

## Care service inspection report

# Rainbows and Puddles Outdoor Nursery

## Day Care of Children

Dean Castle Country Park

Dean Road

Kilmarnock

KA3 1XB

Telephone: 02560 483932

Inspected by: Carole Thomson

Joy Hill

Type of inspection: Unannounced

Inspection completed on: 10 October 2012



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### Service provided by:

Cheryl Morrison

### Service provider number:

SP2010977595

### Care service number:

CS2010238923

### 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	2	Weak
Quality of Staffing	5	Very Good
Quality of Management and Leadership	4	Good

### What the service does well

The manager, depute manager and staff have maintained strong positive partnerships with parents and families using the service. Parents are consulted on most aspects of the work of the nursery and their ideas and suggestions are valued and acted on. Staff extend learning opportunities in the natural woodland environment through skilled interaction with the children, recording detailed observations and planning in response to the children's current interests and needs. Staff use a variety of methods to gather the children's views, and enable them to influence the programme of activities.

### What the service could do better

The health and safety procedures should be further developed to take account of best practice guidelines. The service needs to further develop individual medical forms. The nursery base/playroom should be better cleaned, organised and maintained. The service should continue with their plans to provide a separate entrance for the children and families so that outdoor wear can be taken off before entering the playroom.

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

The service has continued to offer very good experiences in the outdoor natural environment for the children. The manager and depute manager have completed

level 3 Forest School Leader training. The service has updated the recruitment policy and procedure and introduced a safety checklist for the indoor playroom.

### **Conclusion**

The service provides a caring welcoming learning experience for children in the natural environment. The manager, depute and staff are enthusiastic and committed to developing the service in line with the Forest Nurseries ethos. They effectively involve parents and children in assessing and improving all aspects of the service. Activities are in the main child led and staff plan responsively in line with the Curriculum for Excellence. In the outdoor environment there are appropriate health and safety, child protection and infection control procedures in place. Care and maintenance of the indoor base/playroom, planning staff training and developing the quality assurance process are areas requiring further development and improvement.

### **Who did this inspection**

Carole Thomson

Joy Hill

# 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](http://www.scswis.com).

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

The service is located within the Dean Castle Country Park in the town of Kilmarnock, East Ayrshire and is registered to provide a care service to a maximum of: 16 children aged 2 to 16 years.

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 2 - Weak**

**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](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 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 unannounced inspection that took place on 10 October 2012.

We spoke with four parents, three staff members and the Manager on the day of the inspection and observed staff practice.

We talked with the children attending the nursery on that day.

We reviewed a range of documentation policies and procedures including:

Child Information Forms

Infection Control Policies and procedures

Child Protection Policies and Procedures

Evaluation Tools

Parent Questionnaires

Responsive planning records

Staff Development Policies and Procedures

Professional Development and Review records

Training Records, Recruitment policy

Risk Assessment

Consent Forms

Accident and Incident Records

Records of Staff Meetings, Parents Meetings

Curriculum Plans

Observations were made of practice, children's activities and of resources.

An examination of the base/playroom area was conducted.

We took account of parents and carers responses to the questionnaires returned to the Care Inspectorate and the responses in the service questionnaires.

### 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**

The service should further develop their storage and administration of medication policy, medication consent forms and administration of medication recording form. National Care Standards for Early Education and Childcare up to the age of 16; Standard 3 - Health and wellbeing.

Action - This can be further developed to ensure there is a separate form for recording administration of medicine for each child. We have made a recommendation under Quality Statement 1.3.

The service should centralise information such as accidents and incidents and better organise the filing system for the children's records.

National Care Standards for Early Education and Childcare up to the age of 16; Standard 13 - Well managed service.

Action - This has been met

The service should introduce a safety checklist to log the daily safety inspection of the base and equipment for outdoor play sessions and drinking water and hand washing water should be clearly labelled within the base and on outdoor play sessions.

National Care Standards for Early Education and Childcare up to the age of 16; Standard 2 - A safe environment.

Action - This has been partly met and now infection control and cleaning procedures need to be implemented. We have made a Requirement under Quality Statement 2.2.

Staff should monitor the public toilets used by the children to ensure paper towels and antibacterial liquid soap are replenished throughout the day.

National Care Standards for Early Education and Childcare up to the age of 16; Standard 2 - A safe environment.

Action - This has been met and the cleanliness of the public toilets now needs to be monitored.

The service should ensure an additional staff member is always available to be responsible for observing the wider environment to enhance safety measures.

National Care Standards for Early Education and Childcare up to the age of 16; Standard 12 - Confidence in staff.

Action - This has been met.

The service needs to further develop the recruitment procedure by introducing a checklist to ensure consistency in the process.

National Care Standards for Early Education and Childcare up to the age of 16; Standard 12 - Confidence in staff.

Action - This has been met



The service should ensure within staffing records there is a secure recording system in place for PVG information.

National Care Standards for Early Education and Childcare up to the age of 16;

Standard 12 - Confidence in staff.

Action - This has 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 had planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

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

We observed the children to be happy and confident in the nursery. Staff worked with parents to help new children to settle. The children were able to use their imagination in the outdoor learning environment and staff supported their ideas for activities and games. The children involved the staff in their play.

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

We sent out 10 questionnaires and received 8 fully completed. Comments in these and in the questionnaires returned to the service confirmed that parents were overall satisfied with the quality of the care and support provided by the nursery and they felt involved and informed. We talked with four parents during the inspection visit and they also highly valued the care, support and learning experiences provided by the service. We have included a selection of their comments within this report.

## 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

At the previous inspection on 27 June 2011 we graded the service as 5 - very good for this quality statement. At this inspection we found the service to have maintained very good practice in the areas we sampled. We decided this after we looked at relevant documentation, talked with the children, parents, the manager and staff and observed practice. There continued to be a variety of methods in place which parents and children had used to express their views about the quality of the service and influence the care and support provided.

Parents we talked with told us that the service communicated with them through e mail, questionnaires, newsletters, regular planned discussions about the child's progress and daily verbal exchanges. An acknowledgement of the parent questionnaires had been given to parents in the regular newsletter.

We observed there to be an open door policy and parents were able to talk with staff privately if required. Parents told us that they had been involved in interviewing for staff.

Responses in the service questionnaires confirmed that parents had been involved in providing ideas for marketing of the service and identifying outdoor locations where the children would be spending time. We found good practice by the service in taking on board parents ideas and views. An example was naming specific areas of the park with directions for parents which also maintained the security and safety of the children's whereabouts.

On the day of the inspection we saw that the manager and staff warmly welcomed children and their families. Parents were comfortable talking with staff and children were confident and familiar with the daily routines. One parent took part in the 'Discoveryland' topic as the storyteller. The story had been personalised with the children as characters and they were interested and engaged for most of the time.

Photographs were displayed within the base/playroom for parents and children to view and discuss the children's play activities. Large floor books on 'Movement' and 'Making a swing' included children's drawings, suggestions and learning from the activities they had taken part in, examples being - "Not [using] bendy branches" and "You can spin it round".

During the morning session staff had organised a good balance of organised and freeflow play activities.

We saw that staff responded to the children's ideas and suggestions about play activities in the woodland setting. The duration of each activity was decided by the children and they were able to use the natural environment in their play. An example of this was experiencing the leaves, soil, twigs, sticks and looking for feathers.

Parents we spoke with during the inspection, those who completed the service questionnaires and those who returned questionnaires to us, were overall very happy with the quality of care and support provided by the service.

Comments included;

"Freedom to explore at his own pace"

"Always a good summary of the session"

"Builds confidence about being outdoors"

"Really enjoy the profiles"

"Unique learning opportunities".

### **Areas for improvement**

The service should continue to involve parents and children in the life of the nursery to assess and improve the quality of the care and support provided. The manager indicated that the service would continue to develop how they feedback to families, the analysis of service questionnaires.

**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**

At the previous inspection on 27 June 2011 we found the service to have a good performance in relation to this quality statement. At this inspection we found the service had maintained this standard. We decided this after we talked with the manager, parents, staff and children, and observed childcare practices. We reviewed documentation relating to meeting health and wellbeing needs.

We observed staff responding to the children's physical care needs. They were

attentive and supported the children while providing opportunities for them to be independent. The manager and staff had developed warm positive relationships with the children attending the service.

The service had a detailed Child Protection Policy and procedure which staff were familiar with. Documentation within the children's files recorded all the required information including important health information, likes and dislikes, needs and interests which staff used to meet the children's health, development and wellbeing needs. We saw that several children had required additional health support and the service had worked effectively with health professionals and families to do this through specific care plans. Each child had a personal plan which was updated regularly and discussed with parents each term.

Staff had effectively provided balanced daily routines and these included snack, rest time, energetic play, quiet play and freeflow play opportunities. Children were able to rest and take part in quiet activities within the base/ playroom. Good personal hygiene procedures were in place and children were encouraged to wash their hands before eating snack and after using the toilet. We saw several small children washing their hands following national guidance.

During outdoor play sessions there was a shelter for children to sit in and have snack. This consisted of a waterproof awning and ground cover. The children were able to use a portable toilet privately. Outdoor areas for activities had been risk assessed and recorded and parents had completed consent forms for various activities. Staff encouraged children to identify how they could play safely.

As previously mentioned within this report children's all round development was well supported through appropriate planning methods and opportunities to play with mainly natural materials in a variety of settings within the country park.

### **Areas for improvement**

The service should further develop their storage and administration of medication policy. Each child should have an individual medicine recording form. The service was guided to the information available on the Care Inspectorate website.

The service should continue to develop the children's personal plans and to review these at least six monthly or sooner if necessary.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 2 - Weak

### Statement 1

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

#### Service strengths

We found very good systems in place to help parents and carers get involved in assessing and improving the quality of the environment within the service. We have given examples of how they did this under Quality Statement 1.1.

The parents we spoke to and those who completed our questionnaire had no concerns about the accommodation or the equipment used. They commented that the service provided a safe, welcoming environment for children, parents and carers. Some comments included:

"They are not risk averse and let the children explore the natural world"

"Shame there's not a bigger playroom...I feel involved and my child loves coming"

"Some indoor space issues but it's only a base...it's an outdoor nursery after all".

#### Areas for improvement

Please see Quality Statement 1.1.

**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

At the previous inspection on 27 June 2011 we found the service to be good in the areas we sampled for this quality statement. At this inspection we found the service had not maintained this grade particularly in the indoor environment and have awarded a grade of 2 - poor.

The base is maintained by the local authority who are responsible for repairs. The service inform the Park Rangers of any maintenance issues or repairs. Staff monitor safety when children use the toilet facilities which are shared with visitors to the park. The staff accompany the children to the toilets which are next door to the base.

There is an effective alarmed door entry system in place. Outdoor play areas had been risk assessed and reviewed before children had access. During outdoor play sessions the children have access to drinking water and separate warm handwashing water in sprays. They used antibacterial liquid soap with this. Parents provide a packed snack and lunch for children attending over lunchtime. Children were encouraged to wash their hands before eating and after using the toilet.

Appropriate security measures included children handed over to a staff member when they arrived and received from a staff member at the end of their session.

Parents we spoke with, responses in the questionnaires returned to us, and those who completed the service questionnaires confirmed that the service had a suitable range of equipment, toys and play materials for the children. They were overall happy with the safety measures in place.

### **Areas for improvement**

To ensure that the environment is safe and service users are protected we found that the service needed to address the following issues:

The floor behind equipment and around the entrance to the playroom needs to be thoroughly cleaned and maintained.

Paper towels should be stored in a manner which keeps them dry and clean prior to use.

Surfaces including the fridge and storage trays for wipes and paper towels need to be cleaned thoroughly and maintained.

The playroom surfaces and storage areas were cluttered with equipment and toys and these need to be cleaned and organised.

Nappies brought in from home and wipes should be stored in sealed containers.

The portable nappy changing unit needs to be cleaned and maintained better.

The service should consider replacing the portable toilet as it is stained with use and being moved around.

The pipes and extractor fan in the public toilet used by the children needs to be thoroughly cleaned.

The heating in the base/ playroom should be better maintained.

(See requirement 1)

To improve infection control procedures the staff should access Infection Control training based on national best practice guidance (see recommendation 1).

Although risk assessments had been completed for the outdoor areas we found that there were none for the base/ playroom. The service should risk assess the use of portable heaters in the base/ playroom (see recommendation 2).

**Grade awarded for this statement:** 2 - Weak

**Number of requirements:** 1

**Number of recommendations:** 2

## Requirements

1. The service is required to put procedures in place to ensure the fridge, floor, surfaces and storage areas are thoroughly cleaned and maintained in the nursery base/playroom. Steps must be taken to ensure that these are followed diligently and practice monitored on a regular basis. A monitoring programme for effective cleaning must be put in place.

This is in order to comply with:

SSI 2011/210 regulation 4(1)(a)&(d) - a requirement that the provider shall make proper provision for the health and welfare of service users and have appropriate procedures for the control of infection.

Timescale - within 1 month of receipt of this report.

## Recommendations

1. Staff should access Infection Control training based on national best practice guidance as soon as possible to update their skills in this area and improve the standard of the indoor environment.

National Care Standards for Early Education and Childcare up to the age of 16;  
Standard 2 - A safe Environment.

2. The manager should risk assess the use of portable heaters in the base/ playroom and ensure the heating is at the correct temperature when using the indoor base.

National Care Standards for Early Education and Childcare up to the age of 16;  
Standard 2 - A Safe Environment

## 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

We found very good systems in place to help parents and carers get involved in assessing and improving the quality of staffing in the service.

The parents we spoke with and those who completed our questionnaire were confident that staff had the necessary skills and experience to support the learning and development of their children. They told us:

"The staff are friendly and approachable"

"Staff are good with my child...there's good support"

"Good daily communication".

Parents confirmed that they could ask to speak to staff in private should they wish to do so.

We found examples of parents working closely and effectively with staff to address children's care needs. By doing so parents could direct influence the knowledge and understanding of the staff working with their child.

Please see Quality Statement 1.1 and 2.1 for additional information on how the staff involved children and parents in assessing the quality of the service.

#### Areas for improvement

Please see Quality Statement 1.1.

**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

There was clear evidence that the staff were motivated, and took account of best practice guidelines when planning and organising mainly outdoor play and learning activities for children attending the service. We graded the service 5- very good.

The service had a recruitment and selection policy and procedure. Prospective employees were required to complete an application form and conviction declaration. Staff and students had undergone disclosure check - Protection of Vulnerable Groups scheme (PVG). Staff were registered as required with the Scottish Social Services Council (SSSC).

Staff and students new to the service told us they had been taken through an induction process which had been helpful and provided good information about the service's policies and procedures. Staff development and review was carried out on a yearly basis.

We observed a respectful ethos between staff and the manager clearly valued their individual skills. Staff members were involved in developing the Annual Service Plan for the nursery and their contributions were recorded and acted on. Recently staff had identified a computer application to assist with planning in relation to the 'Curriculum for Excellence' and the manager was exploring how this could be used. The manager was committed to providing ongoing training opportunities for staff and these were detailed in staff records.

We saw that parents and children were confident in talking with the manager, depute manager and individual staff members. Staff were friendly and welcoming with the families using the service.

## Areas for improvement

We suggested to the manager she should draw up a training plan for each staff member and monitor staff progress. This will improve how training and continuous professional development is organised.

**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

We did not inspect against this statement but have included relevant evidence on the quality of participation in Quality Statement 1.1 and Quality Statement 4.4.

#### Areas for improvement

Please see Quality Statement 1.1.

**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 good evidence that quality assurance systems and processes which involved service users, carers and staff were used.

The manager and staff worked well together to continually assess and improve the service provided. They did this by evaluating the performance of the nursery within the 'Curriculum for Excellence' which is a national framework for planning activities to support children's learning and development.

Families were well informed about the work and operation of the nursery. This enabled them to contribute to the quality assurance processes for example, by completing questionnaires and by talking to the staff and the manager. We also saw that the students had completed questionnaires about their learning experiences at the nursery and they had confirmed that they had gained confidence and experience and had been able to contribute to the quality assurance process.

Staff had attended the Scottish Learning Festival and had identified new technology applications that could be employed to support their work within the 'Curriculum for Excellence'

The findings from these quality assurance processes were used to inform the services Annual Service Plan. This plan clearly identified the services priorities for development and assisted the staff to monitor the progress made towards achieving the aims of the plan. The members of staff we spoke to confirmed that they had contributed to the plan. Priorities included completion of level 3 Forest Training for staff, Responsive Planning and looking at the environment and resources.

The day to day work of the staff was routinely monitored by the manager. She provided staff with feedback and helped them to identify their strengths as well as areas which could be further developed. Staff told us that they took part in staff appraisal and that the manager was supportive and acted on their ideas and suggestions.

### Areas for improvement

The service should further develop the Quality Assurance process. They should consider evaluating the performance of the nursery against 'The Child at the Centre 2'. This is a self evaluation guide for services which provide pre-school education and day care in Scotland.

The performance of service for younger children could be evaluated using the national guidance 'Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families'. The finding from these quality assurance processes can be used to inform the services Annual Service Plan.

The service should ensure families are informed about the outcomes of quality assurance processes and the progress made on priorities identified in the Annual Service Plan.

(See recommendation 1).

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

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. The service should further develop their Quality Assurance process and keep families informed about the outcomes of this and progress made on priorities identified. They should consider using national guidance such as 'The Child at the Centre 2' and 'Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families'.

National Care Standards for Early Education and Childcare up to the age of 16:  
Standard 13 - Improving the 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 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

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

## 6 Inspection and grading history

Date	Type	Gradings
27 Jun 2011	Unannounced	Care and support 4 - Good Environment 4 - 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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