

# Inspection report

## Little Reivers Childcare Day Care of Children

53 Newtown Street  
Duns  
TD11 3AU

**Inspected by:** Christine Askew  
**(Care Commission officer)**

**Type of inspection:** Unannounced

**Inspection completed on:** 11 May 2010

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**Service provided by:**

Seton Care Ltd

**Service provider number:**

SP2004006508

**Care service number:**

CS2008171970

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

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## Easy read summary of this inspection report

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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** N/A

**Quality of Management and Leadership** 😊 **5** **Very 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

We found that staff provided a caring, warm and accepting atmosphere, in a happy and secure environment as stated in the aims and objectives of the service.

Children were encouraged to make choices and staff valued their ideas and suggestions. Positive relationships had been developed between staff, parents, carers and children.

The manager and staff were committed to a continuous self assessment process and they worked well as a team to develop any areas identified for improvement.

### **What the service could do better**

The service should continue to develop planning using the 'Curriculum for Excellence' and 'Birth to Three'.

The managers should implement plans for regular formal supervision sessions for staff members.

Feedback on specific issues should be sought to stimulate the use of the suggestions box.

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

Opportunities for parents, carers and children to be involved in assessing and improving the service had been expanded. Questionnaires had been sent out and parents and children had been involved in the recruitment and selection process. Parents had also contributed to the review of policies.

Staff had attended training in child protection and the child protection policy had been developed to include the names of the child protection coordinators.

Resources had been expanded in book corners, imaginary play areas and discovery baskets. Displays of children's artwork included more of the children's own ideas and representations.

The service had formalised the self evaluation process and had written a three year development plan.

The service was exploring the possibility of working in partnership with the local authority to provide funded places for children in their pre-school and ante pre-school years.

## **Conclusion**

Little Reivers Childcare continues to provide a quality service where the views of children are valued and taken into account. Staff are committed to further developing the service and to fully implementing the 'Curriculum for Excellence'. Parents and carers who use the service commented positively on the care and support their children received. Staff were described as friendly and helpful and it was evident that they worked well as a team and that they were well supported by the managers and the provider.

## **Who did this inspection**

### **Lead Care Commission Officer**

Christine Askew

### **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

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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](http://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

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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](http://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](mailto:scottishgovernment@booksource.net)

## What is inspection?

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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

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## **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?

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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:

<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
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

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Little Reivers Childcare was registered by the Care Commission on 19 June 2008 to provide a care service to a maximum of 30 children between the ages of birth and 12 years of whom no more than 12 are under 2 years at any one time. Children under 2 years must be accommodated in the downstairs baby room.

The care service operated between the times of 8.00 am and 6.00 pm on Monday to Friday.

The service is provided by Seton Care which is a not-for-profit organisation and is part of BHA (Berwickshire Housing Association) Group. The day to day operations of the service are managed by two managers.

There were 43 children on the register at the time of the inspection. Twenty four children were present at the inspection visit.

The service is accommodated in a two storey traditional house close to the town centre.

The aims of the service included:

"To provide an environment in which a child can feel happy and secure, where they can explore the wide range of fun and educational activities available in the setting and has an atmosphere which is caring, warm and accepting."

"For staff to work in partnership with parents to provide informed and consistent care."

"To ensure staff are trained to the highest standard."

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

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

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](http://www.carecommission.com)) to find the most up-to-date grades for this service.

## How we inspected this service

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### **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**

The inspection was carried out by Christine Askew, Care Commission Officer.

We wrote this report after an unannounced inspection that took place between 12.00 noon and 3.30 pm on 11 May 2010.

We issued ten questionnaires to parents and carers of children who used the service. Seven completed questionnaires were returned before the inspection. We spoke with three parents and carers and three children during the inspection visit.

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

- Children's records
- Daily diaries
- Daily record sheets
- Children's profiles
- Scrapbooks
- photographs
- Questionnaires
- Three year development plan
- Insurance certificate
- Registration certificate

Discussion with the two managers and three members of staff.

Observation of interaction between staff and the children.

Observation of practice in the nursery.

Observation of toys and resources available.

Examination of the environment and equipment.

### **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](http://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](http://www.infoscotland.com/firelaw)

### **Actions Taken on Recommendations Outstanding**

There were four recommendations made at the last inspection:

1. The service should ensure that all staff receive training in child protection. NCS Standard 3.

Progress: This recommendation had been met.

2. The service should consider more ways of involving parents, carers and children in the recruitment and selection of staff. NCS Standard 7.

Progress: Parents, carers and children had contributed to the interview questions as part of the staff recruitment and selection process. This recommendation had been met.

3. The service should develop a way of consulting with parents and carers when reviewing policies and procedures. NCS Standard 14.

Progress: There was evidence that policies and procedures had been highlighted to parents for their comments. This recommendation had been met.

4. The service should formalise the self-evaluation process and include a three year development plan. NCS Standard 13.

Progress: This recommendation had been 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**

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

The service provider identified what they thought they had done well, some areas for development and any changes they planned. The service provider told us how the people who used the care service had taken part in the self assessment process.

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

The Care Commission Officer spoke with three children who stated that they liked playing at the nursery and they commented on their favourite activities.

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

We sent out ten questionnaires and seven were completed and returned to us before our inspection. All parents agreed or strongly agreed that they were overall happy with the service their children received. Comments included:

"Overall we are pleased with the standard of care and the friendships our child has formed. We would like more information more often on our child's progress/development. It would be great if the nursery taught different languages."

"My child loves coming here, so much so, that they want to come on Saturdays and Sundays. The staff are great and my child is happy which is all I want."

"All the staff are very helpful and encourage my child to do things in a positive and caring way. I am very happy with the service we get from them all."

## 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

Opportunities for children, parents and carers to be involved in assessing and improving the quality of care and support provided by the service were very good.

The range of methods of participation included:

- Ongoing informal daily discussion with parents and carers,
- Daily diaries for very young children,
- Daily record sheets for older children,
- A suggestions box,
- Questionnaires,
- Open evenings for parents and carers, and
- Information about the child's needs recorded and reviewed with parents.

Through discussion with the managers, it was evident that that they valued feedback from parents and carers. The results of the questionnaires were collated and any identified action taken forward and included in the development plan for the service.

Open evenings were held periodically and staff had provided written information about what children learn at nursery to keep parents and carers informed. The service had tried unsuccessfully to form a parents committee. They planned to continue to encourage parents to form a group in the future.

Parents were encouraged to be involved in the work of the nursery and examples were given of how parents had been involved in helping to develop the nursery garden and in fundraising for outdoor play equipment and a shed.

Staff had started to develop the planning process using the 'Curriculum for Excellence' and had begun to embrace the ethos of child led planning. They were exploring ways of consulting children and providing opportunities to expand their knowledge about subjects of interest to them. Topics were planned in line with the interests of children and examples were given of how activities were presented in a way to extend learning.

Throughout the inspection visit, staff were observed to encourage children to make choices and to consider the needs of others. Staff were observed to be responsive to children's requests and ideas.

Parents and carers who completed a Care Commission questionnaire confirmed that staff regularly assess their child's next steps for learning and development and use the information to plan their child's next steps.

### **Areas for Improvement**

The service provided a suggestions box for parents and carers. The managers told us that it was never used. The officer suggested that the managers should try asking for ideas on a specific aspect of the provision by a given date. Responses should be posted in the suggestions box. It was also suggested that the service could issue a mini questionnaire on a specific issue and ask for responses to be posted in the suggestions box. The managers agreed that this might stimulate the use of the suggestions box and they agreed to try this.

### **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**

Planning was based on the 'Curriculum Framework 3 to 5', the 'Curriculum for Excellence' and 'Birth to Three'. The managers described long term and medium term planning, with a weekly plan detailing the activities provided on a daily basis.

The long term plan was topic based and topics were chosen from observations of children playing and discussions with them about their interests. A record of what the children knew about each topic was compiled and later evaluated with the children to identify what they had learned.

Planning was described as flexible to meet the developing interests of the children. A profile had been developed for every child which recorded their learning and development and included personal planning.

Staff had developed discovery baskets for very young children to explore natural materials and everyday objects. A wide range of physical activities were provided including yoga for children, outdoor play, 'Sticky Kids' movement to music, dancing, practicing ball skills and outings to the park, lake and library.

A keyworker system was in operation and all staff had been allocated a small number of children in whom they took a special interest and ensured that their profile was kept up to date. Through observation and discussion, it was evident that staff knew the children well.

Good use was made of photographs to capture children's experiences. The managers planned to create a display in photographs to illustrate developmental areas.

Opportunities for parents and carers to be involved in events with their children were provided. Examples included a Christmas party and a visit from 'Zoo Lab'.

The service was exploring the possibility of working in partnership with the local authority to provide funded places for children in their pre-school and ante pre-school years.

### **Areas for Improvement**

The service should continue to maintain the current very good standards.

**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

The strengths identified in Quality Statement 1.1 also apply to this Quality Statement.

The service was in the process of reviewing all policies and procedures and it was evident that parents and carers had been included in consultation. Staff had also been included in the process.

Questionnaires included all aspects of the service and a graded element. The grades given by parents and carers influenced the service's self-assessment process.

Parents, carers and children had been involved in the recruitment and selection of staff by contributing to the interview questions.

A complaints policy was in place. The managers stated that the service had not received any complaints but they were aware that if a complaint was made, it would have to be recorded.

Parents and carers who completed a Care Commission questionnaire confirmed that the service had involved them and their child in developing the service.

#### Areas for Improvement

The service should continue to maintain the current very good standards.

#### Grade awarded for this statement

5 - Very 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**

Throughout the inspection it was evident that staff worked well as a team. Staff meetings were held monthly or when needed. They included information shared from any training staff had attended, looking at children's profiles, risk assessments, consultation of the three year development plan, evaluating questionnaires and team building.

Planning meetings were held every 3 to 6 months with ongoing discussion in between meetings. Planning was evaluated by staff.

A staff questionnaire had been developed and was due to be sent out again. The managers planned to do this soon after the inspection visit. Staff were given access to computers to research any current issues and initiatives.

Staff appraisals were carried out every six months for staff and managers. The appraisal procedure included a self evaluation aspect. The managers described plans to introduce formal supervision sessions for staff in between appraisal meetings. They described having very positive open relationships with staff and informal discussion was encouraged at all times.

Staff were consulted on policies and procedures and were given access to them. Staff were encouraged to keep up to date with current issues through reading newsletters provided by the Scottish Social Services Council and the Care Commission.

Parents and carers who completed a Care Commission questionnaire confirmed that staff had the skills and experience to care for their child and support their child's learning and development.

### **Areas for Improvement**

The manager should continue with their plans to introduce formal supervision sessions for staff.

### **Grade awarded for this statement**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

## Other Information

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### **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**

Public liability insurance was in place through QBE with a renewal date of 31 March 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 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

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<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Environment - Not Assessed</b>	
<b>Quality of Staffing - Not Assessed</b>	
<b>Quality of Management and Leadership - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good

## Inspection and Grading History

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Date	Type	Gradings								
25 Jun 2009	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very Good</td> </tr> <tr> <td>Environment</td> <td>5 - Very Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and Leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	5 - Very Good	Environment	5 - Very Good	Staffing	4 - Good	Management and Leadership	4 - Good
Care and support	5 - Very Good									
Environment	5 - Very Good									
Staffing	4 - Good									
Management and Leadership	4 - Good									

## Terms we use in our report and what they mean

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**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

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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

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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](http://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

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

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