with a easy read leaflet to explain the nurseries priorities and progress on any ongoing priorities.

Parents have been involved in reviewing policies and procedures.

Staff were involved in the service’s improvement plan and in the service self evaluation using The Child at The Centre self evaluation document.

Regular committee meetings were held to discuss a variety of issues related to the service.

We concluded after reviewing the evidence presented, talking to staff and children and observing staff and child interactions that the service was performing well in this area. Since we last inspected the service the grade for this statement has been maintained.

Areas for improvement

The service had reviewed the policies and procedures along with staff and the chairperson of the committee. We would suggest that the service reviews these in more detail to ensure that they meet current legislation and good practice guidance. (See recommendation one)

The service had given out evaluation questionnaires to parent/carers and children. These should be collated and agreed actions to be taken forward once these are returned.

We have made a recommendation that the service reviews the use of parental helpers and their roles within the service for example being included in adult to child ratios. (See recommendation two)

On the day of the inspection it was identified that on occasions staff members take children home at the end of the session that were uncollected. We would recommend that the service reviews this procedure to ensure that they are following the service policies and procedures. (See recommendation three)
Recommendations

1. The service should ensure when reviewing the policies and procedure they do so using the most recent good practice guidance and legislations. National Care Standards for early education and childcare up to the age of 16, standard 14: Well managed service.

2. The service should review the use of parental helpers and their roles within the service for example being included in adult to child ratio’s and ensure all parental helpers are aware of their roles and responsibilities. National Care Standards for early education and childcare up to the age of 16, standard 14: Well managed service and standard 12: confidence in staff.

3. The service should review the policies and procedure for uncollected children to ensure staff are following the service policies and procedures. National Care Standards for early education and childcare up to the age of 16, standard 14: Well managed service and standard 12: confidence in staff.
4 Other information

Complaints
No complaints have been upheld, or partially upheld, since the last inspection.

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

Additional Information

Action Plan
Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).
5  Summary of grades

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

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<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>25 Oct 2011</td>
<td>Unannounced</td>
<td>Care and support 4 - Good</td>
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<td>Staffing 4 - Good</td>
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<td>Management and Leadership 3 - Adequate</td>
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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.
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