

Busy Bees at Dundee West Day Care of Children

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Type of inspection:
Unannounced

Completed on:
16 May 2022

Service provided by:
Busy Bees Nurseries (Scotland)
Limited

Service provider number:
SP2003002870

Service no:
CS2019372912

About the service

Busy Bees at Dundee West is part of Busy Bees Nurseries (Scotland) Ltd, a private limited company delivering early learning and childcare. The service is registered to provide a day care of children service to a maximum of 94 children at any one time aged from 5 months to not attending primary school of whom no more than 26 are under 2 years of age.

The nursery is situated close to Ninewells hospital in Dundee. There are six playrooms, organised to meet the needs of specific age groups, all with their own direct access into their designated outdoor play spaces. All rooms are at ground floor level, making the building accessible to all. There is a kitchen that prepares all snacks and meals for children.

The statement of aims and objectives includes:

To give every child the best start in life.

We take care of the children entrusted to us and our dedicated staff. All are appreciated and diversity is valued.

We maintain the highest standards in care and safety and provide exceptional early years education.

We provide exceptional service and are integral to supporting parents bringing up children.

This was a full unannounced inspection of the service. It was carried out by two inspectors from the Care Inspectorate on 10 May and 11 May 2022.

To prepare for the inspection we reviewed information about this service. This included previous registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. We provided inspection feedback to the management team and improvement officer from Dundee City Council on Monday 16 May 2022. To inform our evaluation we:

- spoke with children using the service and one parent;
- spoke with staff and managers;
- observed practice;
- reviewed documents; and
- considered email feedback from staff and parents.

What people told us

We observed children playing and engaging with their friends at the nursery. They had access to a range of resources and had very good opportunities to play outside. The children were settled and busy at play throughout our visits. We saw that children were enjoying their time at nursery; they were laughing and having fun with staff and other children.

We spoke to several children and they told us some of the things they liked to do at nursery, which included:

'playing outside'

'playing with my friends'

'seeing my friends'

'having fun'
 'playing with water'
 'playing with torches'
 'having snack'.

We asked the service to send our contact details to parents and share some questions which allowed us to capture parents and carers feedback. We received ten responses from parents via e-mail and spoke in person with one parent during our inspection visit. Parents expressed good levels of satisfaction with the service and told us their children enjoyed attending the nursery. Several parents commented that they would like more feedback from staff about their child's nursery day and their progress and development. Their comments included:

"My child is always welcomed with a smile and staff always ask how she is feeling. She will confidently go to all members of staff."

"My child will always talk about what she has been up to during her day at nursery. There is always a wide range of activities, messy play and outdoor play seem to be the favourite!"

"My child has difficulty eating, she is very fussy and used to become quite distressed at meal times but staff have taken the time to support and encourage her and always keep me updated on how she is doing. If she doesn't eat any of the food provided for lunches or snacks, staff always ensure that she gets toast or fruit so she's not going all day on an empty tummy."

"The nursery always seems clean and we are always updated on changes and guidelines during these changing times."

"I am thoroughly happy with Busy Bees Dundee West Nursery. All staff are so caring, welcoming and friendly and feel like such a family/team!"

"I'm always happy when he comes home a bit mucky and muddy as I know that he's spent a good deal of time outside which is what I like. He appears to have a good relationship with the staff and I do find them to be friendly and approachable; their bright morning welcomes make us both feel at ease during the morning drop offs."

"I would say that communication and feedback from the staff is a huge downfall, something I feel has certainly worsened since the start of the pandemic. We have been told to keep collection time short and sharp and that a lot of information will be on the app. However this information is very limited. The meals and snacks that are on offer do sound healthy & nutritious."

"I have received minimal information regarding my sons learning and development. Since the start of the year I have had six photos with a very short caption under them on the app and no further information. When asked at pick up about how his learning development is I've been told that it will all be on the app or that I will receive a report on the app, which I never have."

"I think that the nursery and the nursery girls are fab at making my son welcome at nursery, he enjoys going to nursery and it's never a battle to get him to go in the mornings. He always seems very happy when I collect him too and says that he's had a good day."

"Communication could be improved on, more information on what my son does from day to day. How is he doing following the curriculum of excellence? Is there anything that they note where we could work on as

parents."

"The info on the app is a bit erratic, nothing for ages and then lots of stuff at once, more regular updates would be appreciated."

"She very much likes the staff in her room. Staff in her room are always friendly and approachable."

"Staff are always friendly. My son talks happily about the staff."

"It has been different getting used to and getting most of the handover via an app rather than in person. I miss being in the playrooms and seeing my son playing with his peers but understand why this is safer for everyone."

"I am very happy with the nursery."

"My son is very happy and content at nursery. He is always excited to go to nursery in the mornings and always seems to have had lots of fun when being collected."

"Am very happy with level of information that we are given about our children. The children's developmental sheets for interests/overall development (Shannari Wheel) are very detailed and unique to each individual child. They know my son very well and meet his individual needs very well. The Parent Zone app has been amazing it's been really good, being able to see what he has eaten, slept etc and getting regular observations/snapshots of my son's nursery experiences has been lovely. Being able to comment on them and put up our own experiences at home too has been a wonderful link between nursery and home."

"Think the nursery has a very friendly ethos in which the environment is stimulating and engaging. They also have a very supportive staff team, who know my son very well. I also feel that they provide wonderful care for the children and always treat myself and my child with respect. I feel that the nursery truly have the kids' best interests at heart, making the environment as child centred as possible, by providing lots of activities/experiences to enhance, engage and challenge my son's learning and development."

"I would like to be able to see the room in which my son is going to be based (he is due to move rooms soon) and meet all of the staff in my son's room as I have been unable to do so yet due to Covid restrictions."

"I feel that this is an amazing nursery, one which I am very proud for my son to be a part of. I looked into a lot of nurseries when looking for one for my son and this one was the best as it offered us the best overall experience and opportunities for my son. The environment is warm and inviting and the rooms look amazing both indoor and outdoor. The staff have been amazing throughout this pandemic and have been very supportive with my anxiety throughout from the very start. The staff take the time to listen to you and take on board any comments or suggestions. As a parent I feel very valued. I also know that my son is very well cared for, respected, fully supported, encouraged and has lots of positive reinforcement, experiences and opportunities."

"I have also recommended this nursery to several of my friends due to the high quality care in which we have received."

"Plenty of variety with outdoor and indoor activities."

"Staff seem to genuinely care about the children, keep us well up to date. Only improvements would be more access now that restrictions have eased substantially everywhere else."

"It's a fun place and it's great that they spend so much time outside even though they are filthy at the end of the day."

"A little more feedback on the app would be great."

"I think the meals and snack provided are amazing and very nutritional. The variety in the menu is lovely and I like how he is getting a wide variety of different foods at nursery that he doesn't necessarily have at home."

"I feel the nursery has been very safe and clean during this pandemic and they have taken every possible precaution to keep both ourselves and themselves safe. This has not in any way affected the quality of care that we have received in collections/drops offs."

"There has been several manager changes over the course of three years which is a bit concerning."

"I would like my child to have the opportunity to go on outings in the community. She has attended the nursery since she was 10 months old. She is now 3.5 years and I don't know of any outing as yet."

"My child attended the nursery throughout the pandemic. We were always made aware of changes to routines. I am hoping that we can start to get access back into the nursery soon as we're unfamiliar with her daily environment. "

"Information at handovers is limited. Information is supposed to be shared on the app but rarely gets uploaded. I did however receive a very detailed learning journey a few weeks ago which was amazing to read. I would like a bit more information daily, i.e. what she had to eat either via the app or through communication at handover."

Self assessment

The service had not been asked to submit a self-assessment document as part of this inspection. We viewed the service's improvement plan and quality assurance processes during this inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

There was a settled and welcoming atmosphere throughout the nursery. We saw children arrive happily and settle quickly with staff and at play. Parents told us that they were made welcome and that their children were happy to attend nursery.

Children received warm and nurturing care and support and had formed good relationships with staff. We saw children being cuddled and comforted, helping them to feel valued and secure in the setting; children of all ages had formed good attachments with staff. Staff supported children at play and were accessible to them, children approached staff confidently for help and attention. All children had opportunities to play independently, with some staff skilled in observing children and recognising when to effectively intervene to support children in their play. For example, one baby who always liked to be very close to an adult, explored independently and was content at play for several minutes before turning to seek the reassurance of the staff member. She greeted him with a smile and praised him. This gave him the comfort he needed, enabling him to continue to play alone for a little longer. He was gradually building his confidence with the security of the attachment he had with his main carer.

Children were leading their own play and following their own interests. We observed fun and interesting conversations between staff and older children, who listened to children's ideas and supported them to develop their ideas for play. This included some effective use of open-ended questioning and encouraging children to explore and experiment. For example, one child asked what colour the paint would be by mixing two colours, the staff member suggested that the child mix the paints to find out. This created an opportunity for further discussion about colours and how different shades could be created.

Whilst some staff supported children's learning very well, at other times we noted missed learning opportunities. For example, one child babbling, pointing, and becoming animated when outside watching a large vehicle driving past. This went unnoticed by staff who did not engage with him during this short period of his excitement.

Staff in all rooms knew children well and could talk confidently about individual needs, preferences, stage of development and progress. Some staff spoke very fondly about the children in their care and were very respectful of children and their families. One staff member spoke about the strong attachments she made with children and how nice it was to see them progressing through the nursery. Children's self-esteem and confidence were well supported through staff praise and encouragement.

A range of information had been gathered to inform children's care needs and we saw that this was regularly updated. This included personal plans and developmental checklists. There was consistency to the information sought through the use of Busy Bees templates. Staff used an online recording tool that shared key information with parents about their child's nursery experiences, daily routine and developmental progress. Parents told us that they liked this form of communication, found it easy to access and gave them valuable insight into their children's nursery experiences. However, parents that responded to us told us that they would like to see more regular information being shared through this link as there were often gaps when they did not feel they had sufficient information about their child's progress.

We saw that the youngest babies had flexible child led routines, for example one child had a short sleep before lunchtime. This was less evident for older babies aged 1-2 years, who mostly slept at the same time after lunch, some of whom may have benefitted from more time to play as clearly they were not tired. Others appeared to be over tired and a couple of the toddlers were tearful. Some children were comforted

and cuddled as they settled to sleep, but staff could not support all children individually whilst trying to settle most of the group at the same time. A more flexible, needs led approach would enable staff to offer more individualised care in a calmer atmosphere. There were sufficient staff present and further review of staff deployment and organisation of routines is needed to improve this aspect of the children's day.

Lunchtimes were observed in some rooms during the inspection. Some mealtimes were seen to be relaxed and positive experiences for children. Children were mostly supported to be independent and offered help when needed. The younger babies all enjoyed some finger food and were well supported by the staff member. However, self-help could be extended for some children. Most children ate well at lunchtime, enjoying a pasta dish followed by fresh fruit. Substantial snacks were also provided. Menus included healthy options, with fruit and vegetables included at all meals. The cook catered for a range of allergies and dietary requirements. Both rooms for 1-2-year-old children were brought together for lunch on the first day of inspection. Although there were only eleven children it became noisy and unsettled at times, as some children were getting tired, irritable and tearful. The manager reported that lunch was not usually organised in this way and that children usually had their lunch in their own rooms in smaller groups. She agreed that this would be monitored to ensure that mealtimes were always calm and relaxed experiences for children.

Children were seen to be building friendships and enjoying the company of other children, they were learning social skills like sharing and considering the needs of others. Children played very co-operatively with others and were respectful of each other and the environment.

Children of all ages had very good opportunities to play outside throughout the day. Outdoor play was safely supervised whilst allowing children of all ages to play freely, make choices and explore the outdoors. The youngest babies enjoyed playing on the covered veranda where a range of rugs and mats provided a safe and comfortable space for them to play in the fresh air.

There was a responsive approach to planning to support children's learning and development. We saw that this took account of children's interests and stages of development, with some evaluation taking place. Children's ideas and interests were captured through planning, mind mapping and floor books. Children could have more ownership of the floor books, taking more responsibility for capturing their learning and ideas.

The manager and other senior staff were the designated child protection officers and had completed appropriate training to prepare them for this role. All staff who were asked were able to demonstrate a good understanding of child protection issues and their responsibilities to protect children.

There were appropriate systems in place for the administration of medication and the recording of accidents.

Outcomes for children were good, they were seen to be happy, secure and making good progress. We observed some very positive staff interactions with children but at other times there were missed opportunities for learning and children could have been better supported. Service development should further embed consistency to the quality of children's experiences to further enhance outcomes for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The nursery had undergone significant refurbishment and was very well maintained. There were neutral calming decors and furniture, helping to create a relaxing and comfortable space for children. Rooms were spacious, uncluttered and organised and furnished to meet the needs of specific age groups. All rooms had ample natural light, having large windows and doors to the outside play spaces. Doors were mostly left open, enabling children to access the outdoors freely. Windows were also open throughout the nursery, ensuring good ventilation that helped to maintain a safe environment for children and staff.

The nursery layout was conducive to good transitions as children could see other groups playing outside, so other children and staff became familiar to them. We saw staff waving and talking to children in other groups, helping to make all children feel valued and included.

All children had very good opportunities to play outside in the fresh air, which was beneficial for their health, development, and emotional wellbeing. It also reduced the risk of spread of infection and virus. Outdoor areas were spacious and enclosed with all age groups having their own designated play space to ensure they could play safely in age-appropriate environments. There were varied play surfaces including lawn and slabbed areas. All gardens had hills and inclines supporting children to take risks, develop physical skills and confidence on uneven ground. Outdoor areas had trees, shrubbery and some areas for growing and planting, providing opportunities for children to engage with nature. For example, blossom had blown from the large cherry tree and had created a carpet of pink blossom in one garden. The children enjoyed walking through and touching the blossom; one staff member lifted a child to touch and smell the blossom on the tree. Other staff did not fully explore this opportunity for learning and fun for children in the short time that the blossom would be lying.

There were a range of open-ended and natural materials, which supported children to use their imaginations, to explore and investigate. Children had opportunities to use wheeled toys and to climb and balance. Staff needed to be mindful to ensure that resources were always available to support play. As we noted there were insufficient resources for a group to dig together and one area for older children had easels but no materials for them to draw, write and mark make outside. Staff should continue developing outdoor opportunities to ensure there is always sufficient challenge for older children, including extending opportunities to promote numeracy and literacy.

Very good infection control practice was observed. An observed nappy change demonstrated best practice was followed, with hygienic practice and nurturing engagement. We observed good hand washing throughout the nursery. Children of all ages had child level sinks in their rooms and washed hands before eating and on returning from outside play, helping to keep them safe and well and supporting them to establish good hand hygiene habits.

Visual and recorded risk assessments were in place to ensure all risks and hazards were identified, reviewed, and updated as needed. We saw that children were appropriately supervised, and their safety considered when playing both inside and outside. For example, children reminded of safe behaviours, staff moving to support children where they wished to play.

All children had access to spacious indoor spaces which allowed them to move around freely and make choices in their play. Rooms were comfortable, with rugs and blinds. There were comfortable areas to sit and rest, including sofas where we saw children relaxing and reading books together. There were displays and play materials of interest to children. One display was 'What we know about Covid' showing how staff had worked with children to develop their understanding of Covid-19 and how they could keep themselves and others safe. Room layouts allowed for children to engage in a range of activity without disturbing others.

There were age-appropriate resources available for children to freely choose from in easily accessible storage. We observed natural resources and loose parts materials available for children to use creatively, both indoors and outside. Books were appropriately displayed and well used in all rooms. Children enjoyed playing with torches and magnifying glasses in one room, being well supported by staff in their topic of 'light and dark'.

Staff should continue to be mindful to providing resources and equipment that support children to be independent and self-sufficient. For example, large jugs used for very young children sitting to make gloop and at mealtimes, which were difficult for some children to lift and control. A simple change to smaller jugs would enable children to be more independent and to have a greater sense of achievement.

Toilets and nappy change areas were easily accessible in all rooms and seen to be in a clean and well-maintained condition, dignity and privacy were respected.

Further development of the nursery environment should consider removing the harsh strip lighting and replacing with softer lighting that can be adjusted.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Several new staff had joined the team and were still settling into their new roles. All staff held a recognised childcare qualification. There were varying levels of experience within the team, with some strong mentors modelling good practice and supporting less experienced staff.

Staff interactions with children were mostly seen to be warm, nurturing, and responsive. Some staff had a naturally responsive rapport with children. For example, the youngest babies enjoyed close physical contact with their main carer, who was warm and engaging. Children crawled to her for a cuddle and at one time she had all three babies sitting on her lap. She smiled at the children, laughed with them and noticed and praised their achievements. Another staff member engaged enthusiastically in older children's imaginative play as they all had 'changed into mermaids'. This generated much fun and laughter, but also learning as they talked about how they could walk, swim, and move with a mermaid's tail. Another staff member was seen to be highly nurturing and responsive with younger children. She supported their play very well, responded to cues from children and used language effectively to support their learning and language development. This level of engagement led to very good outcomes for these children, who were happy, active and learning through skilled staff engagement. However, at other times some staff engagement lacked enthusiasm and was not always fully responsive to children's needs. For example, some staff did not encourage conversation and use sufficient language with children during an observed fifteen minute period, with some lost learning opportunities, particularly in supporting language development. Staff practice should develop to ensure a consistency to the quality of children's experiences (see recommendation 1).

Staff to child ratios were met during inspection visits, ensuring that children were safe and well supervised.

There was clear leadership in most rooms with room managers having a good overview of their room. They guided staff to ensure that the rooms were well organised and that children's needs were supported.

We found that there were robust staff recruitment procedures in place that ensured that all staff were appropriately vetted prior to starting work at the nursery. All staff were registered with the SSSC (Scottish Social Services Council) as required.

Staff had completed a range of core training, much through the on line Busy Bees training programme. Staff told us that they found the online training flexible and easy to access in their own time.

The staff group were currently looking at the service's policies and procedures to develop their knowledge of the guidance that underpinned their work and informed how the service operated. They were also looking at key parts of relevant early years guidance, including Realising the ambition to further embed key principles into daily practice. Staff should continue to develop their understanding of all key early year's documents including the new Quality framework for daycare of children, childminding and school-aged childcare to inform and develop practice (see recommendation 1).

Staff had opportunities to discuss their work through a range of room and whole team meetings and through the appraisal system. This also helped to identify any training and support needs.

Staff demonstrated a good understanding of additional areas of responsibility in relation to Scottish Government guidance in relation to Covid-19. They had read guidance and undertaken training to enhance their knowledge in this area. We observed good practice in this area.

Staff participated positively in the inspection process. All staff told us during our visits that they liked working at the nursery, were happy in their roles and felt well supported. We received four email responses from staff who were asked by the Care Inspectorate to share their views, their comments included:

"I really enjoy working here."

"The children are well loved and looked after. Staff, child and parent relationships are really strong."

"Management is good at sharing information that we need to know."

"We have meetings where our opinions and ideas are shared with management."

"We have access to a range of different courses on the VLA and we regularly get courses given to us that need to be completed. I feel my training needs are being met. I can also do different courses in my spare time."

"I feel management is very supportive and quick to act if I have a concern or question."

"I thoroughly enjoy working at Busy Bees, especially compared to past childcare settings I have worked at. The environment is so positive, I enjoy coming to work and I feel so supported."

"If I ever have any issues I do know I can go to any manager. I feel so comfortable with them all. They all give so much praise which helps my confidence grow and thrive in my position, but they also know how to help me improve and can tell me if I make a mistake without making me feel down or low. "

"In the occasion that I work in a different room, all staff make me feel so comfortable as well as helping me to understand their daily routines. I feel 100% confident working with all the different staff members throughout the nursery. "

"I am genuinely happy in my position and with everyone around me at the workplace, the management are more than I could ever ask for, it feels amazing having people who genuinely care about you and not just wanting you working for them. I never thought my passion for babies and young children would be matched but every person at Busy Bees does love what they do and they all have the best interest for the children at heart. I thoroughly enjoy going into the setting every day, it doesn't feel like anything other than enjoyment and passion."

This was a new and developing team. Management had identified the need for staff development as a key priority for their current improvement plan, recognising the need to develop consistency to practice and to extend staff knowledge of key early years frameworks.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Staff practice and effective training should develop to ensure a consistency to the quality of children's experiences. Staff should develop a greater understanding of key early years frameworks and embed into their daily practice to support children to thrive.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'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.' (HSCS 3.14)

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The Centre has had consistency with the same manager since 1998. The management team has been enhanced by the appointment of an additional manager, who had been in post for eleven weeks at the time of this inspection. This new management team had quickly established a positive working relationship; together with the room managers they were developing a shared vision for the nursery's future. Managers were approachable and had 'an open door' approach for staff and parents. Staff told us that they felt well supported and always had someone to go to for help. Managers were cheerful and professional, they communicated effectively with staff, children and parents. All parents and staff who shared feedback had confidence in the managers and felt they were approachable and accessible.

There was an improvement plan in place identifying priority improvements to support the development of the service; current priorities included staff development and developing links with parents. A quality assurance calendar was in place that supported the monitoring and auditing of the service. This was supported by the routine informal monitoring, with senior staff working alongside staff in rooms. This allowed for staff to receive feedback and guidance and to benefit from senior staff modelling good practice. The company's regional manager also carried out audits of the service to inform areas for improvement. The service benefitted from ongoing support and training provided by the Busy Bee's organisation and the ongoing support from key staff at Dundee City Council. Monitoring and quality assurance systems should continue to evolve to support staff development and further enhance outcomes for children (see recommendation 1).

The service should continue to use self-evaluation to inform the nursery's work and guide improvement. All staff should develop their understanding and confidence in using 'How good is our early learning and childcare?', the 'Quality framework for daycare of children, childminding and school-aged childcare' and other relevant tools to help develop the service and embed consistency to the quality of children's experiences (see recommendation 1).

A wealth of policies and procedures which underpinned practice were in place and regularly reviewed to ensure they remained relevant to the service and followed current best practice guidance.

The service had established positive relationships with parents, whilst recognising the challenges of maintaining parental contact during the pandemic. We spoke to one parent during the inspection who expressed very high levels of satisfaction with the service. She felt both her and her child were made very welcome and had very good relationships with all staff. Her child was always keen to come to nursery and had made good friendships. She was happy with communication and information sharing about the nursery and her child's progress. She expressed particular praise for the professionalism of the manager, who had been a constant throughout her child's time at nursery and had always been available to her.

We received ten responses from e-mail contact with parents, most expressed good levels of satisfaction with the service and were happy with the quality of the care their child received. Several commented that communication about their children's progress and nursery experiences could be improved. These comments were anonymised and shared with the service for their attention and to inform improvement.

The service now needed a settled period with consistent management and staffing. This would enable the management team to focus on staff development, to drive forward improvement and embed consistent quality standards throughout the nursery.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Formal systematic monitoring should be extended to continue to help identify areas for development and improvement. The service would also benefit from making greater use of self-evaluation to support improvement.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

Grade: 4 - good

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

There are no outstanding recommendations.

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

This service does not have any prior inspection history or grades.

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