

Little Sprouts Childcare Child Minding

Type of inspection: Unannounced
Inspection completed on: 1 November 2019

Service provided by:
Ferguson, Carrienne

Service provider number:
SP2006961832

Care service number:
CS2006136896

Introduction

Little Sprouts Childcare, provided by Carrienne Ferguson (referred to as the childminder throughout this report), was previously registered with the Care Commission and transferred its registration to the Care Inspectorate in April 2011.

The childminder is registered with the following conditions:

1. To provide a care service to a maximum of 7 children at any one time under the age of 16 of whom no more than 6 are under 12 years, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family. When two people work together the service may be provided to a maximum of 12 children at any one time under the age of 16 of whom no more than 11 are under 12 years, of whom no more than 8 are not yet attending primary school of whom no child is under 12 months. Numbers are inclusive of children of the childminder's family and any assistant's children who are present.

In line with additional conditions relating to the service, the childminder employs two assistants, one of whom will be present and act as manager when the childminder is not present. The service will not provide overnight care.

The childminder's home is located on the main street in the village of Chirnside. The property is close to a local café, parks and within a short distance of the local primary school.

Children use a playroom on the ground floor of the property for play and mealtimes. Children sleep in a bedroom in the upstairs of the house and use toilet facilities which are also located on the upper floor. Children have access to an enclosed garden to the front of the property.

The aims and objectives of the service include:

'To provide a happy, safe and secure environment for each child to:

- Explore the settings around them.
- Learn to socialise with other children.
- To encourage and extend the development of the child in each of the key areas of physical, intellectual, emotional, social and aesthetic development, ensuring that they will be equipped to meet the challenges of the years to follow as well as making it fun along the way.
- To be sensitive to the needs of the child and the wishes of parents, establishing a partnership between home and the childminding setting.'

What we did during our inspection

Two Care Inspectorate inspectors carried out an unannounced inspection of the service. We visited on Thursday 31 October 2019 and returned to complete the inspection on Friday 1 November 2019. When we arrived on the first day, we were told that the children had been having a Halloween party with games.

During the first inspection visit, the childminder was not present, however two assistants were present. We spoke to the assistants and observed the children in the setting. We looked at the resources available and the use of space. We looked at relevant paperwork and documents related to the children attending that day.

We returned to the service the following day. We spoke to the childminder about the service provided and our observations from the previous day. We walked around all areas of the home used by minded children. We looked at the resources available and the use of space. We looked at relevant paperwork and documents related to the service and the children who used it. We discussed the childminder's policies and procedures. We considered the service's self-assessment and quality assurance documents as part of the inspection.

Views of people using the service

Prior to the inspection, we sent out three Care Standard Questionnaires (CSQs) for the service to distribute. Two completed CSQs were returned to us. One respondent agreed and one strongly agreed with the statement: "Overall, I am happy with the quality of care my child receives at this service." On the first day of the inspection we spoke with one further parent. We left our contact details with the childminder in case other parents wished to provide feedback.

One respondent commented on the large number of children present at times in the service. One respondent noted that they had not had concerns about the number of children present and that there was three staff present most of the time. One respondent commented on the quality of meals and snacks, highlighting that they sometimes included sweets and treats. Another respondent was positive about the food noting that it was mostly locally sourced. One respondent commented that there had been no formal reviews and that communications were rushed.

Other comments included:

"Always plenty of choice of toys for different ages. House is safe and secure for the children."

"New wooden toys introduced which have been beneficial and enjoyed."

"Outdoor activities only happen in good weather".

"Had to introduce myself to new assistant, didn't know in advance it was happening or new person in setting".

"I had an information booklet to fill in regarding my child's routine, likes, dislikes, level of ability in toileting, speech, dressing etc. Whatever views I have can be found in that booklet, also regular forms for changes."

"Always kept up to date via social media page. Also drop off and pick I am asked for any input".

"Good feedback"

We discussed the feedback with the childminder. We report on our findings in relation to these comments in the body of this report.

Self assessment

A self assessment had been submitted prior to the inspection. The childminder had highlighted the strengths of the service and considered some areas for improvement.

What the service did well

Children had access to a variety of open-ended natural materials that supported their natural curiosity and inquiry.

Children were included in the local community through outings and activities. This helped them to learn more about the world around them.

Through some of the experiences provided children were supported to learn new skills and develop their confidence.

What the service could do better

During the first inspection visit, children's care and support needs were not consistently met because the childminder had not adhered to the conditions of registration. The varying needs of the children were not always managed in a sensitive way.

On the first day, children were left unattended during a meal time. This compromised their safety and wellbeing. Meals and snacks did not follow best practice guidance and were not always appropriate and healthy for the specific needs of young children.

Children's learning and development would benefit from improved interactions between staff and children. The childminding assistants missed opportunities to extend children's play, language and social skills. Assistants would benefit from developing their knowledge and understanding of child development.

Personal plans did not always contain up to date information, which meant there was the potential for children's care and support to be compromised. For example, information for emergency contacts had not been reviewed for some time. Personal plans did not include strategies of support as to how children's needs would be met.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

Children were making friends and were happy to include inspectors in their play. This suggested children felt comfortable in the service.

During the first inspection visit, children's needs were not consistently met because there were ten children present in the service all of whom were not yet attending primary school. We found children were crying and not responded to in a timely manner. Children who were settling in were not provided with the appropriate levels of comfort to support a sense of nurture. Staff did not provide children with positive play experiences. We sent a serious concern letter to the service with a requirement to improve children's care and maintain conditions of registration. (See requirement one).

We visited the service the following day and found the service was operating within the conditions of registration. At this visit, to provide assurances that the conditions of registration were maintained we asked the childminder to provide daily updates to the Care Inspectorate outlining how she was managing children's attendance and organising the days. However, following the information being provided by the childminder as to

how she was managing children's attendance, we found she had not continued to maintain the conditions of registration. To ensure the childminder maintains the conditions of registration and to promote children's care, safety and wellbeing, we have made a further requirement about this. (See requirement two).

On the first visit, children's safety was compromised as both assistants left children unattended whilst they were eating. We alerted the assistants to this concern immediately. We discussed these concerns with the childminder who agreed this was not safe practice. Furthermore on the first day, a baby was given a large sausage roll and cucumber for lunch. This did not promote positive health outcomes because such a meal is high in salt, fat and processed meat which are not suitable for babies and young children. Due to both these concerns, we issued a requirement in the serious concern letter to ensure that this practice did not continue. (See requirement three).

On the second day, lunch was appropriate as children had soup, bread, ham and cheese. The assistants remained with the children helping to keep them safe. However, we found that the experience could be further developed as at times both assistants used language that did not promote nurture and respect. Furthermore, as children became restless they were continually asked to remain at the table despite being finished. Staff would benefit from developing their understanding of child development to ensure the expectations they have for children are realistic. (See recommendation one in staffing).

The menus included home cooked meals. We saw evidence of children eating healthy food through the childminding service's social media page. However, some meals and snacks provided did not always take account of good practice guidance. Waffles with syrup and regular 'treat days' were included on the planned menu. We signposted the childminder to guidance such as 'Setting the Table' (NHS, 2018). We have made a recommendation about menu planning and healthy options. (See recommendation one).

Children's personal plans did not reflect their changing needs. We found some gaps in the recording of information and they had not been appropriately reviewed with parents. Strategies of support were not recorded and therefore not evaluated over time. To ensure children's needs are effectively met the childminder should ensure personal plans are regularly reviewed. They should contain meaningful information and strategies to be used to support children's wellbeing, safety, development and learning. Personal plans were a recommendation at the previous inspection. We have made a requirement at this inspection to address the need for improvement. (See requirement four).

Through discussion with the childminder and by viewing photos on the social media page, we saw that children were given opportunities to learn new skills. For example, we saw them making soup. We saw that there were trips to local parks which promoted physical development. However, children's achievements were not regularly tracked and there were limited observations of children's learning being recorded. The childminder was aware that there was a need to improve the way children's learning and next steps were recorded and tracked. The childminder had begun working with the local authority partnership network on this aspect of children's care and support.

Requirements

Number of requirements: 4

1. The provider must ensure that children's care is safe, effective and meets with the registered conditions of the service.

By 1 November 2019 the provider must ensure that they adhere to the conditions of registration to ensure children's care is safe and effective. In order to achieve this the provider must adhere to the following:

(a) Ensure that numbers of children do not exceed those stated on the conditions of registration.

This is in order to comply with:

Health and Social Care Standard 1.8: 'If I experience care and support in a group, the overall size composition of that group is right for me' and '4.23: 'I use a service and organisation that are well led and managed'.

Public Services Reform (Scotland) Act 2010, Regulation 74 Conditions as to numbers (d) (i) and Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

2. The provider must ensure that children's care is safe, supportive and meets the registered conditions of the service.

By 3 December 2019, the provider must ensure that they have a clear plan of how they will adhere to the conditions of registration to ensure children's care is safe and supportive. In order to achieve this the provider must adhere to the following:

(a) the provider must develop and submit a plan for approval by the Care Inspectorate which demonstrates how they are going to operate within the service's conditions of registration.

This is in order to comply with:

Health and Social Care Standard 1.8: 'If I experience care and support in a group, the overall size composition of that group is right for me' and '4.23: 'I use a service and organisation that are well led and managed'.

Public Services Reform (Scotland) Act 2010, Regulation 74 Conditions as to numbers (d) (i) and Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

3. The provider must ensure that children are safe, healthy and effectively supported at mealtimes.

By 1 November 2019 the provider must ensure mealtimes are safe, healthy and well-managed. In order to achieve this the provider must adhere to the following:

(a) Ensure staff are with children at all times as they eat their meals and snacks and that there is enough staff present to effectively meet the needs of all children.

(b) Children are provided with meals and snacks appropriate for their individual needs, taking account of their age and stage of development.

(c) All food is prepared taking account of best practice guidance to ensure children are healthy.

This is in order to comply with:

Health and Social Care standard 1.19: 'My care and support meets my needs and is right for me' and 1.34: 'If I need help with eating and drinking this is carried out in a dignified way and my personal preferences are respected'.

Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

4. The provider must ensure that children's personal plans are effective in supporting their needs.

By 17 January 2020, the provider must ensure that each child has a personal plan that reflects their current circumstances and their individual needs. In order to achieve this, the provider must adhere to the following:

- (a) personal plans should contain relevant information relating to children's wellbeing, health and development.
- (b) personal plans must demonstrate any strategies of support and include information about how these strategies are being monitored to ensure they provide the right support for children.
- (c) personal plans must be reviewed and updated with parents at least once every six months, or sooner if required depending on any changes or developments to children's care and support needs.

This is in order to comply with:

Heath and Social Care Standard, 1.15: 'My personal plan sometimes referred to as a care plan, is right for me because it sets out how my needs will be met, as well as my wishes and choices.'

Regulation 5 (1, 2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

Recommendations

Number of recommendations: 1

1. To promote children's health and to develop positive eating habits the childminder should review the planned menus. Children should be provided with snacks and meals in line with current best practice guidance.

This is to ensure that care and support is consistent with the Heath and Social Care Standards, 1.33: 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' and 1.37: 'My meals and snacks meet my cultural and dietary needs, beliefs and preferences'.

Grade: 2 - weak

Quality of environment

Findings from the inspection

Since the last inspection the childminder had been committed to developing the types of resources she provided for children. Children were benefitting from a range of open-ended natural materials, for example bowls, pipes, and various fabrics. This provided them with opportunities to explore through their natural curiosity and inquiry. On the first day of the inspection children were less engaged as the floor space was cluttered with numerous puzzles and the resources on offer were not displayed in an inviting way. The childminder told us that this was because staff had been preparing for a Halloween Party and that this would not be the usual way resources would be available to children. Our evidence on the second day confirmed this as we saw children engaged with the open-ended materials, as well as with a train set and play kitchen. This meant they could develop their own ideas and use their imaginations.

The childminder was committed to supporting children to learn more about the environment and reduce the use of plastic in the setting. Therefore, helping children to learn about being responsible citizens.

During the inspection, we found assistants were not following effective infection control procedures. On the first day, food from a child's plate fell on the floor, this was then returned to their plate. An inspector alerted the assistant to this inappropriate practice. On the second day of the inspection, a child was offered their dummy which had been on the floor and handled by other children. We discussed this with the childminder, who agreed this was not good practice. (See recommendation one).

Children were included in the local community because they accessed a variety of different resources. Outings to the park and local walks gave them opportunities to be physically active and enjoy fresh air. Snack at a local café supported children to learn more about the people in their community and enjoy spending time with them.

Children used the front garden for outdoor play. Since the last inspection, the childminder had enhanced the garden and replaced the bark. Children could develop their gross motor skills on trikes and scooters. They could be creative and play together in the mud kitchen area.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To promote children's health and ensure good infection control measures, the childminder and assistants should revisit best practice guidance in relation to the risk, spread and management of infection in the setting. The childminder should ensure assistants receive appropriate training and guidance in relation to effective infection control measures.

This is to ensure care and support is consistent with the Health and Social Care Standards which state, 4.11: 'I experience high quality care and support based on relevant evidence, guidance and best practice'.

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

Assistants had been safely recruited and there was evidence that an induction had been helpful in supporting them to learn about the role and the childminding service. Yearly appraisals identified some core training needs and identified the assistant's strengths. We discussed with the childminder how having more regular opportunities for the assistants to reflect on practice may support the development of their knowledge and skills in relation to children's needs and experiences.

We found on the first visit that the assistants had been left with the responsibility for children's care. Whilst there was a named assistant identified for this purpose, on the first day of the inspection neither assistant was effectively nor consistently supporting children's needs. Children were not provided nurturing and supportive care. (See requirement one and three in Care and Support).

On the second visit, we saw an assistant supporting a child with a game offering praise and encouragement.

The child was enjoying this experience. However, throughout both inspection visits, there were missed opportunities to support and enhance children's experiences. We observed times where the assistants did not engage and respond to children in a meaningful way. For example, when sitting alongside a very young child there was limited communication from one assistant as they did not consistently respond to or mirror the child's verbal cues. Games being played as part of the Halloween celebrations were not suitable for the ages and stages of the children present. This resulted in children becoming disengaged, restless and unsettled. This suggested a lack of understanding about appropriate expectations of children based on their needs and developmental stage. Children would benefit from the assistants developing their understanding of child development to support their interactions and promote improved play and learning experiences. (See recommendation one).

To improve outcomes for children and enhance children's experiences the childminder should develop a system to monitor and support the assistants practice. (See recommendation two).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To improve children's experiences and interactions the childminder should provide the assistants with further learning and development opportunities. This is to support their skills, knowledge and understanding in relation to child development and to enhance their practice.

This is to ensure that care and support is consistent with Health and Social Care Standards which state, 3.14: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' and 4.11: 'I experience high quality care and support based on relevant evidence, guidance and best practice'.

2. To enable assistants to reflect on and improve their practice and to support positive outcomes for children, the childminder should develop an effective system for monitoring and supporting practice.

This is to ensure that care and support is consistent with Health and Social Care Standards which state, HSCS 3.14: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes'

Grade: 2 - weak

Quality of management and leadership

Findings from the inspection

Evidence gathered showed that the childminder frequently cared for more children than her conditions allowed. This compromised children's care and support because there were greater demands on the childminder and assistants due to the number of children and their varying needs. (See requirement one and three in care and

support). Following the inspection, the childminder took action and submitted a variation to the Care Inspectorate to request a change to the conditions of registration.

We discussed child protection with the assistant named to act as manager when the childminder is not present. We found they did not have a clear understanding of the procedure for managing and reporting child protection concerns in the absence of the childminder. To safeguard and protect children the childminder should review the child protection policy and develop effective procedures to be used when she is not present in the service. The assistant to be left in charge should have the knowledge, skills and confidence to effectively manage child protection concerns. This would include being aware of whom to contact to report any concerns or seek advice. (See recommendation one)

The childminder had developed questionnaires for parents and had received positive feedback about the service. This suggested she valued their views and was a way in which they could shape the service provided. Since the last inspection the childminder had developed a social media page that was updated on regular basis. Parents could provide comment on their children's experiences. This method supported parents to be included in their children's experiences at the service. The childminder had feedback/complaints slips available in the front hall should parents wish to provide feedback this way. The childminder should consider how she can use these comments when developing an effective improvement plan.

The childminder submitted a self-assessment to the Care Inspectorate as requested in April 2019. This highlighted aspects of improvement undertaken in the service for the previous year and some areas that the childminder wished to further develop. Since the last inspection, the childminder had also developed an improvement plan, which she submitted to the local authority. However, there was limited information in the plan that indicated how the childminding service would develop. To improve outcomes for children the childminder should develop an effective and meaningful improvement plan to address the concerns identified in this report. Children would benefit from the childminder developing the approach to self-evaluation and quality assurance, as this would build on the strengths within the childminding service whilst considering the aspects of improvement needed to ensure consistently positive outcomes for children. (See recommendation two).

The childminder had updated the complaints policy to include the Care Inspectorate phone number. However, it did not include the address or other ways to contact us. The policy also had links to other agencies that do not deal with complaints about registered services. This could cause confusion. We suggested the childminder amend the policy to ensure parents were clear on who they should contact to make complaints or raise concerns. (See recommendation three).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. Children should be safeguarded at all times. The childminder should review the child protection policy so that there are clear procedures in place for assistants to follow when the childminder is not present. The assistant named to act as manager should be supported to develop their knowledge, skills and confidence regarding child protection through appropriate training and learning opportunities.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state, 3.20 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding

of their responsibilities' and 4.27: 'I experience high quality care and support because people have the necessary information and resources'.

2. To support improved outcomes for children, the childminder, in consultation with staff, children and parents, should develop a robust improvement plan and implement effective quality assurance systems.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state, 4.19 'I benefit from a culture of continuous improvement with the organisation having robust and transparent quality assurance processes'.

3. To provide clarity and support parents to make a complaint should they wish to do so the childminder should include the Care Inspectorate's full details in the complaints policy. The childminder should review the policy so that it is clear to parents that it is the Care Inspectorate who can deal with complaints about registered services.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 4.20: 'I know how, and can be helped, to make a complaint or raise a concern about my care and support'.

Grade: 2 - weak

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

Personal plans should be put in place for each child. These should include observations and next steps in their learning, development, health and wellbeing. These should be reviewed with parents at least every six months.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 4 - Engaging with children, Standard 6 - Support and development.

This recommendation was made on 21 November 2017.

Action taken on previous recommendation

Children's personal plans did not include observations or next steps in their learning, development, health and wellbeing. There were gaps in the recording of information. Strategies of support were not detailed in personal plans. Personal plans had not been reviewed with parents within the six month periods. To support improvement in planning for children's care and support needs, we have made a requirement about this.

Recommendation 2

The childminder should put written risk assessments in place for regular outings, taking into account any potential hazards and steps to be taken to ensure the safety of the children.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 2 - A safe environment.

This recommendation was made on 21 November 2017.

Action taken on previous recommendation

The risk assessment provided detailed information about how the childminder would ensure children's safety on outings. The risk assessments took account of the potential hazards and identified how the childminder would manage these to minimise the risks for children. This recommendation has been met.

Recommendation 3

The childminder should arrange training on child protection for staff who have not already done this.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing, Standard 12 - Confidence in staff.

This recommendation was made on 21 November 2017.

Action taken on previous recommendation

Staff had completed child protection training since starting work in the service. However, we found that staff were not clear on how to deal with child protection concerns when the childminder was not present. We found staff did not know which agencies they should contact to report a child protection concern. We have made a recommendation about this.

Recommendation 4

The childminder should put in place an effective system for identifying staff development needs and training. This should be recorded and a copy given to staff.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 12 - Confidence in staff, Standard 13 - Improving the service and Standard 14 - Well-managed service.

This recommendation was made on 21 November 2017.

Action taken on previous recommendation

The childminder had completed appraisal reviews with staff that highlighted their strengths, training needs and areas for development. This recommendation had been met because staff had opportunities to identify training needs. However, we have made a recommendation about staff skills being developed further and one in relation to the childminder developing a system to support and monitor staff practice to improve children's experiences.

Recommendation 5

The childminder should consider further ways of involving parents and children in evaluating the service and providing feedback.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 6 - Support and development, Standard 14 - well-managed service.

This recommendation was made on 21 November 2017.

Action taken on previous recommendation

The childminder had developed questionnaires for parents and had received positive feedback about the service. Since the last inspection the childminder had developed a social media page that was updated on regular basis. Parents could provide comment on their children's experiences. The childminder had feedback/complaints slips available in the front hall should parents wish to provide feedback this way. However, we have made a further recommendation about parents and children being involved in the development of a robust and effective improvement plan.

Recommendation 6

The complaints policy should be reviewed and updated to include the name, address and contact details of the Care Inspectorate.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 14 - Well-managed service.

This recommendation was made on 21 November 2017.

Action taken on previous recommendation

The complaints policy included the Care Inspectorate phone number but did not include the other ways parents can make complaints or raise concerns to the Care Inspectorate. The policy also included the contact details of agencies who would not deal with complaints for registered service. We have made a further recommendation about the complaints policy.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
18 Oct 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
8 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
14 Mar 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
29 Apr 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
1 Oct 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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