

Care service inspection report

A24 Group Limited trading as Ambition 24 Hours. The Nursing Services of the UK. The British Nursing Association (BNA). Mayfair Specialist Nursing Nurse Agency

92-96 Lind Road
Sutton
SM1 4PL

Inspected by: Mary Moncur

Type of inspection: Announced

Inspection completed on: 28 March 2012



HAPPY TO TRANSLATE

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Service provided by:

A24 Group Limited

Service provider number:

SP2010010980

Care service number:

CS2010251496

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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 Information	3	Adequate
Quality of Care and Support	4	Good
Quality of Staffing	4	Good
Quality of Management and Leadership	3	Adequate

What the service does well

The service had very good procedures in place to recruit staff safely. They used systems that made sure staff completed regular refresher training in mandatory topics. Local managers had regular contact with service users. A24 Group Limited had robust internal audit systems in place to monitor all aspects of service delivery.

What the service could do better

The registered manager should have more involvement with the service, including contact with service users, local managers and staff. They would then be more familiar with the service and be more able to provide leadership in improving the service. The service should develop ways to get feedback from service users, particularly about the quality of information, communication and management. This would support the service to develop an improvement plan.

What the service has done since the last inspection

We heard from one service user that communication had improved following the appointment of an additional local manager and key contacts within the agency having been identified.

Conclusion

This was the first inspection of the service. We heard there had been some difficulties with communication and service delivery in the initial stages, which A24 Group Limited have improved. The service intends to use the findings of this inspection to develop an improvement plan.

Who did this inspection

Mary Moncur

1 About the service we inspected

Social Care and Social Work Improvement Scotland (SCSWIS) regulates care services in Scotland. It awards grades for services based on the findings of inspections. These grades, including any that services were previously awarded by the Care Commission, are available on www.scswis.com.

A24 Group Limited trading as Ambition 24 Hours, The Nursing Services of the UK, the British Nursing Association (BNA), Mayfair Specialist Nursing provides a nurse agency supplying registered nurses to individuals, organisations and other registered care providers throughout Scotland.

The service aims to provide a first class service to the service user group and to ensure that all nurses are appropriately placed to the satisfaction of the users.

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, SCSWIS, took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

Please note:

Where the term "service user" is used in this report it relates to an individual, organisation or another registered care provider that the nurse agency supplies registered nurses to.

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

Quality of Information - Grade 3 - Adequate

Quality of Care and Support - Grade 4 - Good

Quality of Staffing - Grade 4 - Good

Quality of Management and Leadership - Grade 3 - Adequate

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.scswis.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 medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

We wrote this report after an announced inspection of the service. The inspection was carried out by Mary Moncur, SCSWIS inspector. It was planned with the manager and carried out between 2 and 21 March 2012. Feedback was given to the manager on 28 March 2012.

In this inspection we gathered evidence from various sources, including the following

- the service's most recent self assessment
- discussion with one organisation using the agency
- discussion with the registered manager and home care manager
- discussion with local managers and nurses
- information packs for agencies
- agencies' websites
- relevant policies and procedures
- demonstration of security to ensure confidentiality of computer held records
- demonstration of online matching process
- sample of staff recruitment records
- sample of staff records, including supervision and training records
- agency worker handbook
- examples of internal audits

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

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 completed self assessment from the service. We were satisfied with the way they had completed this with information under each heading we grade them under. They identified what they thought they did well, some areas for improvement and any changes they planned. The service included information on how they involve service users in improving the quality of the service.

Taking the views of people using the care service into account

We contacted one organisation the service supplies nurses to. We heard that the service had significantly improved since the initial takeover by A24 Group Limited. Key to this had been the appointment of a local accounts manager. Communication has improved and they are meeting regularly which provides opportunities for ongoing improvement. We heard that having a local contact has meant that issues and concerns are addressed quickly.

Taking carers' views into account

We did not contact any relatives, friends or advocates during this inspection.

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 0: Quality of Information

Grade awarded for this theme: 3 - Adequate

Statement 1

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

Service strengths

The service used feedback forms to monitor the quality of the service provided. These were requested at least annually from individuals receiving nursing care in their own home. They were requested from other service users staff were supplied to on completion of the assignment. We also heard that local managers had regular contact with service users to gather their views.

The service had addressed concerns about communication. The local manager now had regular meetings with the service user concerned. They had also provided key contacts in the organisation the service user could use.

Areas for improvement

The feedback form did not include questions relating to the quality of information and communication. We did not find any other ways the service gathered service users views about the quality of information and communication. The service should develop ways to get feedback from service users about the quality of information and communication (see recommendation 1).

In self assessment the service said they intended to develop their IT systems to enable service users to provide feedback on line.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The service should develop ways to get feedback from service users about the quality of information and communication.

National Care Standards Nurse Agencies Standard 5 Concerns, comments and complaints.

Statement 2

We provide full information on the services offered to current and prospective service users. The information will help service users to decide whether our service can meet their individual needs.

Service strengths

The service provided detailed information about each nurse agency they trade as in service user guides and on their websites.

The service user guide included a summary of the statement of purpose, what people have the right to expect, practical guidelines for people using the service, quality assurance, key terms and conditions, policies, charges and payments and complaints and compliments. This could be down loaded from the website or provided by the service.

The website included a wide range of information including what the service can offer, the process for using the service, how costs are calculated and how to end the service. All policies and procedures were also available.

We heard how the local managers met with individuals interested in using the service. This was an opportunity to discuss their needs and what the service could provide. At the start of the service individuals were provided with terms of business, their care plan and risk assessment.

Areas for improvement

In self assessment the service said they continually review and update the information provided. In doing this they could consider how they make sure the information is easy to understand.

We heard that, while the introduction of a local manager and key contacts had improved communication significantly, there continued to be some difficulty with contacting the right person in the organisation and with them having up to date information to enable them to respond. In self assessment the service acknowledged that within a large organisation it is difficult to be as responsive as each service user needs. This is an area they intend to continue to improve.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We ensure that information held about service users is managed to ensure confidentiality and that the information is only shared with others if appropriate and with the informed consent of the service user.

Service strengths

The service had comprehensive policies on maintaining confidentiality and data protection. Information held on the computer system was password protected. Individual members of staff could only access information to the level they had authority to do so. We saw this in operation. All paper records removed from individuals' homes were scanned and stored electronically, with originals destroyed.

The staff handbook contained information on maintaining confidentiality. Nursing staff were bound by professional standards. Nurses we spoke to were aware of their responsibility to maintain confidentiality. All staff were required to complete and refresh training annually on confidentiality and data protection.

Areas for improvement

In self assessment the service said they intended to improve the information on confidentiality and data protection for service users so that they were aware of what they should expect.

We heard that where nursing care was being provided in individual's homes there was the potential for inadvertently sharing personal information about other people the nurse was providing care to. This had been raised with the service and was being addressed locally.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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 individuals using the service were actively involved in planning and reviewing their own care. Care plans were completed and reviewed with the local manager. Individuals signed these and were given copies.

The service used feedback forms to gather views and comments. These were requested at least annually from individuals receiving care in their own home. Organisations and other registered services were asked to complete the feedback form on completion of the assignment the nurse was supplied for. The feedback forms asked questions about the care delivered, communication with the member of staff and the member of staff's professionalism. They also included opportunities to make additional comments and to raise any concerns about the service.

Each agency A24 Group Limited trades as provided a service user guide. This included information on how to make a complaint to the service or to the care inspectorate. It encouraged service users to give feedback by making complaints, comments and compliments so that the service could continually improve.

We heard that the service had addressed concerns about communication. The local manager now had regular meetings with the service user concerned. They had also provided key contacts in the organisation the service user could use.

Areas for improvement

The service could consider how it could keep service users informed about the feedback it receives through reviews, feedback forms, compliments, comments and complaints and improvements they make as a result.

The feedback form could be developed to ask for suggestions on how the service could improve.

In self assessment the service said they intended to improve communication with service users in order that any issues and concerns about the service were resolved as quickly as possible. We heard that this was already being implemented with one service user.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure our service provides care staff who are most suitable to meet individual service user needs. The care and treatment received by the individual service user, is supported by evidence based practice and up to date policies and procedures. These reflect current legislation (where appropriate Scottish legislation).

Service strengths

We found the service had comprehensive policies and procedures to inform care delivery. These were available on their website for service users to see.

We saw that the service's IT system made sure staff had up to date training and maintained their professional registration as required. These systems prevented staff from working if updates were outstanding.

Staff's key skills, qualifications and areas of expertise were logged on the IT system. Individuals, organisations and other registered services applying to use the service provided a minimum information form that identified the key skills, qualifications and areas of expertise they required. The IT system identified the members of staff available who matched the required criteria. We were told each area had a bookings consultant in the bookings team. They were familiar with staff in their area and were responsible for matching an appropriate member of staff from the list to the assignment. Local managers told us the bookings consultant contacted them if there were specific requirements for an assignment they were unsure of.

We heard that nurses supplied had the necessary knowledge and qualifications to provide the care required.

The internal audit team completed audits to ensure bookings procedures were complied with.

Areas for improvement

While nurses supplied had the necessary knowledge and qualifications to provide the care required, we heard that some individual's approach to working in peoples' own homes could be improved. This was being addressed locally.

In self assessment the service identified that the out of hours service was not always as familiar with local information as the office hours bookings team. This meant that they did not always match the standards of the service during office hours. The service intended to work on improving this.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 5

We ensure that our service keeps an accurate up-to-date, comprehensive care record of all aspects of service user care, support and treatment, which reflects individual service user healthcare needs. These records show how we meet service users' physical, psychological, emotional, social and spiritual needs at all times.

Service strengths

The service had comprehensive care planning and recording formats where they provided nursing care to individuals in their own homes. These detailed health and wellbeing needs and how they would be met. The service had improved the care plan format by introducing plans to focus on specific needs, for example seizure management. We saw examples of completed records that detailed the care provided. The local manager reviewed care with the person in their own home and scanned records, providing an opportunity to monitor the standard of record keeping.

Staff working in organisations and other registered services were required to follow their record keeping policies and procedures and use their record keeping formats. A24 Group Limited received feedback about individual staff's performance through feedback forms.

The internal audit team completed audits to ensure compliance with policy and procedures for record keeping.

Areas for improvement

In self assessment the service said they continually review and update care planning and record keeping documents to make sure they meet the needs of people using the service. In doing this they could consider how they make sure the information is easy to understand.

The service could develop the feedback form to gather views on record keeping by staff supplied to organisations and other registered services.

We heard there were some issues with "over" recording, particularly when nursing care was being provided in people's own homes. This was being addressed locally.

Grade awarded for this statement: 4 - 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

The strengths noted under Quality Theme 1 Statement 1 are also relevant to this statement.

We heard that the service delivers training for staff relevant to the needs of individuals they are caring for.

The local manager described how they used information from feedback forms and contact with people using the service in staff supervision. This included sharing compliments and addressing any concerns.

Areas for improvement

The service could consider how service users could be involved in staff selection and appraisal.

The service could consider how people using services could be involved in delivering staff training.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff.

Service strengths

The service had a comprehensive recruitment policy and procedures. This included application forms, health declaration, taking up references from at least the current and previous employer, Disclosure Scotland checks, checking of qualifications, checking professional registers as appropriate and interview by a trained person. We saw records that evidenced these checks had been completed. The local manager described the interview process as rigorous.

Recruitment practice was audited by the internal audit team to make sure policies and procedures were being complied with.

New staff were provided with a comprehensive staff handbook which included sections on what A24 Group can do for you, before you start work, important information, health and safety, occupational health, training and development, completing an assignment and financial information. The local manager told us they met with new staff to make sure they understood the handbook. New staff were required to sign a declaration that they had understood the contents. They had to provide evidence of up to date training in mandatory topics such as manual handling and basic life support or to complete these before starting work.

The local manager told us new staff were introduced to individuals receiving nursing care in their own home either by them or an experienced member of that person's care team.

Staff working in organisations and other registered services were required to familiarise themselves with the area they were assigned to work in. They were provided with guidance on key information they required to find out before they started work. Their performance was checked centrally by A24 Group Limited from feedback forms received.

Areas for improvement

In self assessment the service acknowledged the complexity of individual's care needs. They intend to link up with other training providers in order that new staff can be better prepared to meet specific needs.

Grade awarded for this statement: 5 - Very 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

The service's IT system requires staff to update all mandatory training annually. The majority of training was completed on line with practical manual handling and emergency life support provided locally. Reminders were sent to staff prior to updates being required. We heard from a member of staff these were received regularly until the refresher had been completed. If any refresher or other mandatory information was not completed the IT system barred nurses from being offered assignments until completed.

We heard that staff working with individuals in their own home were offered other training specific to meeting their needs.

We were told nurses providing care to individuals in their own home had face to face supervision at least six monthly with telephone supervision in between. We saw examples of supervision records which included reviewing objectives from the last supervision meeting, feedback from people using the service and agreeing future objectives. We heard that staff could get ad hoc advice and support at the local office or by telephone. Some staff told us that having an additional local manager had improved availability of supervision and support.

We heard from local managers and staff that training events were a good opportunity to meet up with others. A staff meeting was usually organised to coincide with this.

Staff on longer assignments in organisations and other registered services were expected to be supervised and receive support from colleagues in those services. Their performance was monitored centrally through feedback forms received. Any issues or concerns raised were addressed by the local manager.

A24 Group Limited had a risk management committee. We heard that they considered concerns about staff's practice and could recommend actions like further training, limitations to the areas staff were permitted to work in or removal from the service's register.

Areas for improvement

Some nurses providing care to people in their own homes were vague about when they had supervision and appraisal. The local manager acknowledged that it could be difficult to arrange meetings depending on shifts people worked, other work they might have and personal commitments. The service should make sure all nurses providing care to individuals in their own homes have regular face to face supervision and annual appraisal in line with their supervision and staff support policy (see recommendation 1).

We found that the service did not appear to have regular supervisory contact with staff supplied to organisations and other registered services. We did not find any evidence that staff on longer assignments received supervision in those services or appraisal by the agency. We did not find any evidence of staff on shorter assignments receiving supervision or appraisal. The service should make sure all staff are receiving regular supervision and appraisal (see recommendation 2).

As noted under Quality Theme 1 Statement 2 concerns about some nurses approach when working with individual's in their own home was being addressed locally.

Members of staff, including local managers, who wished to extend their professional practice and expertise, were required to support this themselves. The service could consider ways they might support individuals with this.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The service should make sure all nurses providing care to individuals in their own homes have regular face to face supervision and annual appraisal in line with their supervision and staff support policy.

National Care Standards Nurse Agencies Standard 4 Management and staffing arrangements.

2. The service should make sure all staff on assignments with organisations and other registered services are receiving regular supervision and appraisal.

National Care Standards Nurse Agencies Standard 4 Management and staffing arrangements.

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 3 - Adequate

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 strengths noted under Quality Theme 0, 1 and 3 Statement 1 are also relevant to this statement.

We heard the introduction of an additional local manager had improved communication difficulties experienced in one area.

Areas for improvement

The areas for improvement noted under Quality Theme 1 Statement 1 are also relevant to this statement.

The registered manager acknowledged that their contact with service users had been limited. They intended to arrange to meet service users to hear their views of the service. The service should make sure the registered manager has closer contact with service users, in order that they are familiar with the manager and have opportunities to make their views known (see recommendation 1).

The feedback form did not include questions relating to the quality of management and leadership of the service. We did not find any other ways the service gathered the views of service users about the management of the service. The service should develop ways to get feedback from service users about the quality of management and leadership (see recommendation 2).

While the provider had a range of policies and procedures which included involving service users there was no participation plan specific to this service. The service should develop a participation plan to clarify how service users will be involved in assessing and improving the quality of the service (see recommendation 3).

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 3

Recommendations

1. The service should make sure the registered manager has closer contact with service users, in order that they are familiar with the manager and have opportunities to make their views known.

National Care Standards Nurse Agencies Standard 5 Concerns, comments and complaints.

2. The service should develop ways to get feedback from service users about the quality of management and leadership.

National Care Standards Nurse Agencies Standard 5 Concerns, comments and complaints.

3. The service should develop a participation plan to clarify how service users will be involved in assessing and improving the quality of the service.

National Care Standards Nurse Agencies Standard 5 Concerns, comments and complaints.

Statement 2

We involve our workforce in determining the direction and future objectives of the service.

Service strengths

We heard that staff had opportunities to put forward suggestions on how the service could improve at face to face and telephone supervisions and at training events and associated staff meetings.

Local managers told us they felt able to put forward suggestions and ideas and felt listened to. We heard examples of things suggested being put into practice. We also heard from a member of staff about the positive relationship with their manager. They said they regularly discussed how they could improve the service to the person they worked with.

We saw that the agency published a newsletter for staff on its website. This kept staff up to date with changes and developments.

Areas for improvement

Given the dispersed nature of the service, they could consider developing different ways to gather staff's views and suggestions for improvement. For example they could consider developing a feedback form for staff or a discussion forum on their website. Information gathered could be used to inform an improvement plan for the service.

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

The strengths relating to service user participation noted under Quality Themes 0, 1, 3 and 4 Statement 1, relating to safe recruitment noted under Quality Theme 3 Statement 2, relating to having a professional well trained and motivated workforce noted under Quality Theme 3 Statement 3 and relating to involving staff in the future direction of the service noted under Quality Theme 4 Statement 2 are also relevant to this statement.

A24 Group had an internal audit team. They carried out ongoing audits of a range of the service's activities, including recruitment, care planning and review, and complaints handling. As noted under Quality Theme 3 Statement 3, they also had a risk management committee.

Areas for improvement

The strengths relating to service user participation noted under Quality Themes 0, 1, 3 and 4 Statement 1, relating to safe recruitment noted under Quality Theme 3 Statement 2, relating to having a professional well trained and motivated workforce noted under Quality Theme 3 Statement 3 and relating to involving staff in the future direction of the service noted under Quality Theme 4 Statement 2 are also relevant to this statement.

We found it difficult to find out which individuals, organisations and other registered services the nurse agency supplied nurses to. The registered manager acknowledged that they had had minimal contact with the nurse agencies in Scotland. The registered manager should have more involvement with the service to be more familiar with the service provided and to provide leadership in improving the quality of the service (see recommendation 1).

While there was clear evidence of service users views being gathered, opportunities for staff to put forward ideas and suggestions and compliance monitoring by the audit team there was no improvement plan for the service based on the information gathered. The service should use the information gathered about the quality of the service to develop an improvement plan and make sure planned improvements are being made (see recommendation 2).

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The registered manager should have more involvement with the service to be more familiar with the service provided and to provide leadership in improving the quality of the service.

National Care Standards Nurse Agencies Standard 4 Management and staffing arrangements.

2. The service should use the information gathered about the quality of the service to develop an improvement plan and make sure planned improvements are being made.

National Care Standards Nurse Agencies Standard 4 Management and staffing arrangements.

4 Other information

Complaints

No complaints have been upheld, or partially upheld since the service registered with us.

Enforcements

We have taken no enforcement action against this care service since it registered with us.

Additional Information

We shared with the service that we had found the inspection difficult to complete, mainly because it was difficult to establish which individuals, organisations and other registered services the nurse agency supplied registered nurses to. We were therefore not able to contact a range of service users to gather their views about the quality of the service.

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

6 Inspection and grading history

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.

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।

هه بایتسد میم ونابز رگید روا ولکش رگید رپ شرازگ تعاشا هی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی رځ ا تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم ا اذه

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

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