Cathkin Community Nursery
Day Care of Children
Community Nursery
Langlea Road
Whitlawburn
Cambuslang
Glasgow
G72 8ES
Telephone: 0141 643 3484

Inspected by: Louisa Walker
Type of inspection: Unannounced
Inspection completed on: 31 January 2013
Summary

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

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

We gave the service these grades

<table>
<thead>
<tr>
<th>Area</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Quality of Care and Support</td>
<td>6</td>
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<tr>
<td>Quality of Environment</td>
<td>6</td>
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<tr>
<td>Quality of Staffing</td>
<td>6</td>
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<tr>
<td>Quality of Management and Leadership</td>
<td>6</td>
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What the service does well

The Head of Establishment and staff continue to provide a safe, stimulating environment for children to experience an excellent range of play and learning opportunities.

The Head of Establishment and staff ensure children are at the heart of decision making processes regarding their play and learning.

Nursery staff are given regular opportunities to update their knowledge and skills ensuring the individual health and wellbeing needs of children are met.

What the service could do better

The service should continue to monitor and maintain the very high standards of quality detailed within this report.

What the service has done since the last inspection

The service has further developed consultation opportunities for children, parents and carers.

Individual staff take lead roles in the development of health and well being, numeracy, literacy and ECO initiatives involving children, parents and carers.
The nursery in conjunction with local primary schools has further developed transition records for children going to school.

The nursery has recently attained a Green Eco School Flag.

The nursery also was awarded the Scottish Education Award 2011 for Partnership in Learning.

**Conclusion**

The Head of Establishment and staff team provide a service that maximises children’s potential in an environment that is both caring and nurturing. Parents and carers were extremely happy with the service provided to their children.

Findings were confirmed through feedback received from children, parents, carers and staff in addition to observation of practice and examination of relevant documents.

**Who did this inspection**

Louisa Walker
1 About the service we inspected

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

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

Cathkin Community Nursery is registered to provide a day care service for a maximum of 72 children. A maximum of 6 children can be under two years, with 10 being between 2-3 years. The remaining children are aged from three years to those not attending primary school.

The service is provided by South Lanarkshire Council and a Head of Establishment manages the day to day running of the nursery. A Depute is also employed and skilled and experienced staff provide direct care to the children attending. The service is available Monday to Friday between the hours of 8.00 am and 6.00 pm.

The service is provided from a purpose built nursery centre in the grounds of Cathkin High School. There is a separate entrance and parking for parents and staff. The nursery has playrooms for all age groups of children as well as a parents’ room, staff room and offices for staff and visiting professionals. The outdoor area can be accessed directly from all playrooms and provides frequent outdoor play and learning opportunities.

The nursery aims include to “work in partnership with parents and others in the community to develop the children’s respect for self, one another and others in their community.”

Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 (“the Act”) and secondary legislation made under the Act, or a condition of registration. Where there are breaches of Regulations, Orders or conditions, a requirement may be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.
Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 6 - Excellent**  
**Quality of Environment - Grade 6 - Excellent**  
**Quality of Staffing - Grade 6 - Excellent**  
**Quality of Management and Leadership - Grade 6 - Excellent**

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

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

The level of inspection we carried out

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

What we did during the inspection

We wrote this report after an unannounced inspection that took place on the 29 January 2013.

As requested by us, the service sent us an annual return. The service also sent us a self assessment form.

We issued thirty questionnaires to parents and carers of children who used the service. Twenty completed questionnaires were returned before the inspection. Ten parents and carers were spoken with throughout the inspection process.

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

Evidence from the service’s most recent self assessment
Questionnaires parents/carers
Consultation with parents/carers - letters, memos other
Consultation with children/child led planning information
How consultation information has been fed back to parents and carers
Changes to service from parent, carer feedback
Newsletters/memos/emails
Open days/parents evenings/evaluations
Children’s information
Individual Educational Plans (IEPs)
Children’s Profiles
Support information for children
Health and well being information
First aid box/audits
Health and safety records
Risk assessment information (environment)
Notice board information
Good News Tree
Staff, parent and carer meeting minutes
Improvement plan/standards quality report
Complaints records/policy
Accident and incident records
Staff supervision/appraisal records
Staff meeting minutes - how actions completed and reviewed
Management meetings/minutes
Quality assurance systems used
Management monitoring on floor/methods used
Behaviour support policy/written info to parents/carers, children's records
Staff training on Behaviour Support, Additional Support Needs, Child Protection, First Aid, Food Hygiene, Infection Control, CFC, Birth to Three
Medication - recording, as and when required medications
Child protection/safeguarding information
SSSC - staff registration

Discussions with the Head of Establishment, childcare staff, children, parents and carers

Observations of staff practice
Observation of the environment

Grading the service against quality themes and statements

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

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

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

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org
The annual return

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

**Annual Return Received:** Yes - Electronic

Comments on Self Assessment

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

A fully completed self-assessment document was submitted by the service. This was completed to a high standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and areas for future development and gave evidence of service user involvement and how they planned to implement changes.

Taking the views of people using the care service into account

Children were observed to be happy and settled within the environment. Time was spent in all playrooms observing staff/child interactions and children’s opportunities for play and learning.

Children enthusiastically talked through their play and learning opportunities and their daily routine. We spoke to children at group time, snack time and throughout the day.

Taking carers' views into account

We issued thirty questionnaires to parents and carers of children who used the service. Twenty completed questionnaires were returned before the inspection. Ten parents and carers were spoken with throughout the inspection process.
Written and verbal comments included:

'I would never want my child to attend another nursery. I believe that the love, care and learning has given a sound basis for learning and for life. This is evident from what my child discuss from daily experiences,limitating how the staff encourage good listening etc and the delight each day that they attend the best nursery.'

'Words cannot describe how delighted I am that my child got to attend Cathkin Nursery, I have never had one problem. The staff are just amazing with the kids in every way, and remain so professional at all times. The atmosphere is always calm and happy at all times. I wish to thank Liz and all staff for their hard work and commitment.'

'The staff are dedicated, hard working and professional at all times, the nursery environment is very positive and this has an impact on parents and their children. My child has had lots of learning experiences that have helped him to learn and mature into a confident individual.'

'Cathkin Nursery is absolutely fantastic; the staff are welcoming, helpful, energetic, caring and very keen.'

'The nursery has always had a calm and welcoming feel, regardless of the time of day you visit.'

'We talk about the good news tree in the house.'

'The staff are all excellent and they are always there for you, they will always help and listen to you, they have always been great.'

'My child has been nurtured and given skills that will last a lifetime at Cathkin.'

'I am kept informed of what is happening in nursery, we get a lot of information and I have been asked to join different groups.'
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: 6 - Excellent

**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**
Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have an excellent performance in relation to this statement.

The Head of Establishment and staff team continue to develop methods to engage with parents, carers and children. Self evaluation information boards gives parents, carers and children opportunities to comment on all aspects of nursery life.

The service had a variety of methods in place to ensure that children and parents’ views influenced the provision and development of the care and support provided, these include,

* Parent and carer consultation questionnaires and information boards
* Parent and carer participation policy
* Notice boards and suggestion box
* Good News Tree
* Staff, parent and carer consultation process for policy development
* Children, parent and carer individual and group consultation meetings
* Child-led planning, circle and reflection time
* Records of evidence of children’s thoughts and ideas for play and learning activities both indoors and outdoors
* Children’s individual profiles
* Nursery newsletter updating parents and carers about nursery life
* Improvement plans detailing what the nursery wants to achieve for children attending
* Inspection reports are available for parents and carers to comment on
* Home to nursery information for parents and carers to respond to detailing children’s planning, interests and activities that can be completed at home
* Enterprise, health and citizenship initiatives involving children, parents and carers and the local community
* Complaints policy
* Parent and carer open days and activity sessions
* Promotion of parent and carer involvement in nursery life
* Feedback to children, parents and carers on outcomes of consultations

The inspector evidenced information relating to parents and carers reviewing the services polices and procedures. Parents and carers could tell us they took part in this process.

Through discussion, staff confirmed their knowledge and understanding of the need to ensure that children are involved, engaged and consulted about all aspects of their service.

Achievements and success are displayed for children, parents, carers and staff and celebrated.

The Inspector evidenced a range of initiatives encouraging participation with parents, carers and children, these included, lending library, story sacs, numeracy and literacy workshops.

Through discussion, and observations we evidenced the development of Together We Can guidance document for under 3s and a Curriculum for Excellence assessment is for learning methods throughout the service.

Staff confirmed they utilised a range of observations and evidence from day-to-day activities to inform next steps in children’s play and learning.

The Inspector evidenced information relating to how children voted and influenced the play and learning programme. The programmes were flexible and responded to the individual needs and interests of children. Children were offered choice through mind mapping. Home/Link resources encouraged partnership working with parents and carers.

Through discussion, parents, carers and children confirmed their views and ideas were sought, valued and acted upon. Parents and carers could tell us about their involvement in information days and how the staff ask them for their opinions and ideas about nursery life.
Of the twenty written responses returned by parents and carers eighteen strongly agreed and two agreed that they are kept informed about what is happening in the service, for example through newsletters and information boards.

Parents and carers spoken with on the day of inspection all agreed that they were consulted about all aspects of their child’s learning and development.

Areas for improvement

The service should continue to monitor and maintain the very high standards of quality detailed within this statement.

Grade awarded for this statement: 6 - Excellent
Number of requirements: 0
Number of recommendations: 0
Statement 3
We ensure that service users’ health and wellbeing needs are met.

Service strengths
Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have an excellent performance in relation to this statement.

The Inspector evidenced a wide range of information, ensuring the health and wellbeing needs of service users are met, this included:

* Application and enrolment forms detailing children’s care, support and health needs
* Settling in policy detailing visits prior to attending the service
* Formal and informal opportunities for parents and carers to discuss the individual needs of their child including parent and carer evenings, daily written and verbal feedback
* Child protection and safe guarding polices and procedures
* Evidence of staff training in first aid, food hygiene and infection control procedures
* Smile Too accreditation
* Healthy eating policy
* Menus displayed
* Parent and carer information boards displaying a wide range of information relating to health, social work and community involvement opportunities
* Information about the service is available in differing formats and languages
* Information about support services including links with health, social work and education agencies
* Transition records from nursery to primary school
* Children’s daily routine, achievements and successes displayed.

An appropriate range of up to date policies and procedures were available to support children’s health, safety and well-being.

Information regarding GIRFEC well being indicators was displayed for parents, carers and children; this detailed how the nursery was taking account of the needs of the child and family.

An up to date written policy and procedures on the use, storage and administration of medication was available. Written consent from parents and carers was part of the services medication procedure.
The nursery handbook contained a statement explaining the services child protection policy. A range of child protection and safe guarding information was also available for parents and carers. Staff demonstrated a clear understanding of their role and responsibility in protecting children from harm, abuse, bullying and neglect. Child protection training was incorporated into staff induction procedures and reviewed annually.

Children had daily opportunities to access fresh air and energetic physical play activities both indoors and outdoors. During the inspection, children were observed enjoying an excellent range of indoor and outdoor play opportunities.

A key worker system where staff had responsibility for a group of children was in place which assisted in providing continuity of care. Through discussion, children confirmed who their key worker was and their daily routine.

Policies and procedures relating to the promotion of positive relationships were available. Written comments within parent and carer questionnaires confirmed a caring and supportive approach when dealing with challenging behaviour.

Through discussion, staff demonstrated a clear knowledge and understanding of the importance of working in partnership with parents and carers to reduce barriers preventing them from playing an effective role in their child’s care and education.

Information about the child, including health and dietary needs was obtained prior to placement. Parents and carers were made aware of the need to keep information updated. Information on children’s needs and preferences were discussed regularly. Support plans were in place for children where required and staff worked with parents and other agencies to ensure needs were met.

Full time children sit together with a staff member for lunch. Planning takes in the needs of children who are in nursery a full day.

Children were observed to interact well with staff and other children and responded to the support, praise and encouragement provided by staff.

The nursery has received accreditation as a health promoting nursery school in Bronze, Silver and Gold.

Of the twenty written responses returned by parents and carers eighteen strongly agreed and two agreed that they are confident that the staff will protect their child from harm, abuse, bullying and neglect.
Areas for improvement
The service should continue to monitor and maintain the very high standards of quality detailed within this statement.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0
Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

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

Service strengths
Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have an excellent performance in relation to this statement.

Evidence to support strengths in this quality statement is detailed under Quality Statement 1.1.

Consultation information asked specific questions relating to the quality of the environment within the service.

Of the twenty written responses returned by parents and carers seventeen strongly agreed, two agreed and one ticked not applicable that there is enough space for the children to play and get involved in a range of activities.

Areas for improvement
This section should be read in conjunction with associated comments made under Quality Statement 1.1.

Grade awarded for this statement: 6 - Excellent

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
Based on discussions with service users, staff members, parents and carers, a review of sampled written evidence, this service was found to have an excellent performance in relation to this statement.
The Head of Establishment, staff members and admin take turns to welcome children, parents and carers. The front door of the service is locked during core hours, identification is requested and a visitor signing in book was available.

Maintenance records were available and risk assessments and procedures were in place and could be accessed by all staff. Fire, cross infection information was available and updated as and when required.

Environmental concerns were reported to the Head of Establishment who then takes the appropriate steps to resolve any concerns or issues raised.

The reception area was attractive, welcoming and informative. Playrooms were well organised and managed and children could move freely from area to area. Convenient and sufficient storage facilities were available throughout the service. The furnishings were appropriate to the age range of children in attendance. Furniture and resources were checked regularly and broken equipment was removed and disposed of.

The presentation of the environment was stimulating and inviting. An appropriate balance of displayed children’s work, art, printed text, photographs and posters was available. Displays were linked to the topics, themes or interests of the children.

There were interest or topic tables for active experimentation. There was a safe outdoor play area, checked daily to ensure any hazardous items were removed. Children talked about the garden areas and how to approach climbing equipment and experimenting with water and soil to make mud.

Of the twenty written responses returned by parents and carers eighteen strongly agreed and two agreed that the service is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

Areas for improvement
The service should continue to monitor and maintain the very high standards of quality detailed within this statement.

Grade awarded for this statement:  6 - Excellent
Number of requirements:  0
Number of recommendations:  0
Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

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

Service strengths
Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have an excellent performance in relation to this statement.

Evidence to support strengths in this quality statement is detailed under Quality Statement 1.1.

Consultation information asked specific questions relating to the quality of staffing within the service.
Of the twenty written responses returned by parents and carers eighteen strongly agreed and two agreed that staff treat their child fairly and with respect.

Areas for improvement
This section should be read in conjunction with associated comments made under Quality Statement 1.1.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0
Number of recommendations: 0
Statement 3
We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths
Parents and carers spoken with on the day of inspection highly praised the commitment of the Head of Establishment and staff team. They told us they were approachable, professional and caring.

Staff supervision and appraisal systems were in place. Through discussion, staff confirmed they met regularly with the Head of Establishment to identify training and development opportunities. Staff felt very well supported by the Head of Establishment of the service.

A framework of meetings for staff to meet and discuss nursery life, childcare practice and planning was in place.

The Inspector evidenced a wide range of information relating to the ongoing development of the nursery, the Head of Establishment readily demonstrated a high level of professional competence and skill through a good understanding of childcare issues. The Head of Establishment was committed to her own professional development.

Staff qualifications are in line with the Scottish Social Service Councils (SSSC) qualification framework.

Consultation information evidenced related to how effective staff were within the service and the relationships they had with children, parents and carers. Of the twenty written responses returned by parents and carers eighteen strongly agreed and two agreed that they were confident that staff have the skills and experience to care for their child and support their learning and development.

Areas for improvement
The service should continue to monitor and maintain the very high standards of quality detailed within this statement.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0
Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

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
Based on discussions with service users, staff members, parents and carers and a review of sampled written evidence, this service was found to have an excellent performance in relation to this statement.

Evidence to support strengths in this quality statement is detailed under Quality Statement 1.1.

Consultation information asked specific questions relating to the quality of management and leadership within the service.

Of the twenty written responses returned by parents and carers nineteen strongly agreed and one agreed that they were overall happy with the quality of care their child received in the service.

Areas for improvement
This section should be read in conjunction with associated comments made under Quality Statement 1.1.

Grade awarded for this statement: 6 - Excellent

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

The Inspector evidenced information relating to the Head of Establishment actively monitoring the play and learning environment. Through discussion, the Head of Establishment confirmed quality is measured by effective monitoring of practise and interaction. Tools used to measure quality included the National Care Standards, Together We Can, Curriculum for Excellence, nursery improvement plan and standards and quality report.

We found that areas of planning and practice implemented by the Head of Establishment and staff have been highlighted by the Scottish Social Service Council, South Lanarkshire Council, Learning Teaching Scotland and other early year’s and primary practitioners as examples of best practice.

We were told by the Head of Establishment and staff that they had worked hard to ensure that parent and carer responses were a key part of the overall development of the nursery. Parents and carers could tell us that they were asked to evaluate certain areas of nursery provision and that their opinions and values were appreciated and acted upon.

Opportunities for staff to reflect on their childcare practice were built into the nursery week. Staff readily demonstrated the use of best practice research in their support of children. Recent discussions with staff highlighted the use of solution focused approaches to support children’s well being and development.

Of the twenty written responses returned by parents and carers nineteen strongly agreed and one agreed that the service had involved them and their child in developing the service, for example asking for ideas and feedback.

Areas for improvement

The service should continue to monitor and maintain the very high standards of quality detailed within this statement.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0
4 Other information

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

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

Additional Information
n/a

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

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<th>Quality of Care and Support - 6 - Excellent</th>
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<td>Statement 1</td>
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<th>Quality of Environment - 6 - Excellent</th>
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<th>Quality of Staffing - 6 - Excellent</th>
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<tbody>
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6 Inspection and grading history

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<tr>
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<th>Type</th>
<th>Gradings</th>
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<tr>
<td>15 Dec 2010</td>
<td>Unannounced</td>
<td>Care and support 6 - Excellent, Environment Not Assessed, Staffing Not Assessed, Management and Leadership Not Assessed</td>
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<tr>
<td>2 Mar 2009</td>
<td>Announced (short notice)</td>
<td>Care and support 6 - Excellent, Environment 6 - Excellent, Staffing 6 - Excellent, Management and Leadership 6 - Excellent</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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