

Care service inspection report

Building Blocks Dunfermline Nursery

Day Care of Children

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Rosyth Europarc
Rosyth
Dunfermline
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Inspected by: Linda O'Neill

Louise Curtis

Type of inspection: Unannounced

Inspection completed on: 13 August 2012



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Service provided by:

Building Blocks Flexible Child Care Limited

Service provider number:

SP2004007004

Care service number:

CS2003039949

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

What the service does well

The staff team work extremely well together to offer stimulating activities that give children opportunities to develop and learn at their own pace. One such example was the Tap Tap Box used in the baby room. Each child took a turn to choose an item out of the box. The group then sang a song linked to that object.- a cup cake - 5 current buns, a cow - old McDonald's farm. Children happily sang or made the actions for the song moving to the music.

Encouraging children to make healthy lifestyle choices is embedded in every day practice. For example children plant and grow fruit and vegetables that the cook then uses for their meals. Wet weather suits encourage daily energetic play outdoors and staff discuss with children how to keep themselves safe.

What the service could do better

Staff should record any notable information gathered from parents and other professionals. This should be held in children's PLPs to inform and guide staff in planning to meet children's changing care and development needs.

The medication policy should take into account Health Guidance - The management of Medication in Daycare and Childminding Services April 2011. It should clearly state that the first dose of any new medication must be given by the parents. Time of the last dose given prior to attending the service should also be recorded.

Risk assessments could be further developed to give staff clearer direction on what to look for when undertaking these.

The manager should implement formal systems for monitoring and evaluating key aspects of the provision.

What the service has done since the last inspection

A new deputy manager has been appointed who staff confirm has brought new ideas into the nursery. This has resulted in changes being made to the set up of the areas giving a wider range of learning opportunities.

Staff feel the introduction of annual appraisals has had a positive impact for the staff team. They confirmed this gives them the chance to reflect on their practice and to make suggestions for improvement.

Conclusion

From the evidence examined, observations made and discussions with staff and management, we concluded that the service is operating at a very good grade overall. There were areas for improvement identified through the self assessment process and from the inspection.

Who did this inspection

Linda O'Neill
Louise Curtis

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com.

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

Building Blocks Flexible Childcare Ltd is a children's day care service operating in a purpose built nursery located in Innova Campus within Rosyth Europark.

The service is registered to care for a maximum of 70 children. A maximum of 12 children aged from six weeks to 24 months may be accommodated in the baby room.

The remaining open plan area is split into two areas, one catering for children aged 1-3 years and the other area for those children aged 3-5 years.

The service may operate Monday to Friday between the hours of 7.00am and 7.00pm.

The nursery works in partnership with Fife Education Service to deliver the early years curriculum with funded places for children aged three to five years .

The aims and objectives of the nursery are on display in the entrance hall. They state that "the child is at the centre of everyone's care and concern. To the best of their ability the staff in Building Blocks aim to provide a safe and stimulating environment in which each child can feel happy and secure."

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

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very 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 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 after an unannounced inspection that took place on 16 August 2012 between 08.30hrs and 16.30hrs. Inspectors Linda E O'Neill and Louise Curtis, carried out the visit.

As requested by us, the provider sent us an annual return. They also sent us a self assessment form.

We issued 20 questionnaires to relatives and carers of people who used the service. 11 were completed and returned before the inspection.

67 children attend on different days and times over the week.

In this inspection we gathered evidence from various sources including relevant sections of policies, procedures, records and other documents:

- * the service's most recent self assessment
- * mind maps / notes with comments from children
- * parent forum meeting minutes
- * staff meeting minutes
- * staff training plan and records
- * children's Personal Learning Plans (PLPs)
- * health and safety records - admin of medication, risk assessments, accident/ incident records, infection prevention and control
- * complaints records
- * service's development plan
- * Action plans from questionnaires that had been requested, filled in and returned to the service from people who use the service, their relatives and carers
- * discussion with various people including:
 - the manager
 - staff
 - children
 - children's parents and carers

We also examined resources and the environment as well as observing how staff worked and talked with children and parents.

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

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

Recommendation 1

Staff should consider using creative ways in which to involve children in assessing and improving staff within the service.

This refers to NCS for Early Education and Childcare, Standard 13 Improving the Service.

This recommendation is met. Please see Theme 1, Statement 1 for further details.

Recommendation 2

The manager should implement formal systems for monitoring and evaluating key aspects of the provision. These should include:-

1. Monitoring of children's progress and identifying children's individual learning,
2. Auditing accident/incident records
3. Regular arrangements for reviewing staff work practice and staff understanding of new policies and procedures
4. Auditing cleaning schedules and risk assessments to include dates, time of day, day of week and areas/equipment inspected.

The audit information would inform future actions such as individual staff development, staff training needs, assessment of changes to practice relating to specific areas, identification of particular days and times which may have an impact on aspects of care.

This refers to NCS 13 Early Education and Childcare up to the age of 16 - Improving the Service

The service has made some progress towards meeting this recommendation. However further work is needed to meet it fully. See Theme 4 Statement 4 for further details.

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. While we were satisfied with the way some parts were completed, other parts held limited information relating to the headings that we grade them under.

The service provider identified what they thought they did well and some areas for improvement and a few changes they had planned.

Discussion took place at the end of the inspection about how the service could improve the content of future self assessments. We also talked about ways to include people who use the service and their relatives in the self assessment process.

Taking the views of people using the care service into account

37 children are on the register and attend on different days and times throughout the week. On the day of our visit 31 children attended in the morning and 27 in the afternoon. We spent time in each of the play areas and outdoor space observing the children at play. Children enthusiastically showed us around their playrooms and indicated their favourite toys. The older children talked with us and shared their PLPs, recalling different activities and outings they had undertaken.

Children commented as follows:-

"My favourite story is the penguin one (The Emperor's Egg). We found out all about it. See (pointing to the wall display). It is taller than me but I will grow bigger too."

"I can ride my bike at home now. There are bikes and prams here too so I can still practise."

"I don't want to go out today so I'm going to play with the dolls."

Taking carers' views into account

We issued 20 questionnaires to people who use the service. We asked them to comment on the quality of care and support, the environment, staffing and management. 11 returned their completed questionnaires and all strongly agreed or agreed they were happy with the overall quality of care their child received.

However there are some elements of the service that a few parents answered they did not know. We shared this information with the provider at feedback to address.

We also spoke by telephone and directly with three parents.

Comments included:-

"My child found it hard joining a new environment at first but over a short amount of time has settled in. More importantly he looks forward to going into nursery in the mornings."

"The toddler area has particularly good staff who are enthusiastic, professional and my child loves them."

"There were times I felt that there were not enough staff at the beginning and end of the day. Also a lot of staff left and new staff had started and I had not been introduced to them and was uncomfortable about leaving my child with people I did not know. However my child did know their names."

"My child is extremely happy at Building Blocks and the quality of care she receives is excellent. It would be great to see the younger children being taken out for walks more often or on trips to local parks. However I do understand that due to the location of the nursery this may not always be possible."

"Building Blocks has a strong management team who are always available to discuss any queries or concerns I have relating to my child. All staff members know all the children well, regardless of what area they are in and this creates a friendly "family" atmosphere. My child has recently moved from toddlers to pre-school area and the staff have made this a smooth easy transition for a child who sometimes can be upset with changes and new faces. As a result she is a happy and excited to go to 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: 5 - Very 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 very good evidence to support that the nursery continues to involve parents and children in assessing and improving the quality of care and support.

The service has an extensive range of ways to consult with parents and children. These include the following:-

- * Parents' Committee. This meets the first Tuesday in every month and all parents are invited to attend. Minutes confirmed that dates have been arranged and topics of discussion were agreed. A recent fund raising open day raised over £500.00 which will be spent on resources chosen by children and parents.
- * Questionnaires that the service issues to parents. The resulting action plan is to be incorporated in the nursery improvement plan.
- * Children's individual PLPs. Children's progress is well recorded and parents agree children's next steps for development. One parent commented " Iget lots of feedback and evidence about my children's activities."
- * Parent meetings with staff. These give parents the opportunity to see the nursery in action and to have 1-1 meetings with their child's key worker to discuss progress.
- * Monthly newsletters and parent noticeboards in all playrooms as well as suggestion boxes invite parents to make suggestions and give their views.
- * Mind-mapping and circle-time . These are used to find out children's ideas to be included in planning activities and outings.

Parents confirmed that the above methods have resulted in parents and children feeling their views are valued and acted upon. One commented:-"I like the newsletter- They were full of news about activities."

Areas for improvement

The service should continue to explore further opportunities to involve all parents and children in assessing and improving the quality of the service. For example asking parents to take part in completing the self assessment form for future inspections.

Grade awarded for this statement: 5 - Very 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 gave a very good grade for this statement . We concluded this after we :-

- spoke with staff and children
- looked at policies and procedures relating to healthy eating, infection prevention and control, risk assessment and child protection as well as the storage and administration of medication, and
- observed staff at work.

All policies and procedures have been recently reviewed and updated. Staff confirm they have all read a copy of the procedures and that they discuss changes to these at team meetings to keep abreast of current best practice guidance. We saw that staff are very knowledgeable about infection prevention and control and reminded children of certain ones throughout the day, such as hand washing. They use gloves and aprons when changing children's nappies and clean down the area between changes, as detailed in their procedure.

Infection control procedures were observed on the day of inspection. This resulted in the children playing and being cared for in a clean environment, whilst minimising the risk of the infection spreading.

Children and parents confirmed that they had been involved in the recent menu review. This ensures that children benefit from meals and snacks that are well balanced and home cooked, and that take account of any allergies and preferences. A nursery cook book is being put together with input from parents, children and staff to share favourite healthy recipes. This is a very good example of partnership working to promote children's understanding of the positive impact of healthy life style choices. All parents strongly agreed that the service provides a healthy and well-balanced diet which meets their child's dietary and cultural needs.

We looked at the children's PLPs (Personal Learning Plans). These contained good settling in information which staff use when caring for children, giving staff an insight into each child. Children's progress and achievements are recorded and this helps inform planning to meet each individual child's learning goals.

The positive relationship between staff and children led to the children being very settled and confident in their care. This meant children happily approach staff for support or other equipment that they want to extend their play.

A wide range of resources is easily accessible to the children. These allow for the development of the children's imagination, language, listening and fine motor skills, along with the development of their social and emotional skills both indoors and out.

Parents commented as follows:-

"The staff are helpful, friendly and hardworking and I am confident my child is well looked after."

Areas for improvement

Staff should record any notable information gathered from parents and other professionals. This should be held in children's PLPs to inform and guide staff in planning to meet children's changing care and development needs.

The medication policy should take into account Health Guidance - The management of Medication in Daycare and Childminding Services April 2011. It should clearly state that the first dose of any new medication must be given by the parents. Time of the last dose given prior to attending the service should also be recorded.

Grade awarded for this statement: 5 - Very 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

The evidence for the grade awarded in this statement is included in Theme 1, Statement 1 Service Strengths above.

Areas for improvement

The areas for development for this statement is included in Theme 1, Statement 1 Areas for Improvement above.

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

Having sampled evidence, made observations of the nursery buildings and garden and had discussions with staff and children, we gave a very good grade for this statement.

Secure entry systems ensure visitors are only permitted entry to the building by a member of staff. CCTV records 24 hours around the outside of the building and grounds. Recordings are kept for 14 days and then automatically deleted. Parents use a thumb print to access the building. These all ensure no one enters the nursery uninvited and children can play safe from harm.

We examined staff files and found the rigorous recruitment processes are put into practice and all checks completed prior to any new member of staff starting work. This ensures children were cared for by suitable persons.

Daily children and staff attendance records showed that adult:child ratios were maintained. This meant that children got the level of care and support they needed and the opportunities for play and exploration to extend their learning.

Staff had a clear understanding of child protection. This meant that they understood the importance of observing young people and monitoring their behaviour to identify any changes that may cause them concern. The service's child protection policy clearly informed parents of the action staff would take if they had any concerns about the young people in their care.

The outdoor play space was very well used on the day of inspection to give children opportunities for energetic play and as an extension of the playrooms. During the visit we observed children learning about rules to keep them safe when playing on the large equipment.

We looked at the accident and incidents procedures; these forms detailed what happened, who was involved and if any steps could be taken to prevent similar accidents happening in the future. Recording these accidents and incidents alerted the staff to safety issues which they brought to the manager's attention.

Areas for improvement

The recruitment policy should be expanded to include guidance on what action would be taken should a PVG come back with convictions. It should also contain details to reflect that staff will not work in the nursery without a satisfactory PVG, unless in exceptional circumstances. A written risk assessment should be included to clearly state these exceptional circumstances and should also detail what tasks staff can and cannot undertake, and the responsibility of staff to ensure the person does not work unsupervised at any time.

Risk assessments could be further developed to give staff clearer direction on what to look for when undertaking these. This will help staff take a consistent and robust approach to maintaining a safe environment for the children.

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: 5 - Very Good

Statement 1

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

Service strengths

The evidence for the grade awarded in this statement is included in Theme 1, Statement 1 Service Strengths above.

Areas for improvement

The areas for development for this statement is included in Theme 1, Statement 1 Areas for Improvement above.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 3

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

Service strengths

From the evidence sampled and discussion with staff, we awarded a very good grade for this statement.

We looked at staff meeting minutes. These confirm that regular team meetings take place and show that consultation takes place with staff. This shows their ideas and suggestions are valued and taken into account.

Discussions with staff confirm that the manager has just carried out annual appraisal meetings with them. Staff also complete an annual questionnaire about all aspects of the service. These give them opportunities to identify training needs and make suggestions for any improvements for the care of the children. 1-1 supervision and support sessions are being planned to monitor staff progress with any identified training and development needs.

Undertaking training is actively encouraged by the manager to develop skills and to improve outcomes for the children. The provider has already established staff training specific to children's care needs in the nursery; for example, one member of staff explained that she is to attend training relating to behaviour management. This ensures staff are well equipped to care for children with varied needs and understand more about the children in their care.

New members of staff described the induction process and how this helped them feel welcomed into the staff team. Being mentored through the nursery paperwork and policies and procedures gave them the chance to ask questions to be clear about what was expected of them. Staff spoke of how they are an open team and feel comfortable and able to discuss anything with each other. This ensures that staff are able to speak up, protect service users and make children's lives better by being confident to speak to each other and make suggestions to their superiors.

Areas for improvement

The service should continue to provide opportunities for all staff and older children to take ownership of tasks within the improvement plan. Undertaking the planned regular 1-1 support and supervision sessions with staff will continue to promote the involvement of staff in the development of the nursery.

Grade awarded for this statement: 5 - Very 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 Theme 1 Statement 1 Service Strengths above.

Areas for improvement

The areas for development for this statement is included in Theme 1, Statement 1 Areas for Improvement above .

Grade awarded for this statement: 5 - Very 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 the service continues to operate at a good level in relation to this statement. Some progress has been made to take the recommendation forward from the last inspection.

The manager leads the team well and is supported by the hardworking staff team. It is clear from our discussions that they are committed to providing a quality service for children and their families.

Training continues to be seen as a means of maintaining and improving the service. For example, staff undertook a range of training course such as pre-birth to Three, to develop their skills and knowledge. This resulted in developing literacy skills with the younger children through greater use of environmental print such as labelling as well as photographs of toys and equipment and coat pegs. We saw this encouraging children to match insect models with the photographs and names.

The manager is still at the early stages of monitoring the work of the nursery and had involved some staff in evaluating some aspects of the provision. For example recording observations of hand washing practises, nappy changing and cleaning duties as satisfactory. Any issues are fed back to staff either within a team meeting or on an individual basis.

The nursery uses "Child at the Centre 2" as an audit tool to draft the nursery improvement plan. This outlines the key developments for the session. In addition, parent and children questionnaires are also used to inform the plan. One such example :- continuing to involve children more fully in planning their own learning:- This resulted in staff encouraging children in the use of mind-maps to identify topics of interest and to encourage them to write "what they know", "what they want to find out" and at the end "what they have learned."

Concerns or complaints are also seen as a way to make improvements. For example, a parent raised a query about some specific foods on the menu for tea. This is being responded to through the development of a statement about all meals and snacks which will be handed to all parents. This will give them an understanding of the nutritional guidance, balance of the menus and how the nursery promotes a healthy life style for the children.

Areas for improvement

While we are pleased to find that some progress has been made to move things forward, considerable work is still needed to fully meet the recommendation made at the last inspection relating to auditing and monitoring all aspect of the provision. This recommendation is carried forward.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The manager should implement formal systems for monitoring and evaluating key aspects of the provision. These should include:-
 1. Monitoring of children's progress and identifying children's individual learning, and giving feedback to staff as appropriate.
 2. Regular arrangements for reviewing staff work practice and staff understanding of new policies and procedures.
 3. Auditing and reviewing risk assessments to include more detail to inform staff of the actions expected as part of that process.

The audit information would inform future actions such as individual staff development, staff training needs, assessment of changes to practice relating to specific areas, identification of particular days and times which may have an impact on aspects of care.

This refers to NCS 13 Early Education and Childcare up to the age of 16 - Improving the Service.

4 Other information

Complaints

We upheld one complaint about the behaviour management policy and the recording of accident/incidents since the last inspection. Further details can be found on our web site at www.careinspectorate.com

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 SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

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

6 Inspection and grading history

Date	Type	Gradings
13 Apr 2011	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
16 Dec 2010	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good
7 Jul 2010	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and Leadership 4 - Good

Inspection report continued

18 Jul 2008	Unannounced	Care and support 4 - Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership 4 - Good

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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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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