



Inspection report

Orchard Park Nursery Day Care of Children

1 Crosslees Drive
Thornliebank
Glasgow
G46 7DY

Inspected by: Maggie West
(Care Commission officer)

Type of inspection: Unannounced

Inspection completed on: 1 October 2010

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Service provided by:
Orchard Park Nursery Limited

Service provider number:
SP2007008847

Care service number:
CS2007142910

Contact details for the Care Commission officer who inspected this service:

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Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Care and Support  **5** Very Good

Quality of Environment N/A

Quality of Staffing  **5** Very Good

Quality of Management and Leadership N/A

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 has a well motivated and trained staff team led by the provider who manages the service directly. The service welcomes input from parents and responds well to feedback.

What the service could do better

The service has an Improvement Plan which reflects input from staff, parents and managers and inspection outcomes. Some environmental improvements were discussed with the service and they have agreed to submit an action plan.

What the service has done since the last inspection

The service had one requirement relating to safer recruitment which was met. There were six recommendations of which five were met. The service is asked to pursue the recommendation relating to baby changing. Further detail on the recommendations may be found under the heading "Outstanding Recommendations".

Conclusion

The service provides a caring environment for children and welcomes and supports their parents and carers who mostly have work commitments. The provider and staff work hard to develop and improve the service.

Who did this inspection

Lead Care Commission Officer

Maggie West

Other Care Commission Officers

N/A

Lay Assessor

N/A

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

Orchard Park Nursery is a privately operated service which is based in converted church premises in Thornliebank, East Renfrewshire. The service is registered to provide care and education for 44 children aged 0 to five years. It is served by public transport. Shops, schools and other local amenities are within walking distance.

The stated aims of the service include: "provide a welcoming environment which reflects equality, fairness and fosters partnership with parents and the wider community."

The nursery was registered with the Care Commission in May 2007.

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

Quality of Care and Support	5 - Very Good
Quality of Environment	N/A
Quality of Staffing	5 - Very Good
Quality of Management and Leadership	N/A

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

What activities did we undertake during the inspection

This report was written following an unannounced inspection which was carried out on 29 September 2010 between 10.00am and 4.00pm and 11.30am to 3pm on the following day. Feedback was given on the second day.

As requested by us, the care service sent us an annual return and self assessment form.

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

- the service's recent self-assessment
- profiles of six children
- planning notes
- analysis of service questionnaires
- Improvement Plan
- newsletters
- minutes of staff meetings
- service users' information pack
- certificate of registration
- insurance
- Care Standards Questionnaires returned from parents.

We also spoke to the depute manager, the provider/manager and seven staff.

All of the above information was taken into account during the inspection process and reported on.

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 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

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 provider should be able to evidence two suitable references, one of which will be from the previous employer. This is to comply with: SSSC Code of Practice - Employer. Make sure people are suitable to enter the workplace. 1.1 Using rigorous and thorough recruitment and selection processes etc. Safer Recruitment through Better Recruitment - Scottish Executive (2007)

Action taken on the Requirement

A system is in place and implemented

The requirement is:

Met

Actions Taken on Recommendations Outstanding

1. The service should continue to monitor the use of accommodation to improve the children's experience. They should consult the appropriate agency about changing facilities to ensure that they are meeting relevant legislation. National Care Standards: Early Education and Childcare up to the age of 16: Standard 2. A Safe Environment.

The service should continue to seek advice on the baby changing area.

2. The service should develop further the ways in which service users can be routinely involved in the assessment and grading of the quality of the service across all Quality Themes. National Care Standards: Early Education and Childcare up to the age of 16: Standard 13.1 Improving the Service

Met.

3. The service should review the layout of the large room and practice relating to food service and baby and toddler changing with a view to improving infection control. National Care Standards: Early Education and Childcare up to the age of 16: Standard 2. A Safe Environment.

The service had reviewed the layout and made improvements to practice. However, they should carry out improvements to toddler changing arrangements.

Met.

4. The service should ensure that food service and changing areas and all equipment used is kept in good condition. National Care Standards: Early Education and Childcare up to the age of 16: Standard 2. A Safe Environment.

Progress has been made.

Met.

5. Procedures for the receiving, storage and administration of medication should be updated. National Care Standards: Early Education and Childcare up to the age of 16: Standard 14. A Well Managed Service.

Met.

6. The service should continue to develop tools for the assessment of children's progress. National Care Standards Early Education and Childcare up to the age of 16: Standard 6. Support and Development.

Progress has been made.

Met.

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 15 February.

Annual Return Received

Yes - Electronic.

Comments on Self Assessment

The self assessment gave a good account of the strengths and areas for development for the provider's viewpoint.

Taking the views of people using the care service into account

The older children in the nursery were happy to tell us about what they enjoyed doing and learning in the playroom. Throughout the nursery children were for the most part happy and relaxed with staff. They showed confidence in the good relationships that they shared with staff. Children who became upset were easily comforted by staff.

Taking carers' views into account

We received nine completed Care Standards Questionnaires and spoke to six parents. All of the parents expressed confidence in the nursery and indicated that they "agreed" or "strongly agreed" that they were happy with the quality of care received by their child.

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 the service was performing well in this statement. We came to this opinion after looking at records, speaking to the manager, staff and service users and taking into account what service users told us in the Care Standards Questionnaires (CSQ). We graded the service very good because:

- The service had maintained the good practice that we saw at the last inspection and made improvements to the way that they consulted with parents. They showed a commitment to routinely working in partnership with parents.
- We saw evidence that the service responded in writing to answer parents' concerns or issues that they raised. They also followed the complaints procedure to answer formal complaints.
- The service published the results of consultation with parents in the well presented newsletters and shared what they intended to do in response to parents' comments.
- The service made some use of information from service users to complete the pre inspection self assessment.
- Parents' views were included with those of staff and managers in developing the improvement plan for the service.
- The service worked hard to establish and maintain parental involvement through the parents' association, parents' evenings and by inviting parents into the nursery.
- Staff gave very good feedback to parents at the end of the day and parents told us they appreciated this aspect of the service. They felt that they could influence the care their children received in nursery.
- Staff responded to children's ideas when planning activities. They made careful observations and were developing their curriculum planning to include new ways of involving children more actively in planning their learning.
- Staff used circle time to consult with children.

Areas for Improvement

The service should continue to develop ways of service users' involvement of the grading of the service against Quality Themes and National Care Standards.

Grade awarded for this statement

5 - Very Good

Number of requirements

0

Number of recommendations

0

Statement 2

We enable service users to make individual choices and ensure that every service user can be supported to achieve their potential.

Service Strengths

We found that the service was performing well in this statement. We came to this opinion after looking at records, speaking to the manager, staff and service users and taking into account what service users told us in the Care Standards Questionnaires (CSQ). We graded the service very good because:

- When we spoke to staff it was clear that they knew children well and were aware of their stage of development. They kept individual profiles of children which we sampled and found to be up to date.
- Staff and managers were aware of children who needed extra support for some aspects of development and we saw evidence that they worked with and supported parent and child through referrals to other sources of help.
- Overall, staff were working hard to implement Curriculum for Excellence and they were making good use of the support and training on offer through the partnership arrangements with the Local Authority.
- The service provided staff with guidance and best practice documents and they had access to the internet which they were encouraged to use for research.
- We saw evidence that children's progress and interests were discussed at weekly planning meetings and that these were taken into account. Staff working with 3-5 year olds also collated their observations of children, which they recorded daily to feed into planning.
- We saw that staff working with the younger children were aiming to provide experiences appropriate to the children's stage of development. Those working with babies aimed to give children stimulating sensory experiences and as much one to one support as was achievable.
- Staff were good at including all children in the activities in the nursery and effectively used praise and encouragement to engage quieter children.
- We saw that the service made careful arrangements for children moving rooms which was tailored to the needs of each child.
- Staff regularly exchange information with parents about children's progress formally and informally.

- Overall we found that the staff team wanted to do the best for each child and were open to new ideas and guidance.

Areas for Improvement

Staff should continue developing their practice to give greater opportunities for children to be actively involved in planning their own learning. Staff working with younger children should take a closer look at routines, resources and activities for this age group to ensure they are providing a full range of experiences which takes account of their abilities. The service had identified as an area for development, monitoring of child/staff interaction.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service Strengths

The evaluations in Quality Theme 1, Statement 1, are also relevant to this Statement.

We found that the service was performing well in this statement. We came to this opinion after looking at records, speaking to the manager, staff and service users and taking into account what service users told us in the Care Standards Questionnaires (CSQ). We graded the service very good because:

- The service had sustained and improved on practice since the last inspection.
- Parents have an opportunity to comment on the quality of staffing in questionnaires.
- The provider was making plans to involve parents in the internal selection process for promoted staff.
- The role of the SSSC (Scottish Social Services Council) was promoted to parents through posters and notice board.

Areas for Improvement

Please see 'Areas for Improvement' in Quality Theme 1, Statement 1.

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 found that the service was performing well in this statement. We came to this opinion after looking at records, speaking to the manager, staff and service users and taking into account what service users told us in the Care Standards Questionnaires (CSQ). We graded the service very good because:

- The provider had a policy of only recruiting staff with HNC qualifications to keyworker posts and above. Staff in training were not included in the adult:child ratio.
- All staff members we spoke to impressed by their motivation and commitment to the best interests of the children. After speaking to manager and staff we came to the view that there was mutual respect and trust between the provider and the rest of the staff team.
- There were good systems in place for staff supervision and appraisal. Training needs identified as a result were linked to personal and service development.
- One member of staff told us that she felt that she was "trusted to be creative and that her ideas were welcome". All staff we spoke to said that managers were approachable and supportive.
- We saw that systems were in place for sharing training and discussing best practice. Staff working with older children were very enthusiastic about working with the Curriculum for Excellence.
- Staff were encouraged to take responsibility and leadership was distributed throughout the team. Staff told us that they worked well as a team. Staff were registered with the SSSC and fully aware of the Code of Practice.
- Staff took pride in their achievements. Some staff members mentioned how they had worked on giving the children continuity of care through the transition from room to room.

Areas for Improvement

The service was maintaining a high standard at this inspection.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

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

We spent sometime discussing various points relating to the health and wellbeing of the children in relation to certain aspects of care and the environment. We asked the provider to respond giving a timescale for environmental improvements. We discussed:

- arrangements for sleeping for younger children
- cleaning routines and replacement of soft furnishings and resources
- schedules for carpet cleaning
- identification of trip hazards indoors and outdoors
- replacement of cots.

We would like the service to tell us when they plan to carry out improvements to:

- outside play surface
- floor surfaces identified in discussion
- toddler changing area
- approach and entrance to building.

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 - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - Not Assessed	

Inspection and Grading History

Date	Type	Gradings								
3 Nov 2009	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and Leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	3 - Adequate	Management and Leadership	4 - Good
Care and support	4 - Good									
Environment	4 - Good									
Staffing	3 - Adequate									
Management and Leadership	4 - Good									
1 Sep 2008	Unannounced	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>3 - Adequate</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and Leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	4 - Good	Environment	3 - Adequate	Staffing	3 - Adequate	Management and Leadership	3 - Adequate
Care and support	4 - Good									
Environment	3 - Adequate									
Staffing	3 - Adequate									
Management and Leadership	3 - Adequate									

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।

هه بایتسد یم وونابز رگید روا دولکش رگید رپ شرازگ تعاشا هی

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

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本出版品有其他格式和其他語言備索。

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

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Email: enquiries@carecommission.com

Web: www.carecommission.com

Improving care in Scotland