

# Care service inspection report

## Green Tree Nursery

### Day Care of Children

Smithton Hall  
Sinclair Terrace  
Smithton  
Inverness  
IV2 7NP

Inspected by: Joyce Bowler

Type of inspection: Unannounced

Inspection completed on: 24 June 2013



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### Service provided by:

Collinson, Teresa

### Service provider number:

SP2011982916

### Care service number:

CS2011301682

### Contact details for the inspector who inspected this service:

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment	5	Very Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

### What the service does well

The service provides a very friendly and welcoming daycare with an emphasis on children learning through play.

The staff team create a family environment where children's needs come first. Staff deployment is good and supports children's learning well.

The health and safety of children is given high priority and measures in place protect them effectively.

### What the service could do better

We saw that some areas for improvement had been identified by the service in its self assessment and evaluation forms. These related to maintaining and using the systems for planning, assessment and quality assurance that were underway but not yet fully established.

### What the service has done since the last inspection

Since the last inspection the service has developed their participation strategy with parents and carers, made improvements to health and safety procedures, introduced staff appraisal and formal self evaluation systems and taken steps to move from an over-emphasis on adult led to child focused play activities. Details of these are included in the main body of the report.

## **Conclusion**

The service provides a welcoming environment where children and their families are valued and included.

Very good progress has been made overall since the first inspection and the service should now continue to establish fully the systems it uses for planning, assessing and evaluation.

## **Who did this inspection**

Joyce Bowler

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

This service registered with the Care Inspectorate on 28 December 2011.

Requirements and recommendations.

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Green Tree Nursery is registered as day care for a maximum of 36 children aged from birth to not yet attending primary school, of whom no more than 20 are under three and ten are under one year. The service operates from Monday to Friday from the Smithton and Culloden Community Hall (The Green Hall) in Inverness. Children have access to a large community hall with toilet and kitchen facilities and an enclosed outside space.

The written aims of the nursery are listed in the parent's information, displayed in the foyer and on it's website as follows:

- to provide a safe, stimulating, caring environment in which children can develop and learn through play
- to promote the development of independence, confidence and self esteem by providing a positive and engaging environment at all times
- to deliver a pre-school educational programme, in line with the national curriculum
- to work in partnership with parents, local schools and local community organisations
- to promote positive behaviour at all times by encouraging children to respect others and their surrounding environment
- to provide on-going progress reports and to be available to discuss any issues or concerns parents may have
- to promote healthy lifestyle, in particular enjoying the outdoors and healthy eating
- to participate in self-evaluation and to access continual professional training for all staff.

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

**Quality of Care and Support - Grade 4 - Good**

**Quality of Environment - Grade 5 - Very Good**

**Quality of Staffing - Grade 4 - Good**

**Quality of Management and Leadership - Grade 4 - Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

This report was written following an unannounced inspection by Joyce Bowler, care inspector, that took place on Monday 24 June 2013 between 09:50 and 15:15. Feedback was provided on the same day.

As requested the service sent us an Annual Return and self assessment before the inspection. We also issued 15 Care Standards Questionnaires (CSQs) to parents and carers and we received eight completed prior to the writing this report.

During this inspection we gathered evidence from various sources and took these into account on making a judgement for each grade.

These included:

- the aims of the service
- registration and insurance certificates
- all written policies and procedures, including Child Protection
- information taken from the self assessment and annual return forms
- staff qualifications, registration with professional bodies and training records
- information provided to parents before and after they enrol their child with the service
- the emergency procedures
- accident, incident and medication records
- attendance records and parents signing in and out sheets
- risk assessments
- daily diaries and assessment records for each age group
- floor books and mind map materials
- parents' feedback sheets
- quality assurance systems
- an examination of the environment and equipment
- observations of the service in action including snack and lunch times.

### **Grading the service against quality themes and statements**

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

## What the service has done to meet any requirements we made at our last inspection

### The requirement

#### Requirement 1

The provider must ensure that the administration of medication follows the written policy. Parents must give written permission before each administration and countersign all records.

All medication must be stored appropriately to safeguard 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 4(1) (a) Welfare of users.**

**Timescale: within immediate effect on receipt of this report.**

### What the service did to meet the requirement

The service returned an action plan which was satisfactory and addressed this requirement.

They reported that medication bottles that were given "Just in case" were sent home immediately. All medication records were checked and updated. Additional forms were kept in back of 'Signing In Folder' to give easier access for parents/carers to complete if they are in a hurry at drop off time.

Medication was moved to be stored in the locked cabinet in the Nursery office.

**The requirement is:** Met

## The requirement

### Requirement 2

The provider must keep personal plans for each child which set out how their health, welfare and safety needs will be met. These plans must be reviewed at least once in every six month period.

**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 5(1) Personal Plans**

**Timescale: within three months of receipt of this report.**

### What the service did to meet the requirement

The service reported that by using the formal feedback received from polling parents/ carers, the "All About Me" project and staff observations, that they were in the process of compiling personal plans for each child.

They stated that:

"The "All About Me" project will provide us with in depth information about the individual child's preferences and routines at home, and give parents in depth information about the child's time at Nursery. This will allow a two way communication and a foundation on which to develop both our Children's Profiles and our day to day planning.

We have also been in contact with the Early Years Education Department at Clachnaharry to apply for Preschool funding and have requested a copy of the new Preschool Profiles which we will adapt and use for all of our children".

**Action taken was seen to have made improvements to the service and the requirement was met.**

The service gave us an appropriate action plan on 30 August 2012 and we used this to inform the outcome of the next inspection.

**The requirement is:** Met

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

Recommendations relating to fire safety and baby sleep provision have been addressed satisfactorily by the service.

### **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

### **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes that were planned. The provider told us how the people who used the care service had taken part in the self-assessment process.

### **Taking the views of people using the care service into account**

There was a maximum of 20 children present during the inspection with numbers fluctuating over the course of the day. Children at Green Tree Nursery were divided into groups according to age. Staff had made changes to the environment that helped children to choose and enjoy free play in a more child friendly lay out.

All the children present during inspection appeared happy, busy and having fun at the nursery. Many were too young to express their feelings but lots of smiles and singing were evident. Children appeared to have bonded well with staff who catered well for those with additional or special needs.

### Taking carers' views into account

We received eight questionnaires from parents who used the service. All of them agreed that they were happy overall with the service.

One parent did not agree that her child received an individual education and support programme or that staff regularly assessed the child's learning and development. Two parents were unsure whether the service maintained written information securely or whether information was kept as confidential.

We discussed this with the manager and looked at the information provided to parents when their child was enrolled. This included clear statements on confidentiality and that records were kept in secure locked cabinets. The manager agreed to address this by reminding parents of the service policies and procedures.

Five parents wrote positive comments in their questionnaires, and these included:

"My children are more outgoing and confident since they attend this daycare. More respectful and polite. Staff very helpful and caring"

"My daughter only attends nursery for a couple of sessions a week, but she has settled in really well and truly enjoys her time there. I have always found the staff friendly, helpful and welcoming".

"My daughter gets excited every morning about going to nursery, which speaks volumes to me. Not only can the staff interact with the children they are also excellent at communicating with parents/carers. A wonderful environment for my daughter".

"Absolutely delighted with this nursery - the staff and the flexibility they provide regarding swapping of days and adding days when required. My child loves going to nursery. A huge bonus for a working mum".

"The Green Tree Nursery is a great place to put my wee girl. She is so happy and loves going there, she has come on leaps and bounds thanks to the wonderful staff there. Can't fault the nursery, we are both happy with our daughter there. Such a difference from our last child care, no comparison at all".

We spoke with parents who had forgotten to return their questionnaires but who were completely satisfied with the service and happy with the information provided about what their child did at nursery.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 4 - Good

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

We saw that the service had worked hard to involve parents, carers and children in contributing their ideas and comments to improve the quality of care and support provided.

Improvements were evident as they issued feedback sheets for parents to complete and return. These asked parents to comment on things that had gone well and could be repeated and things that could be improved.

The service had acted on the comments returned, for example, they re-assured parents who were worried they missed the breakfast session by reminding them it would be on until 08.30 each morning. They included suggested activities such as baking.

These actions were included in the latest newsletter issued to parents.

Other improvements were evident as the service:

- held a parents' evening when staff shared written progress reports with parents and carers.
- gave parents daily opportunities to use the suggestions box
- held mind-mapping exercises with children about what they liked or thought they could find out about and recorded these in floor books. These were used to inform planning of topics such as the recent pirate interest.
- asked children for their views and ideas during circle time
- provided parents and carers with good quality information about the service, their children's progress and activities in written form and verbally at drop off and collection time.
- were using a new folder system which showed that staff collated vital information from parents and used it to provide appropriate care for each child.

## Areas for improvement

We saw that the service had a low number of returned feedback forms and a low attendance at the parents evening. The service was aware that they should continue to promote these as useful opportunities for parents to have their say and be involved.

We saw that mind mapping with children had not been fully established as a regular activity. The staff and manager were aware of the value of this exercise to gather children's views, ideas and comments. They should continue to extend the use of this method in order to help them to identify children's actual interests for planned topics.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We ensure that service users' health and wellbeing needs are met.

### Service strengths

We saw that the service had effective provision to ensure that children's health and wellbeing was met well.

This was evident as they:

- created a lovely, welcoming environment which was well equipped for all age groups attending
- had changed the focus of the nursery routines to be more child led and less adult directed by giving children better opportunities for self selection
- maintained useful routines to help children learn as they played and be part of a happy group, for example, at meal times and when going out for a walk
- recorded all accidents, incidents and administration of medication in accordance with legislation and best practice and shared these with parents
- followed good infection control procedures when preparing food and snacks, changing nappies and keeping toys clean
- helped children to learn about their own health and wellbeing by learning why it was important to wash their hands, clean their teeth and eat well. Children knew that the pedal bin was to be used to keep their hands clean.
- provided snack menus in line with guidance for children's health and included a good balance of fruit, vegetables, carbohydrates, protein and drinks to nourish growing bodies.
- enabled children to grow in self awareness and confidence by helping to prepare snacks, put on their own shoes and coats, go to the toilet on their own and make progress in toilet training, brush their teeth and choose from accessible resources and activities.
- developed children's personal plans and provided parents with either daily diaries or 'Learning Journals' to show what and how children were developing and progressing.
- provided improved sleeping arrangements in consultation with parents which ensured children were checked regularly and were able to rest in comfort and security.

### **Areas for improvement**

We saw that some topics for activities did not come directly from the children's actual interests, for example, Easter. While it is worthwhile to include themes which staff identify as relevant such as the seasons and cultural events these should be identified as such. The actual interests of the children should also be recorded and expanded through discussion and mind mapping to produce worthwhile plans. The service had expanded the 'pirate' interest in this way and this should serve as an example for their future work.

They were aware of the need to maintain children's 'Learning Journey Folders'. They should develop these by making regular use of their written observations and photos to help children progress along the stepping stones to achieve their goals.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

### Service strengths

We saw that the manager and her team were aware of the importance of consulting with parents, carers and children on the quality of the environment.

We saw that they took action where possible even though they were operating from a community building and therefore major changes were beyond their control.

For example:

- they took parents' comments into account and worked with the hall provider to make changes to the front door to improve security.
- they had created an inviting and colourful entrance to the areas used by the nursery and they displayed children's art work even though they have to take it all down and pack away all equipment on a daily basis
- children have a say in what they want to play with each day. The manager reported that this led to a large pirate ship and space rocket made from cardboard being present in the nursery for a number of weeks at their request.

Further evidence for the grade awarded in this statement is included in Quality Theme 1, statement 1.

### Areas for improvement

The areas for improvement for this statement have been identified in Quality Theme 1, statement 1.

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**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 2

We make sure that the environment is safe and service users are protected.

### Service strengths

We saw that the service ensured that the environment was safe and both children and staff were protected.

This was evident as they:

- followed good security procedures at the door and ensured children could not leave the premises unnoticed and intruders could not enter without staff knowing. An alarm was fitted to the main entrance door in addition to the door bell.
- ensured that parents signed children in and out and knew to inform staff if a different person was to collect their child.
- ensured that the building was safe before use by carrying out daily risk assessments. They had sole use of the building in the day but had to ensure that other users in the evenings and weekends had not left potential hazards for children.
- checked the garden before use and removed any rubbish or unsafe materials.
- stored all medication appropriately. It was labelled for each child and was within use-by date.
- maintained a cleaning rota which also acted as an inventory of resources the service had.
- carried out daily checks and cleaning when they got equipment out from under the stage and the store cupboard and when they packed it away.
- ensured children were using the right sized equipment for safety, including high chairs, chairs and tables, buggies, potties and changing mats. These were seen to be clean and in good order.
- were aware of the need to remain vigilant when babies and toddlers were sharing the space with pre-school children and ensure they could not choke on small toys, for example they used mobile screens and gates to create areas for older children to access things like pencils and stickle bricks and babies were protected from hazards.

- helped children to learn to keep themselves safe on their daily walks to the woods. A staff member asked, "what do you do when the ladies say stop?" and the children all shouted, "Stop!". They agreed to hold hands or carry back packs with reins attached to stay safe. Children were familiar with the route and were learning road safety procedures.
- took opportunities when indoors and out to remind children how to keep safe, for example, by not running indoors unless the room was cleared for that purpose.
- gave children very good opportunities to develop their physical skills and use large equipment safely by good use of the hall space according to ages and numbers present.
- staff kept children safe during inspection while the outside of the hall was being painted. Outdoor play was included in twice daily walks.

Staff had addressed issues identified at the last inspection and fire safety procedures and sleep arrangements were improved. Children were now safeguarded very well.

### **Areas for improvement**

The service should continue to develop the ideas identified in their self assessment document regarding best use of the premises.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

#### Service strengths

We saw that a key worker system was in operation and observed staff making themselves available to parents at drop off and collection time. Parents were informed of who their child's key worker was and were invited to comment on the quality of staffing on feedback sheets.

Parents spoken to during inspection voiced their confidence in the staff and the service. The CSQs we received also confirmed that parents were happy with the quality of staffing in the service.

Further evidence for the grade awarded in this statement is included in Quality Theme 1, statement 1.

#### Areas for improvement

The areas for improvement for this statement have been identified in Quality Theme 1, statement 1.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 3

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

#### Service strengths

We saw that all the staff with two exceptions, were either fully qualified or working towards appropriate qualifications. One member of staff was waiting for her SSSC registration.

The two unqualified members held a wealth of experience in working with pre-school children and the manager reported that her staff rotas ensured that they were always working with qualified team members.

We saw that the staff operated in accordance with National Care Standards, legislation and best practice.

This was evident as they:

- not only carried out designated responsibilities for their age group but also provide affectionate and supportive care to all children attending
- had moved away from a more adult-directed approach to a child led one with plenty of free choice time.
- provided children with some planned activities with pre-designated outcomes, for example, threading beads, in order to promote specific skills and experiences
- were pro-active in seeking out and attending all available training, for example, 'Sing and Sign'
- recruited each member of staff for their particular skill set and the manager reported that this created a good balance
- deployed well around the room when all ages played in a family grouping and provided guidance and support as necessary. They presented as a very cohesive team
- helped children to feel happy, settled and valued in the group by using consistent behaviour control methods which were seen to work, for example, helping children to share and take turns
- helped children to make choices about whether they wanted to join in activities, take extra time to finish a task or to continue with a particular game, for example, the continuation of the pirate theme and allowing children to finish their meals in their own time
- shared children's achievements and victories with parents and carers at collection time, for example, when a child washed his own hands for the first time.
- had training in child protection and were aware of the signs and symptoms of abuse. They updated this regularly and had taken steps to ensure that parents were aware of nappy changing procedures and improved sleep monitoring.

## Areas for improvement

We saw that not all staff were up to date with filing their observation stickers and using them to record children's developments in order to inform next steps and support learning. The service was aware that this was an area for improvement and had identified it in the self assessment. They should ensure that all staff understand why they are recording and that they ask the 'so what?' question after noting a particular event or child's comment. This approach should be useful for staff planning across the age range from the 'Pre-birth to three' children to those receiving pre-school provision.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

#### Service strengths

The evidence for the grade awarded in this statement is included in Quality Theme 1, statement 1.

#### Areas for improvement

The areas for improvement for this statement have been identified in Quality Theme 1, statement 1.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

#### Service strengths

It was evident that progress had been made in establishing quality assurance systems which enabled children, parents, carers and staff to comment on the quality of the service provided. These are listed in this report under the quality statements 1.1, 2.1, 3.1 and 4.1.

We saw that self-evaluation using the 'Child at the Centre 2' document was in progress and the manager and her staff had recently undergone a quality assurance inspection from Highland Council. They were awaiting the outcome of this visit at the time of our inspection.

The self assessment form submitted to the Care Inspectorate identified most of the areas for improvement arising from this report.

We saw evidence that staff meetings and staff appraisals had been introduced. Staff had completed 'Evaluating our nursery' sheets and they had identified hopes and wishes for future improvements.

### **Areas for improvement**

We saw that records relating to staff meetings and appraisals covered 2012 but appeared to be less well documented in 2013 and a couple of meetings had not been held due to parents' evenings and other training.

The service should ensure that regular staff meetings, appraisals and use of evaluation sheets are re-established. This should keep staff up to date and enable them to evaluate and assess the progress of the service.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

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

### Enforcements

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

### Additional Information

The service gave us an appropriate action plan following the last inspection.

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 4 - Good</b>	
Statement 1	4 - Good
Statement 3	4 - Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 4 - Good</b>	
Statement 1	4 - Good
Statement 3	4 - Good
<b>Quality of Management and Leadership - 4 - Good</b>	
Statement 1	4 - Good
Statement 4	4 - Good

## 6 Inspection and grading history

Date	Type	Gradings
6 Aug 2012	Unannounced	Care and support      3 - Adequate Environment            4 - Good Staffing                    4 - Good Management and Leadership    3 - Adequate

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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## Translations and alternative formats

This inspection report is available in other languages and formats on request.

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