

Care service inspection report

Manor Park Nursery

Day Care of Children

46 Lefroy Street

Blairhill

Coatbridge

ML5 1NB

Telephone: 01236 602929

Inspected by: Isabella Semple-Lawson

Type of inspection: Unannounced

Inspection completed on: 1 February 2013



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Service provided by:

J Martine Watt and Jim Watt, a Partnership

Service provider number:

SP2003000955

Care service number:

CS2003004600

Contact details for the inspector who inspected this service:

Isabella Semple-Lawson

Telephone 01698 897800

Email 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	6	Excellent
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

The service provides a warm and caring service that meets the needs of individual children and their families.

What the service could do better

The manager and staff should continue to reflect on their service to ensure they continue to maintain its current high standards.

What the service has done since the last inspection

In a relatively short period of time, the provider, manager and staff have successfully integrated a new baby unit into Manor Park's Nursery service.

Conclusion

The service provided reflected the services aims and was providing a safe and stimulating environment; encouraging children to be confident individuals and develop self esteem through creating an ethos where children and their families feel they belong and are valued.

Who did this inspection

Isabella Semple-Lawson

1 About the service we inspected

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

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS. Manor Park Nursery was registered by the Care Commission on 1 April 2002.

The service provides care and education to a maximum of 53 children. The care service will operate between the times of 08.00 hours to 18.00 hours, Monday to Friday. The age range of the children will be from 0 years to those not yet attending primary school:

* 0 to 2 years: 11

* 2 to 5 years: 42

The service which is located in a residential area of Coatbridge operates an extended day provision which is open on a year round basis.

The nursery aims to "provide a caring and stimulating environment; to respect and meet the needs of every child as an individual and to provide each child a balanced range of learning experiences which will be supported by suitable resources and staff who interact enthusiastically and effectively".

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

Quality of Care and Support - Grade 6 - Excellent

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 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

This report was written following an unannounced inspection by Locum Care Inspector Rosemary Thumath on 21/12/12/and 01/02/13. As requested by us the service sent us a self assessment form.

We issued 20 questionnaires to relatives or carers of children who use the service. 14 completed questionnaires had been returned before the inspection.

- * Evidence from the service's most recent self assessment
- * Discussion with the manager
- * Discussion with staff
- * Conversations with children
- * Conversation with parents
- * Review of parental questionnaires
- * Observation of the indoor and outdoor environment and equipment
- * Observation of staff interaction with the children
- * Viewing the setting's documentation including, the handbook, policies and procedures including: child protection, registration documentation, risk assessments and complaints procedure, settling in procedures, photographs, newsletters, children's profiles, mind maps and minutes of meetings
- * Setting's participation strategies
- * Staff files
- * Child progress folders/learning stories
- * Training certificates
- * Registration Certificate
- * Insurance Certificate

Grading the service against quality themes and statements

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

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

Inspection Focus Areas (IFAs)

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

Fire safety issues

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

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

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We received a completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the information they had given us for within each of the headings that we grade.

The service provider identified what they thought they did well, some areas for development and changes they had planned.

Taking the views of people using the care service into account

Many of the children were too young to engage in a conversation about their views on the setting. They were observed to be happy and confident in the care of staff who intervened with warmth and sensitivity to meet their needs. Observation of the pre-school children showed that they confidently made choices and requests and had influence over the experiences provided.

Taking carers' views into account

We sent out 20 parent/carer questionnaires and 14 were completed and returned to us before our inspection. Five parents and one prospective parent were also spoken to during the course of the inspection visit. All parents indicated that they were very happy with the quality of care their children receive in the service

Some comments have been used in the main body of the report. Other comments include:

"All the staff are very nice and supportive and my kids really enjoy their time there".

"Manor Park Nursery is a safe and nurturing environment where my daughter is stimulated each session she is there. The staff have an excellent manner with parents and very quickly built a trusting relationship with my child. Communication is very strong, both formally and informally. I am kept up-to-date with my daughter's progress and I feel the staff know my child and cater very attentively to her routines. The manager has a very friendly and approachable attitude and has created a very positive and trusting ethos for parents".

"Would prefer some more feedback on my child's progress and hopefully readiness for school".

"Manor Park is a wonderful nursery with excellent staff who are always friendly and inviting. My daughter became a confident individual who is happy to play and learn, her attendance has been amazing since attending nursery and I am pleased with her continued progress".

"The staff at Manor Park are excellent. My son has only been there a short time and cannot fault the nursery. He comes out smiling and happy, he gets snack. All staff are friendly and keep me up to date with what he's done".

"I am very happy with the service being provided by Manor park. I feel confident leaving my child in their care and know my child feels happy and secure".

Additional comments made in the returned questionnaires have been discussed with the manager.

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: 6 - Excellent

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

The directors, manager and staff had developed a comprehensive range of participation methods that encouraged children and their parents to become involved in assessing and improving the service in all four quality themes.

Very positive relationships with parents and carers were in evidence and a partnership approach to children's learning and development was promoted. The ethos of the setting placed a high value on the contributions that service users and partner organisations made to the development of the service.

The setting had developed an ethos and culture of consultation and participation. Participation methods were geared towards improvement in all areas of the service and to encourage communication and feedback through as many channels as possible.

The service had a programme of events to target specific areas and capture the thoughts of children, parents, staff and partners. Many relevant tools were in use to gain feedback from service users. Some examples of these included:

- * Service handbook Very good range of policies and procedures
- * Day to day discussions Individual progress meetings
- * Informative Displays Questionnaires for parents
- * Suggestion box Planning and evaluation procedures
- * Complaints procedure Curricular evenings for parents
- * Fundraising endeavours Daily diaries
- * Learning stories

Information from the various participation approaches was systematically collated and analysed. Feedback and appropriate action was taken. Robust procedures for "asking, listening and acting" were in place.

Children were being supported to develop the skills of participation through a variety of techniques such as questionnaires, circle time and games to air their views and influence the operations within the setting. Children contributed in a meaningful way to planning their learning, snack choices, behaviour rules and so forth.

Observation of staff interaction with children revealed an approach that was consultative and participatory. The environment was organised so that children could choose, follow their own interests and develop independence. Staff intervened skilfully to support children in their chosen activities. Joint planning was enhancing children's participation in their learning as was their contributions to their folders.

Parents who completed the questionnaires strongly agreed that they received clear information about the service, that staff shared information about their child's learning and development and that they were kept informed about what was happening in the setting through various approaches.

Parents consulted on the day of the inspection expressed a very high degree of satisfaction with the levels of consultation and involvement with the nursery setting. One parent wrote: "I feel a part of the Manor Park Family. We have been invited to lots within the nursery and are always kept updated". Another parent, spoken to on the day, expressed satisfaction about how the manager and staff had addressed a concern she had raised.

Areas for improvement

The manager and staff had identified appropriate strategies for improving participation with parents/carers and children. They were enthusiast and committed to continuous improvement this aspect of their work.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

The setting had a suitable statement of Aims and Objectives to guide the work of the nursery. Very effective procedures were in place to gather information about children and their needs prior to their admission to the setting. A key worker system was in

place to ensure continuity of communication between staff and families in both formal and informal ways. Great emphasis was placed on the quality of relationships between staff, children and carers to facilitate good day-to-day information exchange about children and their needs.

The setting's observation and assessment procedures ensured that staff were alert to children's development and learning and this information was used to plan appropriate learning environments. The manager and staff were well on the way of developing personal plans for each child to meet statutory requirements. Staff were clear about how to proceed if they had any concern about a child's development. Links were in place with a range of specialists from other agencies to support the work of the nursery as well as individual children and their families.

The programme for emotional, personal and social development was very good. Children co-operated well with one another and with staff. They were happy, confident and familiar with routines. Children could play alone or in small and larger groups. Staff used praise and encouragement very effectively to boost children's self-esteem. Staff had very good relationships with children and were sensitive to their individual needs. They provided very good support for children and their families. Emotional, Personal & Social development was valued and integrated into weekly plans.

There was a very robust infection control policy which identified appropriate procedures for the control of infection. Staff had accessed appropriate national guidance to inform their infection control policy and procedures. Observation of staff practice revealed an approach consistent with their stated strategies and in line with best practice. Appropriate infection control resources were available and these were fit for purpose. Staff were being supported to attend Food Hygiene training

Staff were vigilant in promoting the health and safety of the children in their care and a comprehensive range of policies and procedures had been put in place to support their day-to-day practices in these areas. Commendably the setting had achieved a Silver Award as a Health Promoting Nursery.

Appropriate emergency procedures were in place. The setting had a suitable policy and procedure on the administration and storage of medication. All relevant staff were familiar with the expectations placed on them by the setting's policy and procedural framework

Staff and children participated in the national tooth brushing scheme and staff valued the support of the Oral Health Educator who visited on a regular basis.

One parent commented: "Staff at Manor Park nursery have every child's best interest at the very heart of everything they do. My child has benefitted greatly in terms of development from the care and support provided. I find every member of staff takes a

real interest in my child knowing their likes dislikes behaviours and habits.

Another wrote: "An excellent service run by excellent staff. 2 of my children have attended nursery I must commend the nursery for their excellent support and preparation for school. Thanks to the excellent care and development at Manor Park nursery they have taken the changes in their stride I couldn't have asked for a better nursery".

Areas for improvement

A suitable range of improvements had been identified by the setting to further develop their performance in this quality statement.

Grade awarded for this statement: 6 - Excellent

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

See quality statements 1.1 and 2.2 which contain pertinent information relating to this statement.

Parents were encouraged in a meaningful way to give their views on all aspects of the service. The manager collated the findings and gave feedback through newsletters.

Areas for improvement

The manager and staff had identified appropriate strategies for improving participation with parents/carers and children. They were enthusiastic and committed to continuous improvement in this aspect of their work.

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

The accommodation provided a clean, safe and welcoming environment with adequate light and ventilation. Furniture and resources were of a very high standard. Children in the 2 - 5 age range had access to 3 main play areas that provided a rich variety of play and learning opportunities. Children moved confidently between the play areas.

Staff had made effective use of available space and resources, providing areas for children to play independently, on their own or in groups. Displays and interest tables, including children's work, were attractively presented. Good use was made of the outdoor play area. The nursery had appropriate procedures for ensuring health and safety. Staff carried out appropriate risk assessments for the accommodation, outdoor area and for outings.

A suitable door entry practice was in place and staff, children and parents were familiar with this. There was a visitor book and visitors to the service did not have unsupervised access to the children. Students were appropriately inducted and supported by a more experienced member of staff.

Toilet facilities were easily accessible and appropriate for the children to use. A no smoking policy was in place. Access and appropriate accommodation was available for children with additional support needs including physical disabilities. The nursery premises were fit for purpose and complied with relevant legislation.

Within the previous year, a variation to the service was made to add a purpose built baby room to the service. This new addition to the service provided a warm, caring and intimate experience for babies and young children. Staff had created a suitable environment to meet the needs of children in this age group.

Appropriate cleaning, maintenance, reporting and recording procedures were in place and staff expressed satisfaction that reported concerns were dealt with within reasonable timescales.

Fire test and fire drills were carried out at regular intervals and recorded. Staff and children were well versed in these procedures.

Appropriate accidents and incidents records were in place and those sampled were, overall, detailed correctly.

Children were encouraged to care for the environment through various curricular strategies

Parental responses indicated that they 'strongly' agreed that 'the service was a safe, secure, hygienic, smoke free and stimulating environment'; that 'there was enough space for their children to play and get involved in a range of activities' and that 'the service had a very good range of equipment, toys and materials for the children'. One parent wrote: "My son has only started nursery at Manor Park and he has settled in extremely well. I was allowed to visit and also leave my son for ½ hour periods prior to him starting which as very beneficial. The staff is very pleasant and excellent with the kids. The nursery is also very clean, safe and a fun environment. I would have no hesitation in recommending Manor park Nursery. I trust that my son is safe in their care".

Areas for improvement

The setting should continue to maintain current high 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

See quality statements 1.1 and 3.3 which contain pertinent information relating to this statement.

Areas for improvement

The manager and staff had identified appropriate strategies for improving participation with parents/carers and children. They were enthusiast and committed to continuous improvement this aspect of their work.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

Staff were appropriately recruited in line with the Provider's Recruitment Policy and Procedures.

An effective induction was carried out to familiarise staff with key policies and their roles and responsibilities in relation to child protection, equal opportunities and whistle blowing. Two staff had recently undergone induction periods and described it as comprehensive and helpful. All staff were supported to attend child protection training. The manager and her team were committed to protecting children from harm, bullying and abuse. They supported children to develop strategies to protect themselves through various curricular approaches. Staff were familiar with GIRFEC and appropriate information was also available for parents/carers on matters relating to care and protection.

Staff were suitably qualified or in the process of gaining suitable qualifications to meet SSSC requirements. All staff were registered and familiar with the SSSC's Code of Practice. The manager had recently achieved her BA in Childhood Practice and the depute manager was in the process of doing her BA.

Staff expressed high levels of satisfaction with the appraisal process in the setting:

Continuing professional development was available on an ongoing basis. Staff were supported to access key training arising out of the regulatory process, their appraisals or continuous improvements within the setting.

The service operated within ratios laid down by the national care standards and staff were informed by relevant guidance in key aspects of their work.

Regular weekly meetings and informal day-to-day contact ensured good communication between nursery staff and the manager. Staff found the manager to be approachable and supportive. Likewise, the manager felt fully supported by the provider who had significant experience in the education field. Very good teamwork was evident within the nursery setting; relationships were good with staff saying they enjoyed coming to work.

Parental responses revealed that they were confident that staff had the skills and experience to care for their children and support their learning and development' and that 'their their children appear happy and confident with the staff'.

One parent said: "I would like to thank staff for their support and peace of mind. My son was ill and was referred to speech therapy at the age of 2 by a doctor at the hospital. This is when I decided to put him into nursery. The girls were all great with him and after various appointments there was no issue with his speech, just started to learn. The girls made me feel like a mother again and everything I was doing with my son was right. Thanks girls, you are all fab".

Areas for improvement

The setting should continue to maintain current high standards.

In discussion, the manager acknowledged the value of staff being encouraged to reflect on any learning/ training they undertake and provide a written evaluation. This would be in line with best practice and would also assist with CPD records required by the SSSC.

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

See quality statements 1.1 and 4.4 which contain pertinent information relating to this statement.

There was strong evidence that the manager had made good efforts to encourage the participation of service users, carers and stakeholders in this area, for example: parents were invited to influence the contexts for learning as their views were sought on a regular basis; parents had influenced the new handbook as part of the previous year's improvement plan; parents were encouraged to participate in their children's learning stories.

Areas for improvement

The manager and staff had identified appropriate strategies for improving participation with parents/carers and children. They were enthusiastic and committed to continuous improvement this aspect of their work.

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

Procedures were in place to quality assure the nursery provision in line with national and local authority advice. The setting linked its monitoring and evaluation procedures to take on board the standards in the National Care Standards and the quality indicators in Child at The Centre. It also took account of curricular approaches and current best practice in key areas, for example, infection control and health promotion. The setting had produced a Standards and Quality Report for its partner

local authority. There was good evidence that staff were involved in these processes.

Staff were encouraged to reflect on their performance at appraisal meetings. Children's learning and development was monitored on an ongoing basis via suitable observation and assessment procedures. Children were encouraged to reflect and evaluate their experiences and learning at circle time and through their responsive floor books.

Parents /carers were invited to be involved in the monitoring and review process and a number of approaches were deployed to support their participation. Information from monitoring and evaluation, along with feedback from service users, was collated in order to identify gaps or areas for development. This subsequently informed the setting's improvement plan. T

The setting had an up-to- date improvement plan that had identified 3 relevant priorities for improvement: the outdoor play area, assessment processes and self evaluation processes.

The manager responded appropriately to the expectations associated with regulatory activity. The setting had a suitable complaints procedure.

Parental returns, as well as feedback from the parents interviewed on the day of the inspection, revealed that they were very happy with the quality of service being provided to their children and confirmed that they were consulted about developments within the setting.

One parent remarked: "Manor Park Nursery is a nursery of excellence! Staff certainly strive to deliver and work towards a very positive, caring and encouraging learning environment. The children are always encouraged to give their thoughts and contribute to the next week's learning theme. The dedication of the staff certainly filters through to the wonderful ethos and atmosphere when entering the nursery morning and night. Very well organised and plenty of beautiful resources which are changed on a daily basis makes this nursery very interesting for my son's time there. Manor Park Nursery is certainly a "home from home", happy, loving and very caring environment. Chats at pick up and drop off time are lovely. Well filled and regularly changed notice board is always of interest too. Delighted mum".

Areas for improvement

The setting should maintain current high standards.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

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 manager was aware of the change to the timescale on the complaints procedure from 28 days to 20 days in line with the regulations associated with the new Public Services Reform (Scotland) Act 2010.

The manager was aware that the service had to follow the new lists of records services must keep and of notifications services must make. These lists reflect the requirements of The Public Services Reform (Scotland) Act 2010, and The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011.

Action Plan

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

5 Summary of grades

Quality of Care and Support - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Management and Leadership - 5 - Very Good	
Statement 1	5 - Very Good
Statement 4	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings	
9 Nov 2010	Unannounced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	4 - Good
		Management and Leadership	Not Assessed
12 Nov 2009	Unannounced	Care and support	4 - Good
		Environment	Not Assessed
		Staffing	3 - Adequate
		Management and Leadership	Not Assessed
27 Nov 2008	Unannounced	Care and support	4 - Good
		Environment	5 - Very Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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

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

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Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com