Care service inspection report

Full inspection

Peebles Nursing Home
Care Home Service

Craw Wood
92-96 Craw Wood
Tweedbank
Galashiels

Inspection report for Peebles Nursing Home
Inspection completed on 16 June 2016
Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren’t good enough.

Please get in touch with us if you would like more information or have any concerns about a care 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: 5 Very Good
- Quality of environment: 5 Very Good
- Quality of staffing: 5 Very Good
- Quality of management and leadership: 5 Very Good

What the service does well

The service is well organised, with a clear emphasis on person centred, individual care. The staff team know and understand the needs and wishes of each person living in the service.

The current temporary premises at Craw Wood aids independent movement and choice. The premises were clean and well maintained.

There were very good choices in terms of meals.

The activities are excellent, meeting the needs of both groups and individuals.

What the service could do better

The service needed to tighten up minor medication issues such as confirmation on when medication was opened. This was already underway.
What the service has done since the last inspection

The premises of Peebles Nursing Home was flooded in late December 2015/early January 2016. Staff and residents had to leave the building on an emergency basis and the premises suffered extensive damage. The service initially moved into temporary accommodation in Galashiels then to Craw Wood in Tweedbank in mid February 2016.

The service managed this crisis and its aftermath in an organised and systematic way, making sure that people living in the service experienced minimal disruption. The manner in which the two moves were organised meant the staff group remained relatively consistent. This provided continuity and security for the people living in the service.

Despite the disruption and the organisational challenges facing the service during this period, staff have continued to work on developing the service. For example, we saw continued improvement in care planning and recording.

Conclusion

Peebles Nursing Home underwent an unexpected and traumatic experience when people living in the service and staff were evacuated in a major flooding emergency. The manager and the staff group managed this situation with skill, care and compassion. After the initial move to temporary accommodation, the service provider negotiated other, more long-term premises. This was to take the service through to their return to the original, renovated and extended premise in Peebles. Despite the impact of this unexpected event, staff working in the service have continued to develop and extend their practice. We concluded the quality of the care and support delivered to individuals within the service was of an excellent standard.
1 About the service we inspected

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

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

Peebles Nursing Home is part of the Mansfield Care group, which has a number of care and nursing homes throughout the central belt of Scotland.

This inspection was carried out in the second of two temporary premises used by the service after they were flooded out of the original building in Peebles.

Craw Wood was purpose-built a number of years ago to meet the needs of people living with a diagnosis of dementia. The living accommodation is based around a secure courtyard, which is large and landscaped with flowers and trees. Bedrooms, a living and dining area plus small kitchen area are arranged in three units which interconnect with each other and the courtyard. There are a variety of shower and bathing facilities, plus a number of en suite shower rooms.

The environment was seen to be open, airy and accessible. People using the service could move easily and safely between all the areas and the courtyard garden.

Craw Wood is located in Tweedbank, near Galashiels. It is centrally placed with good access to local amenities including a loch and park area. The area is well supported with community and health facilities.

Recommendations

A recommendation is a statement that sets out actions that a care service provider should take to improve or develop the quality of the service, but where failure to do so would not directly result in enforcement.
Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements
A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the “Act”), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people’s health, safety or welfare.

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

Quality of care and support - Grade 5 - Very Good
Quality of environment - Grade 5 - Very Good
Quality of staffing - Grade 5 - Very Good
Quality of management and leadership - Grade 5 - Very 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 0345 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 service was inspected by one inspector over three days, Tuesday 31 May, Wednesday 1 June 2016 and we returned on Wednesday 8 June. Feedback was provided to the service provider, the manager and a member of the staff team on Thursday 16 June 2016.

Along with interviewing people living in the service, relatives and staff, we collected evidence by:

Reviewing care plans, including dependency and risk assessments for eight individuals.

Checking the staffing schedule and duty rotas.

Viewing the Registration certificate and other relevant documentation such as Insurance certificates.

We viewed the training matrix and assessed the impact of training on service delivery.

We reviewed Care Standard Questionnaires which had been completed and returned to us by people using the service, relatives and staff.

We met with the manager of the service.

We reviewed a number of the service's policies and procedures - for example medication.
We checked the Medical Administration Records (MARs charts) for eight individuals.

We spent time observing staff practice at various times of the day, within different areas of the care home and with different staff members.

We joined the people living in the service for a meal in one of the dining rooms and participated in activities.

We observed the environment both internally and externally.

**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.firescotland.gov.uk
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.

The service provided a self assessment which accurately reflected the service delivered and how they considered they could improve. It was detailed, thoughtful and reflective and matched with our findings during the inspection.

Taking the views of people using the care service into account
One of the people living in the care home said they considered most of the staff as 'excellent' and 'very caring'. Some staff were described as 'exceptionally thoughtful'. This person said they 'thought highly' of the service and organisation within Peebles Nursing Home.

Another person told us they 'really liked living here'. They said the 'staff were wonderful' and the 'food is good'. They said they 'felt content'.

A person living in the care home described the move as 'awful' but 'the staff managed everything so well. 'Staff were marvellous'. They said they 'loved Craw Wood' because the 'garden was great' and they could 'walk wherever they wanted to'.
Taking carers' views into account

One relative told us that the circumstances surrounding the move from Peebles to Galashiels had been difficult but they considered the staff and manager 'managed the process very well'.

They said their relative was 'very happy' and because of the layout in Craw Wood, had become 'more involved' in activities and events.

Another relative said it was difficult to travel from Peebles to Galashiels, but said 'this can’t be helped'. They described staff as 'doing a fabulous job'. They said their relative was 'happy and settled'.
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: 5 - Very Good

Statement 2
“We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.”

Service strengths
We concluded Peebles Nursing Home was working at an excellent level in this statement. To decide this, we observed the different ways staff and people using the service worked together. We looked at a variety of documentation relating to how staff offered genuine choice. We also talked with people using the service and a number of their relatives,

We observed staff working to make sure that people were enabled to make realistic choices and that their preferences were met. For example, people living in the service chose when they wanted to get up, what they wanted to eat at each meal and if they wished to join in with activities. Documentation confirmed that wishes and needs were recorded in detailed person centred care plans and we saw staff supporting people to live their preferred way. This was further confirmed in the daily notes written by the staff.

We saw many excellent examples of staff assisting people to maintain independence and to make their own decisions. For example, one staff member was seen to support an individual to move around the premises and enjoy the company of others in different locations. We saw that support was offered in a timely way and individuals were enabled to be as active (and as independent) as possible.
We noted that staff were skilled and committed to positive communication. Discussions were seen to be respectful, interested and it was obvious that staff understood the needs and wishes of individuals. Choice was offered to people in a realistic, respectful way. Staff used different ways to help people make personal decisions.

People in the service could access daily activities, outings and events over the seven day week. These were organised by the Activities co-ordinator but we saw that other members of staff individually took responsibility for spending time with people. For example, we observed staff encouraging an individual to reminisce on personal memories, using books, photographs and memorabilia. This was carried out when the person was most able to participate.

The activities varied from group through to individual sessions. Although Peebles Nursing Home was new into the area, very good efforts had been made to encourage links with the local community. Multi-generational activities had been organised. For example, where local primary school children joined with people in the home to learn to play dominoes. There were cards and letters on display, saying how much the children had enjoyed their visit.

Meetings for people in the care home were held on a regular basis. This was an opportunity for people to put forward views, suggestions and make decisions. From other evidence, we both read and observed that these views, suggestions and decisions were actioned by the manager and staff group. People said they felt listened to and their views genuinely influenced what happened.

People we spoke to told us that they enjoyed living in Peebles nursing home. One person said they 'enjoyed life'.
**Areas for improvement**
The staff have already been using other techniques to support effective discussion. For example, communication cards. They should continue to develop these alternatives to make sure that all individuals have a genuine voice for as long as possible.

**Grade**
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
We concluded the service operated at a very good level in this statement. To make this decision, we observed staff delivering care to people. We talked with individuals and family members and looked at relevant recordings.

We noted the standard of care planning for each individual was excellent and this was due to a comprehensive and thorough approach by staff. They had taken on board suggestions and comments from last year’s inspection and we viewed a marked improvement in the quality of the plans and the involvement of each person.

We saw that time had been spent with individuals and their family discussing all aspects of health and wellbeing. These discussions were holistic and included both physical and emotional health. Plans were detailed, personal and respectful, providing staff with excellent information on how each person preferred to carry out their daily routine. There was an emphasis on current capabilities and skills, and what support was actually needed by the individual to maintain independence. Where risk was identified, risk assessments were included and influenced the care plan. Plans were regularly reviewed. This was carried out daily, weekly, monthly or when the person’s needs changed. People in the service said they were happy with the care planning and considered they had been genuinely involved in the process.

Important documentation, such as DNACPR (Do not attempt Cardio Pulmonary Resuscitation) certificates were in place, along with detailed advice. Other legal forms such as S47 paperwork (a document completed when a person loses capacity to make choices and decisions) and details on guardianship were in place as appropriate.
We noted there had been excellent efforts to initiate and sustain professional liaison with healthcare staff in the new area. As in the last inspection, we saw evidence of collaborative working between staff at Peebles Nursing Home and community based medical professionals.

We saw that the medication records were kept according to best practice. Regular audits were carried out internally to make sure that all residents received the correct medication at the correct time.

We observed staff working sensitively with people with dementia. They used a variety of techniques not only to promote choice, but also to reduce distress and agitation. We saw several examples of a high level of skill and compassion in this area which meant that individuals were supported to remain included in the general group.

People requiring extra support to eat or drink were supported sensitively by staff. They were offered a choice at all meal times and extra food and drink was available. Fluids were offered on a regular basis and accessible in all the lounge areas.

The dining experience was seen to be an important social time. We saw lots of appropriate humour and warmth, alongside lively conversations between staff and residents.

We concluded that staff were alert to people’s needs and wishes during meal times, and that provision was made for individuals’ differing abilities and preferences.

Activities were organised by the activities co-ordinator. The extensive range of activities on offer took into account individual people’s interests. Activities were imaginative, thoughtfully planned and carried out well. We observed staff promoting involvement and participation, showing a flexibility and range of responses when situations changed. The excellent documentation provided valuable insight into the activities, their purpose and the impact on each individual.
**Areas for improvement**

The staff team had worked to improve the quality and the detail in the care plans. We would encourage them to continue to do so.

We noticed a small number of instances where staff administering medication had failed to mark the date when a prescription was opened. Nursing staff were already working on this.

**Grade**

5 - Very Good

**Number of requirements - 0**

**Number of recommendations - 0**
Quality Theme 2: Quality of environment
Grade awarded for this theme: 5 - Very Good

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

Service strengths
We concluded that the service performed at a very good level in this statement. To determine this, we looked round the building and grounds. We reviewed documentation relating to safety and maintenance, and we talked with people living in the service.

Peebles Nursing Home had transferred the same cleaning, safety routines and audits to the new premises at Craw Wood. The building was seen to be well maintained and decorated. There was evidence to confirm that maintenance tasks had been both identified and carried out by the nursing home’s maintenance person.

Equipment - such as mobility hoists and bathing aids - was seen to be checked and cleaned regularly. This was confirmed in regular audits carried out by the manager.

People living in the home told us they felt safe and secure there.

Areas for improvement
The service should maintain their current very good standards in this area.

Grade
5 - Very Good

Number of requirements - 0
Number of recommendations - 0
Statement 3
“The environment allows service users to have as positive a quality of life as possible.”

Service strengths
Craw Wood was purpose-built by a local housing association to meet the needs of people living with a diagnosis of dementia. As a result, the layout is accessible and designed to maximise independence, freedom of movement and safety within a calm atmosphere.

The garden courtyard area was secure but accessible from all internal sides of the building. It was well maintained, with extra planting supplied by families and friends.

We saw good bathing facilities with people able to choose to have a bath or a shower.

People living there can choose to remain private or be involved in groups. The available space is flexible and supports choice in moving around freely and safely. We talked with a number of people who all told us how much they 'loved' living there. Some said they were 'very happy' and 'really liked being able to go wherever they wished in the building and grounds.'

Areas for improvement
The service should continue to utilise the building flexibly to encourage and enhance independence and mobility.

Grade
5 - Very Good
Number of requirements - 0
Number of recommendations - 0
Quality Theme 3: Quality of staffing
Grade awarded for this theme: 5 - Very Good

Statement 3
“We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.”

Service strengths
We concluded that Peebles Nursing Home performed to a very good standard in this statement. To decide this, we checked documentation and talked with staff. We also observed staff working with people living in the home and talked with them on how they felt staff delivered their care.

We noted that staff had regular opportunities to undertake training. We noted that almost all staff had completed mandatory training in areas such as health and safety and moving and handling.

During our observations of staff delivering care, we noted that staff carried out tasks to best practice standards. For example, in helping people to mobilise safely and with confidence.

Staff were seen to understand and comply with the National Care Standards. These are standards which provide guidance to staff on how they deliver care. For example, in making sure that people are listened to and they receive care delivered in the way they individually prefer.

Care staff told us they felt supported by the manager and the nurses. We saw that staff confidently discussed with them issues and concerns and they were listened to. All staff were also supported by one to one supervision and team meetings. Minutes confirmed that they were encouraged to participate and share their views.
We observed and read documentation to confirm the responsiveness of the staff and their commitment to providing a very good service to the people living in the home.

Areas for improvement
A very small percentage of staff had not completed some refresher training. However, this was already in hand. We will check this at the next inspection.

Grade
5 - Very Good

Number of requirements - 0
Number of recommendations - 0
Statement 4
“We ensure that everyone working in the service has an ethos of respect towards service users and each other.”

Service strengths
We concluded that the service performed at an excellent level in this statement. To decide this, we looked at documentation and observed staff while they were working alongside people in the care home.

We talked with people living in the service and they told us that they were ‘always treated nicely’. They said ‘staff are always kind and respectful’. We were consistently told that staff were ‘polite’ ‘lots of fun’ and ‘I’m always glad to see them. We talk a lot’.

We saw that care plans and daily notes were written in a way that showed care, concern and respect for each individual. We observed staff consistently helping people to make their own choices and supported them in carrying the decision through. For example, we saw one member of staff making sure that a previous arrangement was remembered and the person enabled to carry through with the choice they made. This was managed in a patient, considerate and humorous way and it was obvious from the person’s reaction, that this had been a positive experience.

We noted that staff understood and were knowledgeable about the people in the care home. They knew what each person’s preferences were and responded accordingly. Staff were seen to have a very good rapport with people and used a variety of different communication techniques to make sure that everyone was included.

In training materials, we noted that respect and dignity was a recurring theme and underpinned all aspects of care. For example, from assisting someone to mobilise through to understanding the issues of visual or hearing difficulties.
We saw that staff worked very well as a team, and there was effective communication between them. We talked with staff who appreciated the strengths of their colleagues and we observed strong working relationships. We noted that staff were clear about their roles and responsibilities and were committed to making sure that the service ran smoothly.

**Areas for improvement**
The staff team should continue to work in this respectful and enabling way.

**Grade**
6 - Excellent

**Number of requirements** - 0
**Number of recommendations** - 0
Quality Theme 4: Quality of management and leadership

Grade awarded for this theme: 5 - Very Good

Statement 2
“We involve our workforce in determining the direction and future objectives of the service.”

Service strengths
We concluded the service operated in such a way that enabled members of the staff team to contribute to service development. We looked at documentation and talked with members of staff and the manager.

We saw that staff were confident and involved in day-to-day discussions. They met regularly as a staff team, and from minutes, discussions were wide-ranging and open for everyone to contribute. We could see that suggestions were carried forward.

We talked with some staff who said the manager was supportive and they felt they could discuss issues with them confidently. They also said the manager was available and would make time to talk through concerns or suggestions.

The manager and the service provider were described as ‘willing to respond’ and ‘responsive’ by staff. Some staff told us they felt their opinions and suggestions ‘mattered’ and they felt valued for their contributions.

Areas for improvement
The service should continue to work in this inclusive way.

Grade
5 - Very 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 concluded that the service operated at an excellent level in this statement. We reviewed documentation and talked with residents, relatives and staff.

Residents were invited to regular residents meetings. Minutes confirmed that these meetings were chaired by the Activities co-ordinator in an enabling and inclusive way. They used different communication techniques to support individuals to participate. This meant that a person could make a comment or suggestion even when their ability to participate might be impeded by their disability or frailty.

The service sent out questionnaires asking what people thought about the service and any improvements they would like. The 2016 survey had just been completed. The service sent out newsletters on a three monthly basis. These were seen to be very good quality with a variety of information on what had been happening and future events in the diary.

From the staffing audits, we could see that the staff group was consistent and shifts had been appropriately covered to meet the identified needs of each individual person.

Accidents and incidents were appropriately recorded, investigated and actions were seen to be taken. We noted that the manager brought in outside professional support where necessary.

The manager and the service provider had implemented thorough auditing systems covering all aspects of the service. The results of these audits were routinely submitted to senior management. Examples of the manager’s audits included the controlled drugs check, which was made twice daily and reviewed by the manager.
Polices and procedures were in place to cover all aspects of the service. For example, medication policy and whistleblowing policy. They had all been reviewed annually and updated where necessary.

We concluded the service made excellent efforts to include everyone concerned with Peebles Nursing Home in developing and assessing the service.

**Areas for improvement**
The service should continue to operate in this inclusive and enabling manner. The ongoing work on communication tools should be extended into all areas of service delivery. This would enable people with cognitive or speech impairment to continue to contribute.

**Grade**
6 - Excellent

**Number of requirements - 0**
**Number of recommendations - 0**
4 What the service has done to meet any requirements we made at our last inspection

**Previous requirements**
There are no outstanding requirements.

5 What the service has done to meet any recommendations we made at our last inspection

**Previous recommendations**
There are no outstanding recommendations.

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

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

8 Additional Information
There is no additional information.
### 9 Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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| 20 Jul 2015  | Unannounced   | Care and support: 5 - Very Good  
                               Environment: 5 - Very Good  
                               Staffing: 5 - Very Good  
                               Management and Leadership: 5 - Very Good  |
| 17 Oct 2014  | Unannounced   | Care and support: 4 - Good  
                               Environment: 4 - Good  
                               Staffing: 4 - Good  
                               Management and Leadership: 4 - Good  |
| 27 Mar 2014  | Unannounced   | Care and support: 3 - Adequate  
                               Environment: 4 - Good  
                               Staffing: 3 - Adequate  
                               Management and Leadership: 3 - Adequate  |
| 28 Nov 2013  | Unannounced   | Care and support: 3 - Adequate  
                               Environment: 3 - Adequate  
                               Staffing: 3 - Adequate  
                               Management and Leadership: 3 - Adequate  |
| 25 Oct 2012  | Unannounced   | Care and support: 3 - Adequate  
                               Environment: 4 - Good  
                               Staffing: 3 - Adequate  
                               Management and Leadership: 4 - Good  |
| 31 May 2012  | Unannounced   | Care and support: 3 - Adequate  
                               Environment: 2 - Weak  
                               Staffing: 3 - Adequate  
                               Management and Leadership: 3 - Adequate  |
| 1 Dec 2011   | Unannounced   | Care and support: 4 - Good  
                               Environment: 2 - Weak  
                               Staffing: 4 - Good  
                               Management and Leadership: 3 - Adequate  |
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<th>Date</th>
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<td>5 - Very Good</td>
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<td>3 - Adequate</td>
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Tha am foillseachadh seo fhaighinn ann an cruthannan is cànain eile ma
nithear iarrtas.

अनुरोधस्पर्श में ऐसा प्रकाशन उपलब्ध है और अन्य भाषाओं में यह भी किया जा सकता है।

یہ اشاعت درخواست کرنے کے لئے سہولت رکھ دی گئی ہے اور اسی کے ساتھ فرداں کی بھی اشتیاق کیا جا سکتا ہے۔

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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