



Inspection report

Towerbank Primary School Nursery Day Care of Children

Figgate Bank
Edinburgh
EH15 1HX
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Inspected by: Emma Campbell
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 16 March 2010

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Service provided by:
City of Edinburgh Council

Service provider number:
SP2003002576

Care service number:
CS2003017062

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Easy read summary of this inspection report


We grade all the Quality Statements for a service at each inspection. Each grade describes how well we think the service is doing based on what we inspected.


We can choose from six grades:


 **6**  **5**  **4**  **3**  **2**  **1**
excellent very good good adequate weak unsatisfactory

We gave the service these grades

Quality of Care and Support  **4** Good

Quality of Environment  **4** Good

Quality of Staffing  **4** Good

Quality of Management and Leadership  **4** Good

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

The service provides a stimulating environment for children to develop and learn.

The staff form good relationships with children and are responsive to their needs.

Children have regular access to the outside play area.

The staff are professional and friendly in their approach to parents.

What the service could do better

At the last inspection it was noted that the premises were in need of re-decoration, particularly in the toilet area. The service told us that there were plans to obtain new premises but as yet no date has been secured for this. A requirement is made within this report..

What the service has done since the last inspection

Staff have been provided with training for supporting children's development through active and energetic play.

Since the last inspection the service had been given training in delivering the 'Curriculum for Excellence'. They had put a great deal of work in developing and implementing 'Personal Learning Plans' for all children. Staff had received other training as mentioned further within this report.

Conclusion

As a result of this inspection we considered children were being cared for in a caring and learning environment.

Who did this inspection

Lead Care Commission Officer

Emma Campbell

Other Care Commission Officers

Lay Assessor

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

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

- 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 Act 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 Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and support:** how the service meets the needs of each individual in its care
- **Quality of environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of staffing:** the quality of the care staff, including their qualifications and training
- **Quality of management and leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

| | | | | | |
|-----------|-----------|----------|----------|----------|----------------|
| 6 | 5 | 4 | 3 | 2 | 1 |
| excellent | very good | good | adequate | weak | unsatisfactory |

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Towerbank Primary School Nursery Class provides both part day and full day sessions for children between the age of three years and entry into primary school. The nursery building is located in a separate building from the primary school. The accommodation consists of a large playroom and toilet facilities and an outdoor play area and planting area.

The nursery is registered to care for a maximum of 40 children at any one time. The nursery operates between the hours of 9.00 a.m. and 3.00 p.m.

Monday to Friday during school term time only.

Towerbank Primary School Nursery Class was registered with the Care Commission in April 2002.

The nursery's aims included:

"To create a safe and stimulating environment for all children in our care. To provide many varied learning experiences through play for each individual child".

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

| | |
|---|-----------------|
| Quality of Care and Support | 4 - Good |
| Quality of Environment | 4 - Good |
| Quality of Staffing | 4 - Good |
| Quality of Management and Leadership | 4 - Good |

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

At the inspection we looked at a number of records and documents which included:-

Certificate of registration

Newsletters

Children's Personal Learning Plans

Minutes of staff Meetings

Discussion with staff, observation of the environment and the interaction between the staff and the children.

Photographs of activities.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2009/10 we will focus on:

- Meaningful activity for all adult services
- How care services assess the health of people with learning disabilities
- Involving parents for children's services
- Medication for looked after children for residential accommodation for children
- How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

Has the service had to take any actions as a result of or since our last inspection?

The following requirement was made at the last inspection:-

The service provider must ensure that the toilet area including hand washing facilities are provided and are in a good state of decoration and repair.

This is in order to comply with:

SSI2002/114 Regulation 10 (b) - a requirement that premises are not fit to be used for the provision of care services unless they are of sound construction and kept in a good state of decoration and repair.

Action taken on the Requirement

At this inspection hand washing facilities were provided. It was advised to us that there were plans to obtain new premises but as yet no date has been secured for this. The requirement to ensure the premises are in a good state of decoration and repair is therefore carried forward.

The requirement is:

Not Met

The following requirement was made at the last inspection:-

The service provider must ensure that there is an on-going training programme in place with regards to infection control.

This is in order to comply with:

SSI2002/114 Regulation 13 (c) (1) - a requirement that there is training appropriate to the work staff are to perform.

Action taken on the Requirement

It was confirmed at this inspection that staff had received Food Hygiene training.

The requirement is:

Met

Actions Taken on Recommendations Outstanding

At the last inspection two recommendations had been made.

These were:

1. The nursery should ensure that progress in the children's development is monitored and recorded and the information used to influence planning.
2. The service provider should ensure that all staff are provided with learning opportunities for active and energetic play.

Both these recommendations had been addressed as follows;

1. The nursery staff had been given training on delivering 'A Curriculum for Excellence'. They had developed and improved their planning to take account of children's developmental needs and interests.

2. Staff had been given training in providing active and energetic play. They had also made use of the school P.E. teacher to inform their practice.

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

The service completed a comprehensive self-assessment which identified strengths and areas for ongoing development.

Taking the views of people using the care service into account

The children attending the nursery were of a very young age. We observed them at play. They happily played with their peers. They communicated confidently with staff.

Taking carers' views into account

Thirteen Care Standards Questionnaires were issued by us to the service for distribution to parents/carers. Six of these were returned to us.

The following information was provided on these forms:-

One parent/carer strongly agreed that the service had involved them and their child in developing the service, for example asking for ideas and feedback. One parent/carer agreed this, Three parents/carers disagreed this statement and one parent/carer strongly disagreed. Overall all parents/carers who responded agreed that they were happy with the quality of care their child receives in this service.

Comments included:-

"The nursery provides opportunities for play and learning relevant to my child's age. The institutional nature of nursery provision and the large numbers of children attending at one time rule out more individualised quality time with staff. However, I believe that this does not necessarily mean that the quality of care/support is less. Pace and challenge for the children is however less quantifiable."

"While I am fairly happy with staff quality, the building is old and inflexible with very limited, poor quality external play space."

"Parents get very little feedback from staff about the activities the children have been involved with. This is probably because of the high pupil to staff ratio. There is simply not time every day to discuss with each parent what their child has been doing. Unfortunately this leaves parents with very little knowledge of what goes on in nursery."

"There always appears to be a calm yet very industrious atmosphere in the nursery. Children always appear engaged in the activities, with staff always present to maintain a safe, friendly yet busy environment. Very happy indeed!"

"My child appears happy, confident and enthusiastic about nursery life. She has settled well and really enjoys her time there. She is developing a positive attitude to going to school and is looking forward to moving on with her friends."

On the day of inspection we invited parents/carers to make comments to us. We were told the following:-

"I think it is alright. Happy with everything."

"We moved in September. The children are very settled here. The staff are friendly and approachable."

"My child is very happy to come to nursery."

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 considered the service had good systems in place to involve service users and carers to participate in assessing and improving the quality of care and support given. This included providing individual consultations with parents/carers which allowed them to express their views.

Staff make themselves available on a daily basis to have formal or informal chats with parents. On the day of inspection we observed the Nursery Teacher meeting with parents to discuss their child's support needs.

Coffee mornings are held regularly and parents/carers are welcomed to give suggestions or make comments about the nursery.

Each child has a Personal Learning Plan which is available for parents/carers to contribute to at any time. The Personal Learning Plans go home with the children at school holiday periods and parents/carers are encouraged to add to these.

Children also contribute to their Personal Learning Plans by completing 'Things I like to do at nursery'. Their opinions are also sought through discussions both individually or in groups.

Areas for Improvement

In their self-assessment the service stated they were going to record informal comments from parents/carers and children to allow for a more rigorous self-assessment. They also intended to issue questionnaires to parents to get formal opinions on the quality of their service, this should include information about the care and support provided/

Grade awarded for this statement

4 - Good

Number of requirements

0

Number of recommendations

0

Statement 3

We ensure that service user's health and wellbeing needs are met.

Service Strengths

We considered there were very good systems in place to ensure children's health and wellbeing needs were being met.

We saw minutes of meetings which identified any additional support needs for children and how these would be provided. For example by liaising with other professionals such as Speech and Language Therapists, Health visitors and Educational Psychologists.

We observed staff interacting with the children they were encouraging children to take part in activities and giving praise as appropriate. Children appeared confident in communicating with staff and their peers.

The nursery were part of a health promoting schools initiative.

All staff had undertaken Elementary Food Hygiene training and Allergy Awareness and Procedures. They had also undertaken First Aid training.

Children's developmental needs and interests were recorded and shared with parents. Staff confirmed to us that they had started to use this information to inform planning activities.

Areas for Improvement

The service should continue to ensure children's health and well-being needs are being met.

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: 4 - Good

Statement 1

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

Service Strengths

We considered the service had good systems in place to involve service users and carers to participate in assessing and improving the quality of care and support given. This included providing individual consultations with parents/carers which allowed them to express their views.

Staff make themselves available on a daily basis to have formal or informal chats with parents.

The nursery have an open door policy.

At the beginning of each session new parents/carers and their children are invited for open afternoons which gives them the opportunity to view the environment and make any comments or suggestions.

Areas for Improvement

The service could provide parents/carers more opportunity to make comments about the environment for example through the use of questionnaires. Information collated from these should be shared with parents/carers and inform them of any action taken as a result.

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 2

We make sure that the environment is safe and service users are protected.

Service Strengths

The nursery had a secure door entry system in place. The Janitor of the premises monitored people entering and leaving the nursery at drop off and pick up times. This was to ensure no unauthorised person gained access to the nursery.

All staff had been trained in Child Protection and were aware of correct procedures to be followed if they suspected abuse.

Staff confirmed they checked the nursery and outside play area daily to ensure it was clean and safe.

There was sufficient space to allow children to move freely around the nursery.

Children were taken out in smaller groups to the outside play area and were supervised to ensure their safety at play.

The service had prepared a handbook for students. They ensured students received induction training and they were monitored throughout their placement in the nursery.

Areas for Improvement

The service should continue to ensure the environment is safe and service users are protected.

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: 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 identified in Quality Theme 1, Statement 1 also apply to this statement. On the day of inspection we spoke to several parents who advised us that they found the staff team friendly and approachable. They also stated they were able to discuss any concerns about their children with staff.

Areas for Improvement

In their self-assessment the service stated they were going to record informal comments from parents/carers and children to allow for a more rigorous self-assessment. They also intended to issue questionnaires to parents to get formal opinions on the quality of their service, this should include information about staffing.

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

From the Safe Recruitment Audit of the City of Edinburgh Children and Families department the following strengths have been identified:

Prior to the amalgamation of all departments into a single recruitment centre in June 2008, there were Recruitment and Selection Procedures for each department. The organisation was in the process of developing a single Recruitment and Selection Policy and Procedure for all departments that would provide a more consistent approach.

Prior to and following June 2008 information was provided to all applicants on the aims and values of The City of Edinburgh Council and more specifically each job description and person specification, related to the individual job purpose. There was evidence of consistent use of an application form and structured interviews to identify whether candidates had the necessary skills and qualifications required for the post.

In line with procedures all appointments to candidates applying from outside the local authority had been appointed subject to pre-employment medical screening that ensured both physical and mental fitness for employment.

Following the development of the recruitment centre it was evidenced that there was a more consistent approach to obtaining two references one of which was from a previous employer for each applicant.

From June 2008 Disclosure Scotland checks had been carried out for all appointments and there was a secure recording system in place to support this process. In addition there was a robust system in place for taking action on unsatisfactory checks.

There had been a significant improvement, since the development of the single recruitment centre, of a consistent approach to checking professional registers.

Areas for Improvement

The organisation should finalise the recently developed policy and procedures on Recruitment and Selection.

There was some evidence that there was less clarity regarding obtaining two references and health screening when a candidate was applying for a post internally. Consideration should be given to giving clearer guidance on seeking two references and health checks for internal applicants.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1

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

Service Strengths

The strengths identified in Quality Theme 1, Statement 1 also apply to this statement. Parents Evenings are held twice annually and this provides an opportunity to obtain parents/carers views about the management of the service.

Areas for Improvement

In their self-assessment the service stated they were going to record informal comments from parents/carers and children to allow for a more rigorous self-assessment. They also intended to issue questionnaires to parents to get formal opinions on the quality of their service, this should include information about management and leadership.

Grade awarded for this statement

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 2

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

Service Strengths

Meetings were held to enable all staff to be involved in identifying priorities for the Improvement Plan. All staff had opportunity to comment on the self-assessment submitted to us.

The Depute Headteacher carried out weekly monitoring of staff performance through direct observation of their practice.

Senior Management held weekly meetings with nursery staff.

Staff supervision and appraisals provided opportunities to identify and utilise staff strengths for the benefit of the children. There were also opportunities to identify further training requirements to support on-going professional development.

The nursery staff held regular informal meetings to discuss the ongoing development of the nursery.

Areas for Improvement

The service should continue to involve all staff in determining the direction and future objectives of the nursery.

Quality Statement 4.2

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

Enforcements

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Commission 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).

Summary of Grades

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

Inspection and Grading History

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هذه بایتسد ىم وونابز رگىد روا رولکش رگىد رپ شرازگ تعاشا هى

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

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