

Care service inspection report

Tom's Croft

Care Home Service Children and Young People

Bunachton

Inverness

IV2 6AL

Telephone: 01808521707

Inspected by: Kathleen Sutherland

Type of inspection: Unannounced

Inspection completed on: 20 August 2013



HAPPY TO TRANSLATE

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Service provided by:

Common Thread Ltd

Service provider number:

SP2005007437

Care service number:

CS2012308053

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

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

What the service does well

- Care at Tom's Croft is delivered in a very child centered way.
- Care Plans for children and young people contained relevant information.
- Care Plans were updated regularly when there was changes.
- Management and staff ensured that children and young people who had been accommodated were still able to attend previous schools.
- Positive links have been made with parents and other stakeholders.
- Staff at the service make visitors feel at home and encourage young people (when appropriate) to maintain links with family and friends.
- Staff make very good use of the extensive outdoor areas to encourage young people to take part in active leisure activities.

What the service could do better

- The service provider should continue to develop written questionnaires for young people.
- The service provider should continue to develop written questionnaires for parents, carers.

- The service provider should continue to develop written questionnaires for other stakeholders involved with the service. For example, placing social workers, health care professionals and education professionals.
- The service provider should review the Care Plans for young people and ensure that the SHANARI (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included) are incorporated into the Care Plans to demonstrate how SHANARI is being achieved.
- The service provider should ensure that all staff continue to receive training appropriate to their day to day work.
- The service provider should ensure that the Log Books to record incidents are completed fully after any incident.
- The service provider should ensure that Cleaning Schedule Checklists are completed by all staff to ensure staff are aware of what needs doing and what has been done.
- The service provider to ensure that recordings of fridge and freezer temperatures are carried out daily.

What the service has done since the last inspection

This was the first inspection of this service since being registered with the Care Inspectorate.

Conclusion

We found at this inspection that a good start had been made to establish good work practices and a good level of care.

Who did this inspection

Kathleen Sutherland

1 About the service we inspected

Care Inspectorate regulates care services in Scotland. Prior to 01 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.

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.

This service was registered with the Care Inspectorate on 02 October 2012. To provide a care home service to a maximum of 3 young people between the ages of 8 and 18 years. On 25 April 2013 the service applied for a Variation and this was granted. The new condition being: that until 30 September 2013, the service could accommodate a named young person who was aged under 8 years. The service could also use one other named house to accommodate one young person on a permanent placement and one young person for a maximum of 12 weeks. Should the placement extend beyond the 12 week period then the service must inform the Care Inspectorate.

Tom's Croft is a large modern build detached house set in significant grounds. There are no adjoining neighbours and it is in a very rural location. The accommodation consists of five bedrooms, two of the service bedrooms are en suite and there are a further two bathrooms. There is a large lounge, conservatory, large kitchen, dining room and utility room. The design of the property lends itself to the aims and objectives of the service to offer young people a small and family like environment where they can work on their difficulties and issues. Set in the grounds is a very large Summer House, extension. It was reported at the time of registration that the service plans in the future to set up a school in these premises as the development of the services that Tom's Croft can offer.

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 was an unannounced inspection which took place between 13 August 2013 and 20 August 2013. The inspection was carried out by Kathleen Sutherland, Inspector, Care Inspectorate. Before the inspection visit we received a completed annual return (this is a return that service providers are legally bound to send to us. It provides us with various pieces of information. For example, the numbers of young people being accommodated, staffing and numbers of accidents). We also received a completed self assessment (this is a document that is used by service providers to show how they are meeting the National Care Standards. It also enables the service to identify areas of strengths and areas for improvement . The service provider also awards themselves a grade in this document). We received two completed Care Standards Questionnaires which we had sent out to the service for the young people. We received three completed questionnaires from staff. During the inspection we looked at various Policies and Procedures and other documents that were relevant to the areas we were inspecting. For example, we looked at:

- The Certificate of Registration with the Care Inspectorate.
- The Certificate of Public Liability Insurance.
- Staffing Rotas.
- Accident, incident records.
- Records of when young people went missing.
- Records of the administration of medication.
- Records of health and safety checks carried out.
- Records of maintenance checks carried out.
- Generic risk assessments.
- Risk assessments specific to young people and children.
- Menus.
- Care Plans.
- Records of restraint.
- Policies and Procedures to include: Infection Control, Whistleblowing, Complaints, Child Protection, Administration of Medicines.

We spoke with all the children and young people who were at home at the time of this inspection. We spoke with parents, placing social workers and all staff who were on duty and this included the senior support worker and the manager of the service. We carried out a tour of the premises and this included the bedrooms of the young people who gave us permission. All of the aforementioned informed the content of this inspection report.

It should be noted that we did not visit the additional premises that had been secured by Common Thread as these premises were the subject of recent Variation and additional Condition to Tom's Croft. We will include these additional premises at the next inspection of this service.

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: No

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 completed self assessment. The service provided us with adequate information. Some strengths and areas for improvement were highlighted.

Taking the views of people using the care service into account

During this inspection we spoke with all the young people who were present. One of the young people was not really able to speak to us. However, we observed their interaction with staff to gain a view as to how well settled they were in the setting. When we spoke with the young people they told us that they were happy at Tom's Croft. They told us that they liked the staff and loved the setting. Comments noted included the following:

- Early days but so far so good.
- I love where it is. I can see all the wildlife from here.
- I love going for long walks.
- Staff are very nice.
- I am happy here.
- I feel safe here.
- I am able to cook my own food and make the dinner for other people here.
- I think I will do OK here.

Observation of one young person revealed that they were very comfortable with staff and the interaction was very good.

We spoke with two parents during this inspection. They told us that it was early days but so far they were happy.

Comments noted included the following:

- Staff make us feel very welcome when we visit.
- Staff seem to be very competent.
- Staff keep us informed about what is happening.

We spoke with two social workers who had children placed at Tom's Croft. They told us that they were, so far, happy with the service. Again, it was early days for the service. Comments noted included the following:

- Staff communicates with us very well.
- I get a weekly report about the young person.
- Always made to feel welcome.
- Good service.
- Staff make me feel very comfortable.
- No problems so far.

Taking carers' views into account

See Views of People Using the Service.

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

Quality Theme 2 Quality Statement 1, Quality Theme 3 Quality Statement 1 and Quality Theme 4 Quality Statement 1 have been reported in this Quality Statement also. We found at this first inspection of the service that they were making good progress in relation to these Quality Statements. We awarded the Grade of 4 - Good.

At this first inspection we appreciated that the service was still in the process of establishing the best ways possible to gain the views of young people, parents and other stakeholders. There was guidance, Policies and Procedures, and documents in place for the service to use and at the time of this inspection these were being adapted to make them more exclusive to Tom's Croft. There was a clear Participation Strategy used by Common Thread and this set out the process for involving children, young people and how this information would be shared.

Due to the small numbers of children, young people accommodated, we were told that formal house meetings did not really work. Some of the children, young people who were accommodated had special needs and formal meetings would not be in their interests, nor would they take part. Most of the views of the children and young people were gained by staff through informal contact and day to day working with them.

During our visit to the service we noted when we observed staff interacting with young people, staff were very skilled at gaining the views of the young people. For example, dinner menus were discussed and young people asked about what they liked and disliked. Activities for the rest of the day were discussed and young people given a choice and asked about what they liked doing best. When we spoke with the

young people we were told that they were able to speak to their keyworker and all the staff. When we spoke with staff they told us that they thought they were well supported by the manager of the service and the senior staff. They told us that they had regular one to one supervision and had open access to management through the 'open door' policy that was in place. For example, during our visit we saw that staff used this 'open door' policy well and that they were responded to most appropriately by the manager. Staff meetings were held monthly and we looked at a selection of the minutes of these. We saw that staff meetings were used to discuss individual young people, make suggestions and generally provided staff with a forum to express their views collectively.

When we spoke with placing social workers they told us that, although it was early days, they thought the communication between them and staff was good. They received a weekly report about the young people and they were always made to feel welcome when they visited Tom's Croft by the staff there. When we spoke with parents they also confirmed that they were kept informed about what was going on. Young people had other opportunities to speak to Advocacy services and the Who Cares worker visited on a regular basis. Views from young people, parents and social workers could also be expressed at formal Reviews and Children's Hearings. Young people were encouraged and supported to complete the 'Having Your Say' document.

Areas for improvement

- The service provider should continue to develop written questionnaires for children and young people to gain their views about the quality of service provision. The questionnaires should be user-friendly and take into consideration the special needs of the children and young people.
- The service provider should continue to develop written questionnaires for parents, carers and other stakeholders involved with the service to gain their views about the quality of service provision.
- The service provider needs to ensure that there is written evidence to demonstrate that service users have been consulted and able to express their views about the quality of service being provided.
- The service provider should continue to ensure when accepting referrals that all necessary information regarding the children and young people is gained from the placing Local Authority. This will enable the service to formulate the child's Day to Day Care Plan.
- The service provider should continue to involve children and young people and support them to give their views when attending Reviews and Children's Hearings and Child's Plan meetings.

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 found that the service was making good progress to ensure the health and wellbeing of children and young people who were accommodated at Tom's Croft were being met. We awarded the Grade of 4 - Good.

When we looked at the Policies and Procedures that were in place to guide staff to best practice we found these to be comprehensive.

When young people first came to live at Tom's Croft all necessary health care checks were carried out. All young people were registered with a local GP, dentist and optician (where necessary). Links were made with other professionals as required and this included the Looked After Children's Nurse Specialist.

Young people were supported to attend medical appointments, follow ups by staff and appointments were also recorded in the daily diary. When we looked at the Care Plans for the young people we saw that they contained all essential information to inform staff. Daily notes were kept of progress or any incidents. Risk assessments were in place and these were updated if there was changes.

There was appropriate Policies and Procedures in place to ensure the health and wellbeing of the young people. For example, Infection Control, Administration of Medication and Child Protection. Staff demonstrated a good understanding of these policies when we spoke with them.

When we looked at how medication was stored we saw that this was done safely. There were records in place to record when medication was administered and these were signed and dated by staff.

When we looked at menus we saw that these were varied and based on healthy eating. Young people we spoke with also told us that they tried to eat healthy food and on the day we visited they were preparing a roast beef dinner.

Young people were encouraged to lead a healthy lifestyle. For example, walking, climbing and bicycle rides. The environment at Tom's Croft enhanced the opportunities for outdoor activities due to the expanse of the surrounding countryside and hills. When we spoke with the young people they told us that they liked going for long walks and just chilling out.

Cleaning rotas were maintained and temperatures of fridges and freezers were carried out regularly. When we toured the premises we found them to be bright, airy, well ventilated and clean.

Areas for improvement

- When medication is administered by staff at Tom's Croft the service provider should ensure that there are appropriate risk assessments in place which clearly state why children and young people cannot administer their own medication.
- When medication is prescribed, the service provider should ensure that a copy of the prescription is retained in the young person's file. This will ensure that there is a clear audit trail in place.
- Staff to be reminded to keep a daily record of temperatures of fridges and freezers.
- The service provider may want to consider asking the community dietitian for young people to attend the care home to talk to staff and young people about healthy eating.
- Care Plans for young people could be more outcome focused.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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

This Quality Statement has been reported in Quality Theme 1, Quality Statement 1. Please refer to Quality Theme 1, Quality Statement 1 for further detail.

Areas for improvement

- The same as those identified in Quality Theme 1, Quality Statement 1.

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 found at this first inspection of this service that good progress was being made to ensure that the environment was safe and service users were protected. We awarded the Grade of 4 - Good.

Tom's Croft is a large modern detached house set in significant grounds with no adjoining neighbours. The property was bright, well decorated and had adequate lighting and ventilation. Entry to the property was via a secure access and there was a front door bell for visitors to use. The remote location of the property also enabled staff to know when visitors arrived as there was no access to any other property in the area. Before being registered with the Care Inspectorate we received confirmation of satisfaction from the Highlands and Islands Fire Service. Fire drills were carried out on a regular basis, these were recorded. Additional fire drills were carried out when

new young people were admitted to the care home. Smoke alarms were tested regularly and dates recorded. Any fire equipment that required to be maintained was and this was carried out by an external contractor. All other equipment was checked regularly and dates recorded. Risk assessments were in place for both the external and internal environment. Any additional risk was highlighted in young people's individual care files. All accidents, incidents to include when young people were restrained were recorded. All incident reports are monitored both internally and externally by managers. Following an incident, it is the policy of Common Thread that life space interviews are carried out and staff de briefings held. We looked at these documents during the inspection. There were routines in place to ensure that the environment was kept clean and tidy. For example, cleaning rotas. Records were kept to record the temperatures of fridges. Risk assessments were in place and this took account of both the external and internal areas of the premises.

There was a robust recruitment process in place. All staff employed went through a full day recruitment process which involved a number of methods of assessing their suitability. PVG's (Protection of Vulnerable Groups) were carried out, two references gained and all staff registered with the SSSC (Scottish Social Services Council). All staff employed were subject to a six month probationary period. Staff undertook an induction process and attended foundation training. The induction training included information on: Child Protection, attachment and trauma. During this inspection we spoke with staff about what they would do if there were Child Protection concerns. We were confident after speaking to staff that they would carry out the appropriate actions, in accordance with the Policies and Procedures to ensure the safety of the young people.

There were appropriate Policies and Procedures in place with regards to Infection Control and we noted when we looked at the minutes of staff meetings that this was discussed in this forum.

We looked at staffing rotas during this inspection. We saw that there was sufficient numbers of staff on duty to meet the needs of the young people and comply with the conditions of registration with the Care Inspectorate. Additional staff were provided when necessary if there was additional needs for young people.

When we spoke with the young people, they confirmed that they felt safe at Tom's Croft.

Areas for improvement

- The service provider should ensure that the cleaning schedule checklist is completed accurately. This will ensure that staff know what is needing to be cleaned and how often.

- The service provider to ensure that all staff follow a consistent approach when sanctions are given out. This will ensure that all staff are using the same sanctions for behaviours.
- The service provider to ensure that Fire Safety checks are carried out at the designated day.

Grade awarded for this statement: 4 - 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

This Quality Statement has been reported in Quality Theme 1, Quality Statement 1. Please refer to Quality Theme 1, Quality Statement 1 for further detail.

Areas for improvement

- The same as those identified in Quality Theme 1, Quality Statement 1.

Grade awarded for this statement: 4 - Good

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

We found at this first inspection that this service was making good progress to ensure they had a professional, trained and motivated workforce which operated to National Care Standards, legislation and best practice. We awarded the Grade of 4 - Good.

All staff who were employed by Common Thread were subject to rigorous recruitment procedures. All prospective staff were required to have two written references and have an appropriate Disclosure Scotland check in place before starting work. The recruitment process for staff involved a full day of assessment in which various methods were used to consider the applicants suitability for the posts.

All staff were registered with the SSSC (Scottish Social Services Council) and a copy of the SSSC Code of Conduct was available to staff. All staff had carried out training in

core areas. For example, Child Protection, communicating with children, attachment and trauma. During this inspection we spoke with staff about how they would deal with Child Protection concerns. We found that staff were very aware of what to do and we were confident that any matter of a Child Protection nature would be dealt with appropriately. Staff we spoke with had a good insight into the needs of the young people they cared for. For example, we looked at the Care Plans for the young people and we saw that specific practice had been identified for staff. When we observed staff interacting with the young people we saw that this was being carried out. We saw several very good examples of best practice being delivered by staff. Staff were very motivated to provide a good service and said they were well supported by the manager. Staff received regular supervision. Supervision was carried out both formally (recorded) and informally (an open door policy operated). Regular staff meetings were held and we looked at copies of these at this inspection. We saw from the minutes that staff were encouraged to set the agenda and staff contributed well to the meetings. Minutes included what action would be taken when suggestions were made and who would carry this out.

Areas for improvement

- The service provider should continue to create opportunities for staff training to ensure that existing skills are enhanced and that staff keep up to date with recent developments.
- The service provider should ensure that all staff receive an Annual Appraisal.
- The service provider should ensure that newly appointed staff receive their induction as soon as possible after beginning work.

Grade awarded for this statement: 4 - 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

This Quality Statement has been reported in Quality Theme 1, Quality Statement 1. Please refer to Quality Theme 1, Quality Statement 1 for further detail.

Areas for improvement

- The same as those identified in Quality Theme 1, Quality Statement 1.

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 found at the first inspection of this service that good progress was being made to ensure the Quality Assurance systems to assess the quality of service provision were robust. We awarded the Grade of 4 - Good.

All young people who live at Tom's Croft have an opportunity to comment on the service provision and how this can be improved on. In the main, this is done in an informal way due to the small numbers of residents and the services aims to make Tom's Croft a homely environment. Formal meetings with the young people were not considered to be the most constructive way of gaining their views. We acknowledged that many of the young people have varying degrees of disabilities and saw that this informal method worked well. For example, during observation of staff interacting with the young people we saw several examples of very good practice. Staff

communicated well with the children and were skilled at finding out what they wanted. Activities for the rest of the day were discussed. Questions asked about what the young people wanted to do. The dinner menu was discussed. Young people asked to give their views about this. All this interaction between staff and the young people enabled staff to gain further knowledge about the young people and to use this to evaluate the service provision.

Other audits were regularly carried out by the manager of the service and at the central office of Common Thread. These included, accident audits, risk assessment audits, incident audits and audits of when young people went missing or required to be restrained. Feedback was given to staff about these evaluations and this was either done in the team meeting or on a one to one basis. The central office at Common Thread fed back to the manager of the service and highlighted areas that required to be improved on.

Young people and their parents could also say how they felt about the service during reviews and children's hearings. Again, any areas identified for improvement were taken seriously and actioned if appropriate.

There was a Complaints Policy and Procedure in place. The Complaints Policy and Procedure contained the relevant details of the role and contact details of the Care Inspectorate.

Areas for improvement

- There was questionnaires for young people, parents and other stakeholders. The service provider should ensure that these are evaluated once distributed, to further assist the quality audit systems.

Grade awarded for this statement: 4 - Good

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

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

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Management and Leadership - 4 - Good	
Statement 1	4 - Good
Statement 4	4 - Good

6 Inspection and grading history

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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Translations and alternative formats

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایں تسد یم ونابز رگی روا ولکش رگی د رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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