

# Care service inspection report

## Farmhouse Nursery

### Day Care of Children

Halmyre Mains Farmhouse  
2 Halmyre Mains  
West Linton  
EH46 7BX

Inspected by: Sally Gellatly

Type of inspection: Unannounced

Inspection completed on: 16 July 2013



## Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	7
3 The inspection	13
4 Other information	27
5 Summary of grades	28
6 Inspection and grading history	28

### **Service provided by:**

Halmyre Mains Farmhouse Nursery Ltd

### **Service provider number:**

SP2010010887

### **Care service number:**

CS2010248894

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

Sally Gellatly

Telephone 01896 664400

Email [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

## 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	5	Very Good

### What the service does well

We found the service provided a very good standard of care and support to children and their families. Children were given very good opportunities to experience a wide variety of outdoor play, allowing them to explore the natural environment.

We saw staff were very motivated and enthusiastic in their role and worked very well together as a team.

### What the service could do better

The service should review and update the contingency plan to include a closure strategy, minimising the inconvenience that may be caused to children and their families by unforeseen circumstances.

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

The service had made some improvements to the outdoor area, which parents and children had been involved in deciding. The driveway surface had been improved and included an external floodlight for safer parking in the dark nights. The outdoor play area had been securely fenced off.

## **Conclusion**

We found Farmhouse Nursery provided a very good variety of activities where children could learn and develop through play, while having fun. It was clear staff were committed to giving them a range of learning experiences in a warm, relaxed environment.

## **Who did this inspection**

Sally Gellatly

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

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

## Requirements and recommendations

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Halmyre Mains Farmhouse Nursery Ltd provides the Farmhouse Nursery service. This is a day care of children service based in a rural setting in the outskirts of West Linton. The service operates from a former farmhouse set in a large piece of land. The premises consist of three playrooms, a large dining room, kitchen and toilet facilities, and an office. The fully enclosed outdoor area is used for supervised play.

Farmhouse Nursery is registered to care for a maximum of thirty children aged from birth to those not yet attending primary school, of whom no more than eleven shall be under the age of two years. During the inspection visit there was a maximum of 10 children, two staff and the manager.

The aims and objectives of the service include:

'Provide an environment where each child can safely explore, develop curiosity, investigate, create and imagine while engaging with nature, the seasons and the elements'.

'Through our child-centred approach, supportive staff and parent partnerships, Farmhouse Nursery builds a strong foundation for creating confident, communicative and creative children, who can make the most of their potential'.

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 5 - Very Good**

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

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

## 2 How we inspected this service

### The level of inspection we carried out

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

### What we did during the inspection

We wrote this report after an unannounced inspection that took place over two days on 10 and 16 July 2013.

We sent the service ten questionnaires to give to parents and carers of children who used the service. Three were returned before the inspection. We also spoke with a parent at the inspection.

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

The self assessment

The annual return

The nursery handbook

Equal opportunities policy

Complaints policy

Child protection policy

Childrens records

The partnership with parents policy

Parent questionnaires

Observation records

Observation of toys and equipment

Discussion with staff and observation of their interaction with the children

Discussion with the children

### Grading the service against quality themes and statements

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

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

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

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

## **Fire safety issues**

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



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

#### **The requirement**

Requirement 1: By November 30, 2012 the Provider must ensure that all staff employed in the provision of the care service who are required to register with the Scottish Social Services Council or another relevant regulatory body, are so registered. This is to comply with the Public Service Reform Act (Scotland) 2010, Scottish Statutory Instrument (SSI) 2011 No. 210 Social Care, Regulations 7(2)(d) and 9(2)(c) - requirements to ensure that managers and staff are registered with the relevant professional bodies.

#### **What the service did to meet the requirement**

All staff were now registered with the Scottish Social Services Council (SSSC).

**The requirement is:** Met

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

We made seven recommendations at the last inspection, namely:

Recommendation 1: The service should continue to make improvements to the participation of children, parents and carers. It should find ways of getting feedback each year on all four of the quality themes.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 13 - Improving the service.

Progress: This was ongoing. The service had improved ways in consulting with parents through e-mails, questionnaires and 1:1 meetings. This recommendation had been met.

Recommendation 2: The service must keep a personal plan for each child that sets out how their health, welfare and safety needs will be met. These should be reviewed at least every 6 months.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 6.4 - Support and development.

Progress: The service had started to put personal development records in place for the children. We saw these had been reviewed and updated in consultation with parents. This recommendation had been met.

Recommendation 3: The service should devise a procedure so that staff knew what to do if children did not turn up when expected. If no-one could be contacted to explain the child's absence, the police should be contacted.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 14.2 - Well-managed service.

Progress: The service had included the procedure for staff to follow should a child not turn up in their contingency arrangements. This recommendation had been met.

Recommendation 4: The service should review and amend the recruitment and selection procedure to make sure that it reflects current best practice and the requirements of the Equality Act 2010.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 12.1 - Confidence in staff.

Progress: We saw the recruitment and selection procedure had been reviewed and updated to reflect this. This recommendation had been met.

Recommendation 5: The service should keep a record of the actual date that staff started their employment.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 14.2 - Well-managed service.

Progress: We saw this information was recorded on staff contracts. This recommendation had been met.

Recommendation 6: The service should review and amend its complaints procedure to make it clear that complaints could be made to the Care Inspectorate at any time. National Care Standards, Early Education and Childcare up to the age of 16, Standard 14.2 - Well-managed service.

Progress: The complaints procedure had been reviewed and updated to reflect this.

Recommendation 7: The service should put in place a contingency plan and closure strategy.

National Care Standards, Early Education and Childcare up to the age of 16, Standard 14.2 - Well-managed service.

Although there was a contingency plan in place this did not include a closure strategy. Therefore, part of this recommendation remains in this report.

Progress: This recommendation had not been fully 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.

The Care Inspectorate 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 heading 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.

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

We spoke to all the children at the inspection. They told us they 'loved playing outside' and going on walks. We saw they were constructively involved in play and activities by staff. We saw they were very happy when playing outside.

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

We sent 10 questionnaires for staff to give out to parents and carers. Three were returned before the inspection. It was clear that these parents were very happy with the care their children received. Comments are included in the body of this report. We also spoke with one parent at the inspection. They told us they were very happy with the nursery, their children were extremely happy and staff gave them very good feedback about their child.

## 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 that there were very good opportunities for children, parents and carers to be involved in assessing and improving the quality of care and support of the service. These included:

- Informal daily discussion
- A noticeboard for parents
- A parental involvement policy
- Childrens' personal folders
- Parent questionnaires
- The nursery handbook
- Discussion with the children
- One to one meetings with parents
- Nursery newsletter
- The nursery facebook page
- Home and nursery communication book

It was clear staff welcomed parents into the nursery at any time. This was included in the parental involvement policy, which stated 'We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the setting'. The parent we spoke with was very happy with the nursery and staff. They told us staff were very approachable and their children were 'very happy' at nursery.

We saw the home and nursery communications books were very good. This let parents know how their child had been, their routine and what they had been doing at nursery. Parents had also taken time to comment on how their child had been at home and anything they would like staff to do with their child, for example, in their personal care.

We saw staff giving the children choices about what they wanted to do. The children mainly wanted to play outside, enjoying the good weather. This was nice to see. They seemed happy and relaxed in their play, in small groups with their peers and on their own.

Staff had introduced floorbooks in the nursery. We saw these were good and contained various drawings, captions and ideas from the children about things they knew and things they would like to learn about, for example, one child wanted to learn how butterflies 'worked'. Staff were planning a trip to 'Butterfly World' to include this.

The 'Facebook' page was very good. It was only able to be accessed by parents and staff, protecting the children's safety. We saw lots of photos of the children enjoying activities. One parent had commented that it was great to be able to see what the children did in nursery.

It was clear staff knew the children very well. The plans for each room included things the children were interested in and activities to support their development and learning.

Parents who completed our questionnaires 'strongly agreed' that, overall they were happy with the quality of care their child received in this service. Comments included:

'(Staff) they are dedicated and really inspire confidence and trust'.

'My child loves attending nursery and I believe they have thrived from the range of experiences and activities they are encouraged to participate in. (child) is very sociable and I think this is directly linked to the family environment at the nursery'.

'The staff are always approachable and keep me up to date with (child's) progress and any issues. We think the nursery is fantastic and provides an excellent service'.

'Great child friendly environment with excellent staff. They are very supportive and work to parents' needs, e.g. potty training'.

## Areas for improvement

The service told us in their self-assessment they will 'continue to develop methods to engage parents, children and carers' in providing feedback for improvements they could make to the service. We agreed with this. Questionnaires had been reviewed and updated. The manager told us they would be giving these to parents soon to get their feedback/ideas on how they could improve the service.

**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

The aims of the service were included in the information for parents. The service stated their aim was 'Through our child-centred approach, supportive staff and parent partnerships, Farmhouse Nursery builds a strong foundation for creating confident, communicative and creative children, who can make the most of their potential'. Most staff had done training on child protection. They spoke with good knowledge and understanding about this, telling us what they would do if they had any concerns, ensuring the safety of the children. The child protection procedures and policy were very detailed and included risk indicators of causes for concern.

Staff promoted healthy eating in the nursery through topics, discussion and encouraging children to try different foods. We saw this in the plans displayed, for example, exploring and discovering where different foods came from and helping to choose, prepare and taste different foods. It was clear staff knew the children well and gave us examples of what foods they liked and didn't like. The children also told us this. The nursery used local fresh produce, ensuring meals and snacks were nutritious and healthy. Parents had been consulted in planning menus, for example giving feedback and suggesting things their child might like through questionnaires. The children also told us this. When asked they told us 'My mummy suggested we have Gnocchi' while another child told us 'My mummy suggested Fruit Kebabs'. Staff told us the children liked the variety of foods on offer. It was clear parents were happy with the menus and some had also purchased the same cookbook as the nursery to make them at home.

We were invited to sit with the children at lunchtime. This gave us the opportunity to chat to them

We saw that good hygiene procedures were practised in the nursery. We saw children wash their hands after playing outside and before lunch.

The medication policy was good, letting parents know staff need their authorisation before administering any medication to their child. It also stated only designated staff may administer medication to a child. We saw this had been recorded and signed by the parent, making sure they knew when their child had been given medication.

It was clear staff knew the children well. They gave us confidential examples of how they had worked with other professionals, parents and children in meeting their individual needs. Staff had completed development record sheets for some of the children which included their development achievements, for example being able to count to ten and writing their own name.



Parents who completed our questionnaires gave very positive comments about staff, including:

'They have been supportive and assisted in any issues such as fussy eating'.

'The staff are always approachable and keep me up to date with (child's) progress and any issues'.

### **Areas for improvement**

One member of staff had arranged to do training on infection control soon. We suggested to the manager that the other new member of staff do this at the same time. They agreed with this and would put their name forward as well.

**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

Comments made in Quality Statement 1.1 also apply to this Quality Statement. We gave this QS the same grade as QS 1.1.

### Areas for improvement

The service should continue to maintain current very good standards.

**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

There was an appropriate door entry system in place by means of a door bell. The entrance hall was welcoming, with displays of the children's art work on the walls, which reflected some of the themes and topics they had done. The noticeboard was good and displayed information for parents, including weekly menus and things that were on in the local community.

The toilets were very clean and in good condition. There was a supply of liquid soap and paper towels. We saw that good hygiene was practised. Children washed their hands before eating and after toileting. Staff demonstrated good hygiene when changing nappies, for example using disposable aprons and gloves, reducing the risk of the spread of infection.

The rooms were bright, airy and very child friendly. It was nice to see the children's own work displayed which reflected things they had learned through topics and activities. We also saw photos of things the children had achieved in nursery. We saw samples of their achievements had been recorded and displayed for parents to see, for example, saying new words and being able to climb onto the slide by themselves.

We found that the toys and play equipment were clean and in very good condition. Staff told us they were cleaned regularly. We saw that the children were encouraged to look after the toys, for example helping to tidy them away. Staff were responsible for keeping toys and equipment clean, checking them regularly, making sure they were safe for the children. This was included in the cleaning rota for staff, which also took account of the chicken coop and the guinea pig hutch in the outdoor area.

We spoke to all the children. They chatted happily to us and told us things they liked to do at the nursery, such as playing outside and going for walks. One child was eager to show us the nursery pets. They told us the names of all the chickens and told us what they were fed on. They also showed us the pet guinea pigs and told us all about them, for example they 'liked to eat dandelions'.

There was a large, safe, enclosed outdoor play area, which also had a wooded area, allowing children very good opportunities to explore and learn about nature. Staff told us the garden area was checked every day before the children went out, ensuring their safety when playing outside. We saw children had very good opportunities for outdoor, physical play and fresh air. Staff told us they took children on walks every day, giving them the opportunity for regular exercise. They also told us the children played outside most of the time and they enjoyed this. We watched them having fun outside, playing on trikes, in the playhouse and exploring the wooded area. It was nice to see them involving the adults in their play. We also watched them painting.

Staff had stapled large pieces of paper to the fence, allowing children to paint their 'masterpieces'. Two children were eager to share this with us, telling us what they had painted. It was clear they had used their imagination in this activity. We also saw one child mixing colours on paper with their hands, allowing them to feel the texture of the paint on their hands.

Written risk assessments were in place for specific activities and outings, ensuring the safety of the children.

Parents who completed our questionnaires 'strongly agreed' that the service was a safe, secure, hygienic, pleasant and stimulating environment. Comments included:

'Great child friendly environment with excellent staff'.

'Very happy with the nursery - especially the emphasis on varied diet and lots of physical activity/outdoor play'.

'It is a happy, positive environment and the staff do a great job'.

### **Areas for improvement**

The service should continue to maintain current very good standards.

**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

Comments made in Quality Statement 1.1 also apply to this Quality Statement. We gave this QS the same grade as QS 1.1.

### Areas for improvement

The service should continue to maintain current very good standards.

**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

We saw the service had a good range of policies and procedures in place to make sure staff were recruited properly, including a recruitment and induction procedure. The manager was responsible for carrying out staff appraisals, which they did every three months. We saw a record of this in staff files. They had identified their strengths and any development training they needed, for example child protection and infection control.

We found the manager and staff were enthusiastic, motivated and worked very well together as a team. They planned lots of fun activities for the children, suitable to their ages and developmental stages, giving them good opportunities to learn and develop through play.

We found that the nursery staff were motivated and committed to ongoing training. Staff told us what they had planned, for example one member of staff had just started an Scottish Vocational Qualification (SVQ) Level 3 in childcare which they were enjoying. Staff were also given opportunities to visit other nurseries, giving them the opportunity to observe and share good practice. We saw this was included in their personal development plan.

Most staff were appropriately qualified and registered with the Scottish Social Services Council (SSSC), with the newest member of staff's application in process. The manager was aware of the need for all staff to register with the SSSC.

Staff told us that they had very good relationships with all the parents and children. We saw this when parents collected their children. Staff took time to chat to them and exchange information. One parent we spoke to told us that the staff were great and their children loved coming to the nursery. They also told us they could talk to them at any time if they had any concerns. This was also reflected in the parent questionnaire.

Parents who completed our questionnaires 'strongly agreed' that staff have the skills and experience to care for their child and support their learning and development.

### Areas for improvement

The service had access to the Scottish Borders Council Continuing Professional Development (CPD) site. The manager told us they had arranged training through this but were unable to go. We discussed this with the manager and also made staff aware of the CPD site so they could make best use of this to access further training.

**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: 5 - Very 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

Comments made in Quality Statement 1.1 also apply to this Quality Statement. We gave this QS the same grade as QS 1.1.

### Areas for improvement

The service should continue to maintain current very good standards.

**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 saw staff had made good monthly plans for the children, using best practice guidance Pre Birth to Three and the Curriculum for Excellence. We saw there was a good display of photos of children enjoying lots of different play experiences. This let parents see what their child was learning in nursery, for example being successful learners and confident individuals. The manager told us the visiting pre-school support teacher had been very supportive and helpful in guiding them in the planning process.

Staff stated that everyone's opinions were listened to, valued and acted upon. Parents we spoke to also gave us examples of their child's ideas being taken into account. They also told us their ideas/suggestions were encouraged by staff to make improvements. Parents had been consulted about various things that could be improved on, which resulted in a change of menu, an outdoor light being put in place for dark nights and the car park being improved.

The complaints policy included our details and let parents know they could come to us if they had any concerns.

Staff were aware of the confidentiality statement and had signed an agreement to confirm they understood it.

Parents who completed our questionnaires all 'strongly agreed' the service had involved them and their child in developing the service, for example asking for ideas and feedback.

### **Areas for improvement**

Although there was a contingency plan in place this did not include a closure strategy, as previously recommended.

(See recommendation 1).

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

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. The service should review and update the contingency plan to include a closure strategy.  
National Care Standards, Early Education and Childcare up to the age of 16,  
Standard 14.2 - Well-managed service.

## 4 Other information

### Complaints

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

### Enforcements

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

### Additional Information

The service gave us an appropriate action plan on 4/10/12 stating how they would meet the requirement and recommendations made

### Action Plan

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

## 5 Summary of grades

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

## 6 Inspection and grading history

Date	Type	Gradings
28 Aug 2012	Unannounced	Care and support 4 - Good Environment 5 - Very Good Staffing 2 - Weak Management and Leadership 4 - Good
13 Apr 2011	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.

## To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: [www.careinspectorate.com](http://www.careinspectorate.com) or by telephoning 0845 600 9527.

## 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।

ہے بایتسرد می م وونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

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

ی.رخأ 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.

Telephone: 0845 600 9527

Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

Web: [www.careinspectorate.com](http://www.careinspectorate.com)