

# Care service inspection report

## Sinclair Nursery

### Day Care of Children

6 Sinclair Drive  
Battlefield  
Glasgow  
G42 9QE

Inspected by: Margaret Paterson

Type of inspection: Unannounced

Inspection completed on: 25 October 2013



HAPPY TO TRANSLATE

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### **Service provided by:**

Sinclair Nursery Limited

### **Service provider number:**

SP2008009750

### **Care service number:**

CS2008175050

### **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	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	4	Good

### What the service does well

We found that the service continued to have good relationships with children and their families. Staff know individual children and their needs very well and provide a range of activities and experiences to support their development.

### What the service could do better

The service should further develop their outdoor area and opportunities for outdoor play. The service should develop a safe sleeping policy.

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

The service had made changes to their registers to record children who were visiting the nursery to settle in to new rooms.

Staffing changes meant that at the time of the inspection there is no depute manager in post.

### Conclusion

A kind, caring and hardworking staff team work well together to meet children's individual needs. Outdoor play and arrangements for babies sleeping should be reviewed.

**Who did this inspection**

Margaret Paterson

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

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could 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 Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Sinclair Nursery operates from a detached property in the Battlefield area of Glasgow. The nursery can accommodate 94 children aged from birth to those not yet attending primary school. The service operates Monday - Friday from 08:00 - 18:00hrs, 52 weeks per year. The nursery works in partnership with Glasgow City Council to provide pre-school education.

Through viewing the aims and objectives of the service it was noted that the nursery aimed to provide a "safe and friendly environment for all children and prepare each child to be confident individuals, successful learners that have respect for others and can make informed choices and decisions."

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 4 - 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

We wrote this report following an unannounced inspection. This was carried out by Inspector, Margaret Paterson. The inspection took place on Thursday 11 July 2013 between 10.00 am and 6.00pm. We gave feedback to the manager on this date.

As part of the inspection we took account of the completed annual return and self assessment forms that we asked the service to complete and submit to us.

We sent twenty care standards questionnaires to the nursery to distribute to parents. Eleven parents sent us a completed questionnaire.

At this inspection we gathered evidence from various sources including the following:

We spoke with:

- \* The provider, manager and staff members
- \* Three parents/carers using the service
- \* Six children using the service

We looked at

- \* information pack for parents
- \* children's records
- \* medication policy and records
- \* accident and incident records
- \* training records
- \* policies
- \* audits
- \* questionnaires completed by parents
- \* questionnaires, big books and consultations with children
- \* planning records
- \* minutes of staff meetings
- \* appraisal records
- \* quality assurance records

- \* improvement plan
- \* website
- \* risk assessments
- \* insurance certificate
- \* registration certificate
- \* observation of staff interacting with children
- \* the environment

### **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 recommendations we made at our last inspection**

Two recommendations were made at the last inspection. One for accurate room registers to be kept and one to introduce pedal bins to toilets. These recommendations have now been met.

## **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.

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they planned. The service provider told us how 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**

Children were enjoying their time in nursery during our visit. In the baby room young children were secure and comfortable with staff. They enjoyed interacting with staff and each other and had lots of room to explore. Older children were playing outside with their friends. They told us they liked being outside. Some children were painting and learning about the Hungry Caterpillar. We spent some time chatting with older children at lunch time. Their comments included:

'I like the pasta'

'I like it here'

'I like drawing'

'I like it when we play outside'

'The ladies look after us when we are sick' .

### **Taking carers' views into account**

We sent out twenty questionnaires and eleven were completed and returned to us before our inspection. The questionnaires gave parents/carers the opportunity to comment on how the service is provided in relation to privacy, dignity, choice, safety, equality and diversity and realising potential. The findings of the questionnaires are summarised below and in the body of the report along with comments received. We also spoke with one parent/carer during our visit and her comments are also noted below.

100% of parents/carers confirmed that:

- they received clear information about the service before they started using it
- they were confident that the service kept any information about their child securely and only shared information where appropriate
- they were confident that staff would protect their child from harm, abuse, bullying and neglect
- staff treated their child fairly and with respect
- there is enough space for their child to play and get involved in a range of activities
- the service has a suitable range of equipment, toys and materials
- the service provides a healthy and well-balanced diet which meets their child's dietary and cultural needs

Comments from parents included:

'Sinclair nursery provides a great service. A mix of experienced and young staff seems to work well. When you can drop your child off at nursery and never have to worry about them it makes life easy.'

'Three children all attended Sinclair nursery over past 8 years. We have always been very happy with the care and education they have received'

'The staff at this establishment are excellent: warm, supportive, well trained and highly professional'

'Children do not always play outdoors in all weathers - in rain staff have indicated that the outdoor area is too slippery. I would like my sons to have access (safely) to fresh air and outdoor play all year round.'

'Overall Sinclair nursery provides an excellent level of care in a warm and stimulating

environment. Both my children have enjoyed their time at nursery and I trust them completely'

'I'm a grandparent and I feel at home here myself. My granddaughter will miss nursery when she starts school'.

'Her speech has really improved since moving into the 2-3 room'

## 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 found that the service was good at involving children and their parents/carers in assessing and improving the quality of the service.

We found that parents/carers had a variety of ways that they could communicate with staff and influence the quality of the service. We saw that parents had the opportunity to informally discuss the service daily with the manager and staff team. The manager also had frequent email contact with parents. Parents used email to ask questions, provide feedback and communicate with the manager at a time that suited them best. The service also used social media to communicate with parents. A clear policy for staff explained how to use technology appropriately to communicate with parents. This meant that children's information and parent's comments were kept private within the nursery.

We saw that questionnaires and evaluation forms were regularly used to gather views from parents and children. We found that the staff were committed to acting on feedback and that these questionnaires were collated by the manager, discussed by staff and acted upon. Examples of changes to the service included changes to the desserts offered at lunch time as a result of parents' feedback. The service used a competition prize to encourage a high response rate in their annual questionnaire. The manager also replied to parents each year to say what actions they would take. This meant that parents knew their views were listened to and acted upon.

Staff used a variety of methods to consult with children. We saw that staff had close relationships with children which meant they knew their likes and dislikes very well. We saw that children's views influenced the planning and evaluation of activities and

experiences. Big books recorded what children wanted to learn and their views about topics. Group time was used to plan and review learning for older children. Children's interests were used to plan topics for learning and activity ideas. This meant that children knew that their views were important and included when staff made decisions.

Comments from parents included:

'I know it is not easy to get participation from parents but very open door'

'Television had been used in my child's room. I strongly disagree with this and have fed this back to staff. Since then I have not seen the TV on. However, I'm not sure if it is used in other rooms. Generally happy with the service though'.

### Areas for improvement

The service should continue with their plans to further develop ways for families to help assess and improve all aspects of the service. They should show how parents and children's feedback makes a difference in the service. We have made a recommendation about this under quality statement 4.4 of this report.

While children shared their ideas and suggestions for activities and areas of interest this could be further developed. Children could be supported to further develop their skills in planning and reviewing their learning and development. We suggested that staff introduce Assessment is for Learning strategies to help the older children evaluate their own learning. Assessment is for Learning strategies encourage children to identify and evaluate their own learning by encouraging children to think about their learning goals and reflect on their progress.

**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 found that the service was good at ensuring children's health and wellbeing needs are met. We considered children's care routines and records, and the service's approach to medication under this quality statement.

We looked at records of children's care routines and saw that up-to-date records were in place for children. Daily feedback sheets were completed for younger children to share information with parents/carers about their child's day and routine at nursery. Some younger children also had diaries which provided a link between home and nursery. Parents and staff had used these diaries to exchange important

information for the care of the child. Each child had their own keyworker who were responsible for keeping children's profiles and care records up-to-date. We saw that these profiles included photographs and comments on children's progress and achievements. Parents/carers were encouraged to record what they would like their child to learn while they were in nursery.

We found that staff knew children's individual needs well. Staff knew and followed individual children's routines and were sensitive to their likes and dislikes. We saw that staff had close relationships with parents/carers which meant they knew children and their families very well. Staff were positive and responsive when caring for children. Children enjoyed interacting with staff and appeared confident and secure in their care.

Staff told us about their responsibilities in administering medication safely. Staff told us that only qualified staff administered medication. We saw that medication was stored out of the reach of children. We looked at records which showed that parents/carers gave written permission for any medication to be administered, recorded that they had given their child the first dose of any medication, and specified the dosage and time for staff to administer medication. Completed records showed that staff followed parent's instructions and that parents signed when they were informed of any medication that had been given to children.

### **Areas for improvement**

The service plans to further develop children and parent's involvement in setting and reviewing these individual targets for all children. Staff should record dates of meetings to review care plans with parents/carers. Reviews will take place at least every six months or when a significant change occurs in the care or needs of a child. (see Recommendation 1 below)

We found that all parents had completed permission forms for Calpol to be administered to their child. Many bottles of Calpol were stored on the premises for children who no longer needed them. The manager plans to review the medication policy and long and short term consent forms. She will develop a system to record medication that comes in and out of the nursery. (see Recommendation 2 below)

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

**Number of requirements:** 0

**Number of recommendations:** 2

### **Recommendations**

1. The manager should ensure that the date of all reviews with parents are recorded to show that care plans are reviewed at least every six months.  
National Care Standards Early Education and Childcare up to the age of 16,  
Standard 3 - Health and Wellbeing

2. The provider should consult the Care Inspectorate publication 'The Management of Medication in Day care and Education Services'. They should then review their policies and procedures.

National Care Standards Early Education and Childcare up to the Age of 16,  
Standard 3 - Health and Wellbeing

## Quality Theme 2: Quality of Environment

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 environment within the service.

#### Service strengths

For participation information, please refer to Quality Theme: Care and Support, Quality Statement 1.1.

#### Areas for improvement

Please refer to Quality Theme: Care and Support, Quality Statement 1.1.

**Grade awarded for this statement:** 4 - 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 found that the service was performing to a good standard in the areas covered by this statement.

We found that the accommodation was clean with space for children to play and explore. We saw that improvements were currently being made to the environment. We saw that repairs were recorded and acted upon quickly. A secure door entry system was in place and all visitors required to sign in and out of the premises.

Playrooms had a range of age appropriate resources and equipment available which supported children's development, learning and interests.

A range of cleaning rotas and checklists is in place. This meant that staff knew what their responsibilities were regarding keeping the environment and equipment clean and safe for children. Staff used gloves and aprons when handling food or cleaning nappies and were aware of procedures for reducing the risk of infections.

Children were supported to learn about good hygiene and staff checked for and removed hazards before and during the session. Staff also reminded children of how to be safe when playing with their friends.

We found that staff carried out a range of safety checks and risk assessments on the indoor and outdoor play area. We saw that risk assessments were in place for indoor, outdoor areas, equipment, specific tasks and equipment used. Parents had also completed permission forms for any outings.

Clear accident and incident reports were completed by staff and signed by staff and parents. This meant staff informed parents promptly of any incidents that had taken place.

### **Areas for improvement**

During the inspection most young children slept outside the baby room in their buggies when they needed to rest. A large window in the baby room meant that staff could observe children while they worked. Staff told us that parents preferred children to sleep outside. This preference was not always recorded in the child's personal plans. Staff should review their arrangements for the monitoring of sleeping children. The provider should develop a Safe Sleeping Policy. (See Recommendation 1 below)

We saw that the toilets in the baby room could sometimes be used by older children who were playing outside. On the day of inspection the doors to these toilets were not in place. This meant that children did not have privacy if they used this area. The provider agreed to replace the doors.

The manager told of us of her plans to further develop the outdoor area. Some staff had been on training on outdoor learning and the service plans to improve the appearance of this area by using recycled and natural materials.

In the Tweenies room we noted that the area used to change children's nappies was open to the playroom. A separate area would reduce the potential for the spread of infection. We discussed with the manager her plans to review the policy and procedures for nappy changing. (see Recommendation 2 below)

Within the returned questionnaires to the Care Inspectorate from parent/carers, 100% confirmed that:  
there was enough space for their child to play and get involved in a range of activities.

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

**Number of requirements:** 0

**Number of recommendations:** 2

### Recommendations

1. The provider should, in partnership with parents and staff, develop a 'Safe Sleeping policy' and ensure all staff are familiar with this policy.  
National Care Standards Early Education and Childcare up to the Age of 16 years, Standard 2 - A safe environment.
2. The provider should consult the Care Inspectorate publication 'Nappy changing facilities in early years nursery and large childminding services' (2013). They should then review their policy and procedures for nappy changing.  
National Care Standards Early Education and Childcare up to the Age of 16 years, Standard 2 - A safe environment.

## 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

For participation information, please refer to Quality Theme: Care and Support, Quality Statement 1.1.

#### Areas for improvement

Please refer to Quality Theme: Care and Support, Quality Statement 1.1.

**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

Staff were motivated and professional throughout our visit. We found that most staff were qualified or working towards a qualification in children. Some staff were undertaking advanced training to further develop their practice. The service employs a qualified teacher to work with children moving on to school. Staff were registered with the Scottish Social Services Council (SSSC). The SSSC is responsible for registering people who work in social services and regulating their education and training.

We found that staff worked well as a team. They were happy and encouraging towards all of the children. Good communication between staff meant that details about children's care, mood and achievements were shared throughout the session.

Staff told us that the manager and provider supported them with any training they wished to attend. Training records showed that recent training had taken place on working with children under three, literacy and numeracy, outdoor play, science, first

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aid, football coaching, oral health and supporting children's speech and language development.

We saw that some staff had received appraisals from management. Records we saw showed that this provided an opportunity for staff to reflect on their own skills and development needs. Feedback provided was constructive and professional and supported staff with their personal development. Staff told us that managers were approachable and that they could ask for support if they needed it. A team building event was held every year so that all staff in the nursery could work together.

Comments from parents included:

'staff are wonderful'

'really helpful staff'

'all staff take an interest in the children'.

### Areas for improvement

The manager had been working with the local authority to change care records to incorporate new curriculum guidelines. This meant that some paperwork and planning was in the process of being changed and reviewed. Staff needed time and support to use and evaluate new systems.

Some staff had not had an appraisal in the last year. We saw that the service had developed a new format for appraisals. The manager had organised dates for appraisals for staff who had not had one in the last year.

The service did not have an up to date training plan which outlined the training staff would require over the next year. (see Recommendation 1 below)

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

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. Management should carry out and document a training needs analysis on the staff team. A training programme should be developed which includes any relevant training identified at appraisals or by monitoring.  
National Care Standards Early Education and Childcare Up to the Age of 16, Standard 12 - Confidence in staff.

## 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

For participation information, please refer to Quality Theme: Care and Support, Quality Statement 1.1.

#### Areas for improvement

Please refer to Quality Theme: Care and Support, Quality Statement 1.1.

**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

We found that the service had achieved a good performance under this quality statement. We concluded this after we:

- spoke with staff
- considered responses from families within returned questionnaires
- considered the service's monitoring and development records.

We have highlighted the different ways that the service gathered views and suggestions from children and parents/carers within Quality Statement 1.1.

We found that the manager responded to feedback and issues raised by parents quickly. We looked at records that showed the manager had investigated and responded to a complaint effectively.

A development plan was in place which highlighted the service's plans for future

improvements. The service was working on this with support from the local authority. Staff were beginning to work on their self-assessment as a team. The self-assessment document tells us what the service thinks they do well and how they think they can develop. The team jointly identified what they thought they did well and evidence they thought would support their grade. Minutes of team meetings showed that the staff were committed to improving the nursery and shared their views regularly.

The manager discussed with us the priorities for improving the service. We found that she had a clear plan of areas for improvement which included further developing literacy programmes, support for staff to further develop questioning skills and working with children and parents to develop shared success criteria. Informal and formal monitoring and self evaluation was planned to gather evidence in these areas.

All parents/carers, who returned questionnaires to the Care Inspectorate, were happy with the quality of care their child received from the service.

### **Areas for improvement**

We found that formal monitoring was not as regular or comprehensive as it had been in the past. The manager was working to strengthen her approach to quality assurance in partnership with the quality improvement officer from the local authority. The manager was in the process of developing a new monitoring calendar to look at areas identified in their development plan. We discussed some examples of how monitoring could be extended to cover all aspects of the service such as children's care records and risk assessments. (see Recommendation 1 below)

We saw that complaints were responded to quickly by the manager. The manager agreed to specify a twenty day timescale in the complaints procedure.

We suggested that staff are supported to become more involved in quality assurance and, in particular, in developing the self-assessment document. The manager agreed to act on this.

Management should show how families' involvement in service evaluation contributes to quality assurance. (see Recommendation 2 below)

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

**Number of requirements:** 0

**Number of recommendations:** 2

### **Recommendations**

1. Management should continue to develop a systematic approach to monitoring and evaluation of the quality of the service.

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

2. Management should demonstrate how staff and families' input contributes to service improvement.

National Care Standards Early Education and Childcare up to the age of 16,  
Standard 13 - Improving the Service and Standard 14 - A Well Managed Service.

## 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

#### 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 - 4 - Good</b>	
Statement 1	4 - Good
Statement 2	4 - 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	
13 Jul 2011	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
12 May 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	5 - Very Good
7 May 2009	Unannounced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	4 - Good

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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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