

Jacaranda Nursery Day Care of Children

Evergreen Estate
Coalhall
Ayr
KA6 6PQ

Telephone: 01292 591700

Type of inspection:
Unannounced

Completed on:
14 September 2020

Service provided by:
Karen Riozzi trading as Jacaranda
Nursery

Service provider number:
SP2004006929

Service no:
CS2003040312

About the service

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

Jacaranda Nursery is located in the small village of Coalhall, in East Ayrshire. The accommodation used for the service comprises of three large playrooms, two smaller rooms for primary school aged children, a kitchen and a large secure outdoor area.

A full statement of the service's aims and objectives is available from the service. Statements include:

- "To provide a safe, stimulating, learning environment."
- "To respect and meet the needs of every child as an individual."
- "To promote learning through play with a range of experiences linked to the national curriculum."
- "To observe each individual child's development and to provide for future needs."

We wrote this report following an unannounced inspection visit which took place on Friday 4 September 2020. The inspection was as a result of concerns raised following an incident which took place on Wednesday 2 September 2020, where staff at Jacaranda Nursery accepted a child into the premises who was not registered to start at the service. The focus for this inspection was to look at areas of practice relating to the incident and to ensure that the service was COVID-19 secure. We used key question 5 to measure this and evidence was gathered using the following methods; site visits, virtual staff and management interviews and evidence was submitted remotely by the manager. We have reported under quality theme management and leadership due to our significant concerns relating to the management of the incident. Requirements made within the previous inspection report and improvement notice were not considered at this time.

We issued a serious concern letter on Friday 4 September 2020 requiring the provider to make immediate improvements in relation to children's safety and wellbeing and to the quality of care and support, staffing and management and leadership. We will work collaboratively with the provider to support improvements ensuring the best outcomes for children attending the service.

Due to the nature of our concerns a second visit was carried out by inspectors on Wednesday 16 September 2020 between 10am and 11.20am, to monitor that improvements were being made to address the requirements made in the letter of serious concern. We have included details of this monitoring visit in this report.

On 13 December 2019 an improvement notice was previously issued to the provider detailing the improvements required to be in place by 30 October 2020. Following our findings from recent visits on 4 September 2020 and 16 September 2020, a second improvement notice will be issued to the provider.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements.

Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

How to use the wellbeing indicators in Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

What people told us

We spoke with one parent/carer during our inspection who told us that they were happy with the overall care and support their child received.

Self assessment

The service had not been asked to complete a self assessment in advance of this inspection.

From this inspection we graded this service as:

Quality of care and support	1 - Unsatisfactory
Quality of environment	1 - Unsatisfactory
Quality of staffing	1 - Unsatisfactory
Quality of management and leadership	1 - Unsatisfactory

Quality of care and support

Findings from the inspection

Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19.

Children are nurtured and supported throughout their changed experience in their early learning and childcare setting.

Effective communication with families enables responsive care to support children through changing circumstances.

We found that the service was operating at an unsatisfactory standard. We identified major weaknesses in critical aspects of practice and management of the service which required immediate action to improve safety, experiences and outcomes for children.

We found that during a recent incident staff had failed to alert relevant agencies or to gather essential information including medical history, dietary requirements and emergency contact details which would enable the staff to meet children's safety and wellbeing needs.

Poor communication within the service, with relevant agencies and with parents meant that important information to safe guard children was not being shared. For example, children's personal plans sampled contained no information to inform staff how to support children's health and wellbeing during COVID-19.

We observed morning drop off routines and saw that very limited communication was taking place between staff and parents. On one occasion children approached the service unaccompanied by an adult. Staff should ensure that effective communication with parents is taking place when children arrive to ensure necessary information is shared to meet children's daily care needs. To ensure essential information is shared, to protect children and to meet children's care and support needs we required the provider to put arrangements in place for effective communication by 9 September 2020. This requirement was issued to the service within the serious concern letter dated 4 September 2020. When we visited the service again on 16 September 2020 to check that improvements had been made we found that limited progress had been made (Requirement 1).

We found that systems for recording staff rotas and children's registers were ineffective. We identified that children, staff and the manager were not consistently registered as being in the building on arrival. This meant that there was no accurate record of who had been providing care to children. To enable test and protect information to be gathered and to ensure emergency procedures can be effectively implemented if necessary, the manager must ensure that all staff and children are registered on arrival at the service and signed out of the premises on departure (Requirement 2).

Staff did not demonstrate an understanding of how to support children during COVID-19 and we saw that children were not supported to understand the need for the changes to their childcare experience. Staff had not introduced fun ways to support children with increased hand washing within their routine. This told us children were not encouraged to understand the importance of infection prevention and control practices which support children to feel safe and secure. We have made a requirement about this within the environment section of this report.

We have asked the manager to update Care Inspectorate's details on the complaints information which is displayed for parents. Complaints can be made at <https://www.careinspectorate.com>.

Requirements

Number of requirements: 2

1. By 30 October 2020, the provider must ensure children's needs are always consistently and safely met. The provider must ensure that staff understand and use communication systems effectively. In order to achieve this the provider must;

(a) Implement robust communication systems to ensure the manager and staff are recording and sharing essential information with each other, relevant agencies and parents, to enable staff to meet children's health, safety and wellbeing needs.

(b) Implement robust systems for arranging children's inductions to the service and ensure that staff know which children will attend the service each day. This will support staff to keep children safe.

(c) Ensure that children are safely escorted to an appropriate adult each morning and evening to ensure that communication is taking place between staff and parents. This will ensure that staff have up to date information to enable them to meet children's health and wellbeing and daily care needs.

This is in order to comply with Regulation 4 (1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with Health and Social Care Standards which state that: "My care and support is consistent and stable because people work together well" (HSCS 3.19).

2. By 30 October 2020, the provider must ensure that effective systems are in place to record all adults and children on the premises at all times. This will ensure emergency procedures can be effectively implemented if necessary. In order to achieve this the provider must;

(a) Ensure that the manager and staff complete registers for adults and children when they arrive and leave the service. This should include staff undertaking all duties away from the premises.

This is in order to comply with Regulation 4 (1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with Health and Social Care Standards which state that: "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event" (HSCS 4.14).

Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

Quality of environment

Findings from the inspection

Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff.

Children are protected as staff take all necessary precautions to prevent the spread of infection.

During COVID-19, the application of strict infection control procedures are important to keep people safe. We found that staff practice within the service was unsatisfactory and immediate improvements were required to maintain a safe environment.

Clear expectations were set around children remaining at home when unwell. In particular, the service worked with families to encourage the understanding of the guidance when isolating if a family member has symptoms. Test and protect information was displayed at both entrances to ensure parents had access to relevant information.

The manager told us that staff had received COVID-19 training, however, we found that staff were not applying what they had learned and as a result, there was an increased risk of infection spreading. In addition we identified that most staff were not familiar with current guidance for the safe reopening of early learning and childcare settings. We require the provider to ensure staff undertake a programme of training relating to COVID-19 infection prevention and control practices to enable staff to be up to date with current practice. This requirement was issued to the service within the serious concern letter dated 4 September 2020. When we visited on 16 September 2020 we found that limited progress had been made (Requirement 1).

During our inspection we identified potential risks to children and staff in relation to cross infection. For example we identified that children were not directed to wash their hands when appropriate, limited soap was available to staff and children within the playroom, hand washing facilities were not clearly labelled and although the recommended hand washing technique was displayed, staff were not adhering to this. We also informed the manager of a number of resources which would increase the risk of contamination and we have asked that these are removed immediately.

We observed opportunities for enhanced cleaning were missed. Although the service employed a member of staff to carry out cleaning tasks at the end of the day and cleaning schedules were in place to record playroom cleaning, the format did not allow staff to record what cleaning had been undertaken and schedules were not consistently completed. We were concerned that the cleaning regime was ineffective and did not promote safety in relation to COVID-19. The manager should further develop the cleaning schedules to ensure staff are recording what cleaning has taken place.

We saw that the premises were not appropriately ventilated for the duration of time children were present. We observed that the windows and doors were closed on inspectors arrival and wet laundry was placed over furniture in a playroom with no ventilation. The manager should ensure that all playrooms are appropriately ventilated for the duration of the day.

Requirements

Number of requirements: 1

1.
By 30 October 2020, the provider must ensure that children are cared for in safe and hygienic environment and sufficient measures are in place to protect children during the COVID-19 pandemic in line with current government guidance. In order to achieve this the provider must;
 - (a) Arrange a programme of training to support staff understand current infection prevention and control practices which should be implemented during COVID-19. This should include training relating to; hand washing, infection prevention and control and PPE usage.
 - (b) Monitor staff practice to ensure staff are implementing COVID-19 best practice guidance within the service.
 - (c) Carry out a detailed audit, reviewing infection control practice across the service to ensure compliance with Health Protection Scotland guidance 'Infection Prevention and Control in Childcare Settings (Day care and childminding settings)'.

This is in order to comply with Regulation 4(1)(d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210).

This is to ensure that the environment is consistent with Health and Social Care Standards which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their organisational codes" (HSCS 3.14) and "I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.22).

Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

Quality of staffing

Findings from the inspection

Quality indicator 5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19.

Throughout this inspection we saw that staffing arrangements were not responsive to the changing needs of children. We identified that staffing levels did not consistently allow staff to meet the needs of children and found that children were at risk as the result of insufficient adult supervision. We identified that during the incident that only one member of staff was alone on the premises with six children while other staff were undertaking duties outwith the premises. This told us that the service were operating outwith their conditions of registration and had the potential to endanger children (Requirement 1).

We found that staff were not consistently clear on their roles and responsibilities, for example not all children were welcomed and signed into the service on arrival, soap bottles were not refilled by staff and staff were not clear whose responsibility it was to support with lunch preparation. We have asked the manager to review staff responsibilities and to assign staff tasks to ensure that staff understand what is expected of them on a daily basis.

As the result of the concerns highlighted relating to the management and staff failing to take appropriate actions to safe guard children, Care Inspectorate will make appropriate referrals to Scottish Social Services Council (SSSC) for the staff involved in the incident.

Requirements

Number of requirements: 1

1. By 30 October 2020, The provider must ensure appropriate staffing levels are maintained at all times in accordance with the service conditions of registration.

This is in order to comply with Regulation 15 (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that the quality of staffing is consistent with the Health and Social Care Standards which state that: "My needs are met by the right number of people" (HSCS 3.15).

Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

Quality of management and leadership

Findings from the inspection

We found that the manager had failed to take appropriate and immediate action to keep children safe at all times. When staff raised a safeguarding concern with the manager, procedures were not followed and appropriate agencies were not contacted. Further training must be provided to ensure that the manager or any delegated responsible person is confident to make decisions and follow organisational procedures. We have made a requirement that in the absence of the manager, the provider must identify an appropriately skilled person with the ability to make decisions and perform the necessary tasks to safeguard children. This requirement was issued to the service within the serious concern letter dated 4 September 2020. When we visited the service again on 16 September 2020 to check that improvements had been made we found that limited progress had been made (Requirement 1).

During COVID-19 Care Inspectorate requested that the nursery manager submit staff rotas and children registers on a weekly basis to provide assurance that appropriate staffing levels were maintained. At the time of writing this report this information had not been provided by the manager.

As the result of the concerns highlighted relating to the manager failing to take appropriate actions to safeguard children, Care Inspectorate will make appropriate referrals to Scottish Social Services Council (SSSC) for the staff involved in the incident.

Requirements

Number of requirements: 1

1. By 30 October 2020, in the absence of the manager, the provider must identify an appropriately skilled person with the ability to make decisions and perform the necessary tasks to safeguard children. In order to achieve this the provider must;

- (a) Identify an appropriately skilled person to lead the service in the manager's absence.
- (b) Ensure a programme of training is in place to support the manager and identified person to develop their knowledge, skills and understanding of organisational procedures and national priorities enabling them to safeguard children.
- (c) Ensure that in the absence of the manager, details of the identified responsible person is shared with staff and parents.

This is in order to comply with Regulation 15(b)(i) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that the quality of management and leadership is consistent with the Health and Social Care Standards which state that: "I use a service and organisation that are well led and managed" (HSCS 4.23).

Recommendations

Number of recommendations: 0

Grade: 1 - unsatisfactory

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

Previous requirements

Requirement 1

The provider must ensure appropriate staffing levels are maintained throughout the day.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care services) Regulations 2011 SSI 2011/210 regulation 15 (a) staffing.

Timescale: For implementation on receipt of this letter.

This requirement was made on 7 November 2017.

Action taken on previous requirement

We sampled staff and children's attendance registers and found that appropriate staffing levels appeared to had been maintained. However during our monitoring visit on 10 December 2019 we found that one trainee staff member was responsible for the care of 13 children aged between three years and school aged children.

We will follow up on this requirement through our future scrutiny activity with the service.

Not met

Requirement 2

By Friday 31 January 2020, the provider must ensure children's health and welfare in relation to snacks and meals. In order to achieve this, you must ensure:

(a) there is enough food available to children at snack and mealtimes. Fresh drinking water is available for children to access independently;

(b) the snack menu reflects current best practice so that children are provided with varied, healthy and nutritious snack options: and

(c) All staff have knowledge and understanding of children's allergies, food preferences and dietary requirements. This information should be easily accessible within all food preparation and snack areas.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 regulation 4(1)(a) welfare of users.

This requirement was made on 27 November 2019.

Action taken on previous requirement

Met

Met - within timescales

Requirement 3

By Friday 28 February 2020, the provider must ensure children experience care and support where they are respected and valued at all times. Staff should consider their interactions with children to ensure they meet their emotional wellbeing. Children should at all times experience warmth, kindness and compassion from those providing care. Positive behaviour strategies should be adopted by staff.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations 2011 SSI 2011/210 regulation 4(1)(a) Welfare of users.

This requirement was made on 27 November 2019.

Action taken on previous requirement

We will follow up on this requirement through our future scrutiny activity with the service.

Not met

Requirement 4

By Friday 28 February 2020, the provider must ensure all staff understand the importance of high-quality interactions and actively engage with children in a way which supports individual development, respect, confidence and inclusion in the service. The manager must also ensure daily activities are planned, taking into account the needs and interests of all the children attending the service. Activities should offer breadth and challenge, encouraging curiosity and creativity to promote learning and continued enjoyment.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 regulation 4(1)(a) welfare of users.

This requirement was made on 27 November 2019.

Action taken on previous requirement

We will follow up on this requirement through our future scrutiny activity with the service.

Not met

Requirement 5

By Friday 28 February 2020, the provider must demonstrate to the Care Inspectorate that they have a system in place to ensure members of staff are recruited robustly in line with Care Inspectorate's guidance; Safer Recruitment Through Better Recruitment. This must outline procedures for current and future staff members. The service recruitment policy should also be reviewed in-line with this guidance.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care services) Regulations 2011 SSI 2011/210 regulation 9(1) Fitness of employees.

This requirement was made on 27 November 2019.

Action taken on previous requirement

We will follow up on this requirement through our future scrutiny activity with the service.

Not met

Requirement 6

By Friday 28 February 2020, the provider must demonstrate that members of staff employed in the provision of care have the qualifications, skills and experience that is necessary to meet the health, welfare, safety and developmental needs of all children.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 9(2)(b) Fitness of employees.

This requirement was made on 27 November 2019.

Action taken on previous requirement

We will follow up on this requirement through our future scrutiny activity with the service.

Not met

Requirement 7

By Friday 28 February 2020, in order to lead improvements, the provider must demonstrate to the Care Inspectorate that the manager has the skills, knowledge and expertise required to manage the service effectively. In order to achieve this you must:

- (a) ensure appropriate time is allocated to the manager to enable her to lead improvements within the service;
- (b) extend monitoring arrangements to ensure staff practice is monitored, reviewed and improved; and

(c) extend monitoring arrangements to ensure the quality of experiences and play resources available to children and to ensure children receive high quality play opportunities which enable them to develop key skills and achieve their potential.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for care services) Regulations 2011 SSI 2011/210 Regulation 7(2)(c) Fitness of managers.

This requirement was made on 27 November 2020.

Action taken on previous requirement

We will follow up on this requirement through our future scrutiny activity with the service.

Not met

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

Previous recommendations

Recommendation 1

The staff team should improve children's outdoor play and learning experiences.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 5 Quality of Experience.

This recommendation was made on 10 November 2017.

Action taken on previous recommendation

During our inspection we found children's opportunities for outdoor play and the quality of experiences outdoors were limited.

Therefore this recommendation is not met.

We will follow up on this recommendation through our future scrutiny activity with the service

Recommendation 2

The staff team should use training opportunities and the advice contained in national good practice documents to improve their practice and children's experiences.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 12 Confidence in Staff.

This recommendation was made on 10 November 2017.

Action taken on previous recommendation

We found staff were not aware of current best practice guidance or where to access this. Staff we spoke to were not aware of the Care Inspectorate's 'Hub' or SSSC learning zones for accessing current guidance or training opportunities.

This recommendation is not met.

We will follow up on this recommendation through our future scrutiny activity with the service

Recommendation 3

The management team should further develop the service's monitoring processes and ensure that they focus on improving outcomes for children using the service.

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

This recommendation was made on 10 November 2017.

Action taken on previous recommendation

We found limited evidence to suggest that the monitoring processes in place were improving outcomes for children attending this service.

This recommendation is not met.

We will follow up on this recommendation through our future scrutiny activity with the service.

Recommendation 4

The provider should demonstrate to the Care Inspectorate that personal plans have been improved for each child. These should be individual to the child, reflect their individual health, welfare and safety needs, be in place within 28 days of the child starting the service and reviewed at least once in every six month period.

This is to ensure care and support is consistent with Health and Social Care Standards which state that:

"My personal plan (sometimes referred to as care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

This recommendation was made on 27 November 2019.

Action taken on previous recommendation

We will follow up on this recommendation through our future scrutiny activity with the service

Recommendation 5

The provider should ensure children's health and safety in relation to medication. In order to achieve this, the provider should review best practice guidance; Management of Medication in Daycare of Children and Childminding Services' and ensure:

(a) that medication is stored safely, and staff can quickly locate the medication and appropriate consent and dosage instructions;

(b) all records are dated, and parental permission is in place. Medication is signed in and out, if parents take it away; and

(c) that effective quality assurance processes are in place and monitored by management to ensure the safe management of medication.

This is to ensure that care and support is consistent with Health and Social Care Standards which state that:

"Any treatment or intervention that I experience is safe and effective" (HSCS 1.24).

This recommendation was made on 27 November 2019.

Action taken on previous recommendation

We will follow up on this recommendation through our future scrutiny activity with the service

Recommendation 6

The manager should carry out a detailed audit reviewing infection control procedures across the service to ensure procedures in place comply with current best practice guidance; Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings). Staff training should be prioritised where required.

This is to ensure that the service complies with The Health and Social Care Standards, which state that:

"I experience high quality care and support based in relevant evidence, guidance and best practice" (HSCS 4.11).

This recommendation was made on 27 November 2019.

Action taken on previous recommendation

We will follow up on this recommendation through our future scrutiny activity with the service.

Recommendation 7

In order to provide appropriate time for the manager to lead service improvements, we recommend that consideration be made to staff deployment to allow the manager to be supernumerary for an initial period of eight weeks following publication of this report. This would allow the manager appropriate time to address the requirements made within this report.

This is to ensure that the service complies with the Health and Social Care Standards which state that:

"I use a service that is well led and managed" (HSCS 4.23).

This recommendation was made on 27 November 2019.

Action taken on previous recommendation

We will follow up on this recommendation through our future scrutiny activity with the service.

Complaints

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

Enforcement

Please see Care Inspectorate website (www.careinspectorate.com) for details of enforcement action taken against the service.

Inspection and grading history

Date	Type	Gradings
12 Dec 2019	Unannounced	Care and support 1 - Unsatisfactory Environment 1 - Unsatisfactory Staffing 1 - Unsatisfactory Management and leadership 1 - Unsatisfactory
3 Aug 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
7 Sep 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
30 Jun 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 2 - Weak
25 Jul 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership 4 - Good

Date	Type	Gradings	
2 Aug 2013	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
8 Feb 2013	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 4 - Good 3 - Adequate 3 - Adequate
17 Dec 2010	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
16 Feb 2010	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
14 Oct 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good

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