

Care service inspection report

Harmeny School

School Care Accommodation Service

Mansfield Road

Balerno

Edinburgh

EH14 7JY

Telephone: 0131 449 3938

Inspected by: Shelagh McDougall

Type of inspection: Unannounced

Inspection completed on: 16 November 2012



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Service provided by:

Harmeny Education Trust Ltd

Service provider number:

SP2003002598

Care service number:

CS2003011066

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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	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

What the service does well

Harmeny were very good at looking at ways they could make the service better. They looked after children and young people very well, in a way that was warm and caring. Children and young people had lots of fun. They also were helped to behave differently. This meant they could get the most from their opportunities at Harmeny, as well as giving them skills for life.

What the service could do better

Harmeny should continue to develop the excellent practice which we saw at this inspection. They should continue to look for ways to help children, young people, parents and carers contribute to their evaluation of their service. They could look at ways to use this in their self assessment for inspections.

What the service has done since the last inspection

Harmeny had worked with the children and young people to draw up their views on what qualities a good worker should have. They had included children and young people more in their recruitment processes, and had made more opportunities for parents/carers to give feedback on the management of the service.

Conclusion

Harmeny continued to provide an outstanding service for children and young people and their parents and carers. To do this they continued to review what they did, to look for ways that they could do better. Children and young people were very well cared for and clearly enjoyed their time at Harmeny.

Who did this inspection

Shelagh McDougall

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate will award grades for services based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate.

The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us on 0845 600 9527 or visiting one of our offices.

Requirements and recommendations

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Harmeny School provides school care accommodation. Harmeny School is an independent, grant aided school which is owned and managed by Harmeny Education Trust Ltd., a not for profit organisation with charitable status.

The school is situated in extensive grounds in a rural setting on the edge of Edinburgh with good access to local amenities and bus routes. The accommodation is provided in four purpose built cottages within the grounds and in one wing of the original nineteenth century house.

The stated aims of the service were contained in the service ethos statement:

"Harmeny strives to become a unique community characterised by a climate of encouragement and support for all, to achieve success.

We seek to create a living and learning environment which promotes personal, social, physical, intellectual and spiritual development.

We encourage high standards within a framework of a structured social organisation which encourages participation and promotes equality of opportunity, fairness and justice.

In recognising our staff as our major resource, we acknowledge our professional accountability to the child, his/her carers and placing agencies for the quality of experiences we provide.

The responsibility to sustain and develop this community is accepted by all regardless of role or status."

These aims are reflected in the provision of 32 places for children of Primary School age up to Secondary Stage Two who have complex social, emotional and behavioural difficulties.

Specialist help is provided to enable children to address and overcome disadvantage. Harmeny School is a national resource with children in residence from throughout Scotland. It operates throughout the year.

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 regulation of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

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 6 - Excellent

Quality of Staffing - Grade 6 - Excellent

Quality of Management and Leadership - Grade 6 - Excellent

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 unannounced inspection was carried out by Care Inspectorate Inspector Shelagh McDougall on 16th October 2012. We returned on 17th October 2012 to give feedback. During the inspection the inspector looked at a range of evidence to support the service's self assessment including :-

- records held in young people's files
- care plans and risk assessments for young people
- the service's system for recording and analysing incidents of physical intervention
- policies and procedures
- minutes from meetings
- questionnaires completed by parents/carers
- records of medication administration and audits of medication
- records of staff training
- records of staff supervision and appraisal
- records of consultation with other professionals
- observation of staff practice
- discussions with staff
- discussions with children/young people
- feedback from placing social workers
- discussions with a parent who was present during the inspection

We took all of the above into consideration when writing a summary in this report. We also took account of the Public Services Reform (Scotland) Act 2010 and associated Statutory Instruments, and the Scottish Social Services Council (SSSC) Codes of Practice for Social Services Workers and Employers.

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.

We received a completed self assessment from the service before the inspection took place. In this they identified where they showed strengths and some areas where they thought they could make improvements, in all the Quality Statements we looked at.

Taking the views of people using the care service into account

We spoke with children/young people throughout the inspection. Two children showed us their rooms and told us about the things they liked about Harmeny. We spoke informally with other children during meal times and in their free time in the cottages.

They were relaxed and confident in their interactions with staff, and made jokes with them. They told us they liked being at Harmeny, and one commented that "the staff are brilliant".

They said that they couldn't think of anything that would make Harmeny better.

Taking carers' views into account

The parent we spoke with was very happy with all aspects of the service provided at Harmeny. They felt that they were kept informed about what was happening in their child's life, and were consulted about any changes to their child's care plan.

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

We found evidence that Harmeny had continued to develop the excellent systems that were in place to make sure that the views of children and young people, and their parents/carers, were an integral part of all the service's planning and development. We concluded this after discussions with the children and young people, staff and seniors, observing practice and from reviewing records. This included :-

- A detailed Participation Strategy. This described the service's commitment to the involvement of all those who used the service in the evaluation, planning and development of the service, and the ways they intended to do this.
- Children and young people were given a booklet before they began going to Harmeny called 'All About Harmeny'. This booklet gave information about the school, the staff and the cottages where the children were going to live, which meant that children and their families had a good idea about what to expect from the service before they started using it. The booklet also included details of the school's website, where they could find more information as well as photographs of the school.
- Staff routinely explained any plans for the cottage and future activities to the children and young people. They made sure that children and young people had a good understanding about the things they planned, and asked them what they thought.
- Each child/young person was allocated a keyworker. This was a member of staff who:-attended any meetings with them (like reviews,or hearings of the Children's Panel); gave the views of the child/young person on their behalf at meetings;had responsibility to keep in touch with any other workers such as

social workers or workers from other support services; worked with the children/young people to help them develop their skills and change the way they behaved; provided support and encouragement; linked with the child/young person's family if this was appropriate.

- Minutes from meetings such as:- reviews, where we saw 'Having Your Say' forms had been used to help the child/young person make sure they said what they thought about their care; meetings held in each cottage where the residents discussed matters relating to life in the cottage; meetings of the Harmeny School Council where representatives from each class brought up issues and made requests. From these minutes it was clear that there were a wide variety of formal systems in place so that children/young people could pass on their views. Children told us that as a result of their bringing concerns about the siting of the staff smoking area to the school council, the school had reviewed their policy and ensured that nobody smoked anywhere near where children/young people were.
- Questionnaires were used to ask the children/young people for their views.
- The Parent/Carer group had continued to build on their involvement in the school, which meant that they had strong representation in the process of planning and development. This group also provided an opportunity for parents/carers to support each other and become involved in the wider network of residential and community schools.
- Staff helped children/young people keep in touch with their families by setting up Skype for them using webcam.

All of the above indicated to us that the service continued to look for ways to improve, involving children/young people and parents/carers as much as they could.

Areas for improvement

In order to maintain this grade, the service should continue to sustain and develop the excellent practice which we saw at this inspection.

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

We found evidence that Harmeny had excellent systems to make sure that children/young people's health and wellbeing needs were met. We looked at records, spoke with staff and children/young people, and observed practice in making this assessment. Some of the evidence we found included :-

- Each child was registered with appropriate healthcare professionals (such as Doctors, Speech and Language Therapists, Opticians, Dentists and specialist workers from Child and Adolescent Mental Health team {CAHMs}).
- Staff were guided to follow current best practice through appropriate policies (such as medication, child protection, anti-bullying, promoting positive practice, what to do if a child goes missing, Internet Safety and Use of Skype). Most staff had updated First Aid training.
- Staff were knowledgeable about individual children/young people's health needs. If they were unfamiliar with a particular health issue they sought appropriate training to learn more about it.
- Each child had a care plan to indicate how best to meet their needs. This meant staff caring for the child/young person had good information about the aspects of the child/young person's care that were highlighted for particular attention, and the ways that staff were going to do this.
- Each child/young person had a Risk Assessment, which detailed the actions or events which may lead to the child/young person becoming distressed or agitated, and the best way to help them stay calm. Staff confirmed that they had the information they needed to help care for the children/young people effectively. Staff were trained in the techniques for preventing and managing challenging behaviours.
- A 'What Helps Me' form had been completed by/with each child/young person, outlining the best way to resolve the situation if the child/young person became upset.
- An effective system for storing, administering and recording medication given was in place. This was audited weekly in each cottage to make sure that any errors or inaccuracies were identified and addressed. Staff confirmed that this system meant they were confident that any child/young person who needed to have medication was given the correct medication at the right time, and any medication brought from home or sent home was properly recorded.
- Harmeny provide a range of healthy meals. Children/young people said that they liked the food and that they could have something else if they were not keen on the choices on offer. Staff explained that there had been changes to the way that food was prepared which had made improvements. Some meals were prepared in the cottages, which allowed the children to become more involved in the process and encouraged their appetites through cooking aromas.
- Harmeny Outdoors provided an extensive range of outdoor activities for the children/young people, encouraging their development of active lifestyles in line with the school's health promotion initiative.
- Staff helped children/young people learn about hygiene and made sure that they washed their hands before eating, after using the toilet and after touching animals.

- A comprehensive system was in place to record and analyse any incidents of physical intervention. We saw that children/young people's Risk Assessments and Care Plans were updated following this analysis. This allowed any learning from the analysis to be taken into account so staff could take proactive steps to minimise the child/young person's anxiety, upset or agitation, and Managers could deploy staff accordingly where more support was needed.
- Staff were trained regularly in techniques to manage behaviour in a way that helped children/young people stay calm, and to hold children/young people in a safe way if this was necessary. They understood their role in child protection, and knew what they should do if they had concerns about a child/young person's wellbeing. In addition, they knew the children/young people very well which helped them predict behaviour, as well as responding appropriately to children/young people's moods.
- Staff had opportunities to consult with a child therapeutic consultant regarding the behaviour presented by individual children/young people. This helped them to gain more understanding and use this to develop more effective strategies for supporting the child/young person.
- Children/young people had regular contact with independent advocacy services. This meant that they had opportunities to talk through any concerns they had with someone who was not connected to the school.
- Social workers we spoke with confirmed that they were consulted about any changes to the child/young person's care plan and were kept updated on their progress.

Areas for improvement

We discussed during feedback ways that the school could consider providing alternative vegetarian choices, so that there was the same range of choices for vegetarians as there was for those who ate meat. While it was acknowledged that in practice there was more than one vegetarian choice on offer at each meal because if the child/young person was not keen on what was offered staff would prepare an alternative, it was not offered as a choice on the menu so the experience for vegetarians was different.

We discussed the need for some consideration to be given to managing pets visiting the service so that the positive benefits from this could be maximised.

We were told that the service were looking at developing recording systems in line with Getting It Right For Every Child (GIRFEC). GIRFEC is a nationwide strategy introduced by the Scottish Government to standardise the way that services record the work they are doing with children and young people.

One social worker we spoke with would have liked to have had routine weekly updates about the child's progress. The service could look at ascertaining what frequency and means of updating would be preferred.

In order to maintain this grade the service should continue to sustain and develop the excellent practice which we saw at this inspection.

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: 6 - Excellent

Statement 1

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

Service strengths

Evidence found in Quality Theme 1 Statement 1 also applied to this statement. We found that the service used the same processes to consult children/young people and their parents/carers about the environment.

Areas for improvement

Areas for improvement identified in Quality Theme 1 Statement 1 also applied to this statement.

Grade awarded for this statement: 6 - Excellent

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

We saw that Harmeny had excellent systems in place to make sure that children/young people living there were cared for safely. We concluded this after discussions with the children and young people, staff and seniors, observing practice and from reviewing records. Some of the evidence we saw included:-

- checks carried out to make sure that electrical appliances, equipment and the premises were well maintained and in good working order, and meeting fire and health and safety regulations.
- domestic staff made sure that the cottages were kept clean, tidy and homely
- staff built up positive, trusting relationships with the children/young people. This helped the children/young people feel they could talk through any concerns or fears with staff. One child told us they would mark their

keyworker 9 out of 10 for the work they did - they would get 10 if they were on shift all the time.

- the service had clear guidance about what should happen if a child/young person was missing
- there was a policy on Internet Safety, and staff we spoke with were aware of the need for vigilance. Some staff had been on training courses to find out more about Internet Safety and passed their learning on to the staff group.

Areas for improvement

In order to maintain this grade, the service should continue to sustain and develop the excellent practice which we saw at this inspection.

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

Statement 1

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

Service strengths

Evidence found in Quality Theme 1 Statement 1 also applied to this statement. We found that the service used the same processes to consult children/young people and their parents/carers about the staffing.

We saw more evidence of consultation with children/young people on their views about what qualities a good worker should have, and of children/young people and parent/carers involvement in the recruitment of staff. Evaluations from children/young people and parents/carers were used in supervision to help staff reflect on their practice.

Areas for improvement

Areas for improvement identified in Quality Theme 1 Statement 1 also applied to this statement.

Grade awarded for this statement: 6 - Excellent

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 Harmeny performed to an excellent standard in all aspects covered by this statement. We concluded this after discussions with the children and young people, staff and seniors, observing practice and from reviewing records. Some of the evidence we saw included:-

- Harmeny continued to use safe recruitment practices for new staff and ensured that staff had the right qualifications, skills and experience for the work they were to do
- staff for whom it was appropriate were registered with the Scottish Social Services Council (SSSC)
- a comprehensive induction programme was in place for new staff. This meant that they had a chance to learn all about the work they were to do before they started to work individually with children/young people.
- staff had formal supervision and annual appraisal. They told us that this was helpful and they felt supported. They said they could use supervision to discuss any training needs they may have identified, or to reflect on their practice. They also used supervision to discuss how training they had attended might be used in practice.
- staff confirmed that they could make use of a range of policies and procedures to guide them in their work.
- formal staff meetings were held, in addition to meetings held weekly in each cottage. These provided opportunities for staff to discuss any issues or updates, as well as planning future developments and events.
- the service continued to offer placements to Social Work students. Staff confirmed that this was an opportunity to reflect on how they worked, and why they worked in the way that they did. It was evident that staff had an open approach to questioning and they valued the contribution from students.
- staff demonstrated a strong commitment to providing the best service they could for the children/young people. They were warm and caring in their approach, and clearly enjoyed their work. They were enthusiastic about helping the children/young people achieve positive outcomes, and spoke very positively of young people who had moved on from their care as a result.

Areas for improvement

Some staff indicated that formal supervision did not always go ahead when planned, resulting in it being less regular than it could be. The service should look at ways of protecting supervision and rearranging as soon as possible if it could not be held. In order to maintain this grade, the service should continue to sustain and develop the excellent practice which we saw at this inspection

Grade awarded for this statement: 6 - Excellent

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

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 management and leadership of the service.

Service strengths

Evidence found in Quality Theme 1 Statement 1 also applied to this statement. We found that the service used the same processes to consult children/young people and their parents/carers about the management and leadership of the service.

Children/young people told us they knew who the person in charge was, and they knew they could go to any of the senior staff if they were not happy about an aspect of their care. We saw that Harmeny had continued to increase the involvement of members of the parent/carer group management processes, and had involved members of the Board in direct contact with children/young people.

Areas for improvement

Areas for improvement identified in Quality Theme 1 Statement 1 also applied to this statement.

Grade awarded for this statement: 6 - Excellent

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

Some of the evidence we discussed in Quality Theme 1 Statement 1 also applied to this statement. In that statement we identified a range of ways that the children/young people, and parents/carers could pass on their views. Other people who were involved with the service were known as stakeholders. These could include social workers, health professionals, and other services offering support to the children/young people. We saw that Harmeny continued to develop their systems of quality assurance, some of which included other stakeholders.

These included : -

- a system of file audit carried out by staff, and peer assessment where they observed each other's practice
- audits of medication had identified miscounting and instances of insufficient countersigning - these had been addressed and led to improvements as a result
- senior staff had regular contact with children/young people and used this opportunity to obtain feedback
- senior staff sampled and reviewed records and had an overview of reports
- working groups were set up to look at aspects of the service, for example the food group and the health link workers group. Through these groups practice was reviewed and suggestions made for improvements.
- as a result of feedback from the parent/carer group, the school had arranged for staff to take up training on sexual health, and they had arranged for contact with Lothian and Borders Police regarding drug awareness.
- following regular contact with members of the local community Harmeny had sought feedback from them

Areas for improvement

We discussed ways that the service could continue to develop consultation with stakeholders, such as the other professionals they worked with.

In order to maintain this grade, the service should continue to sustain and develop the excellent practice which we saw at this inspection.

Grade awarded for this statement: 6 - Excellent

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

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 - 6 - Excellent	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
Quality of Staffing - 6 - Excellent	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
Quality of Management and Leadership - 6 - Excellent	
Statement 1	6 - Excellent
Statement 4	6 - Excellent

6 Inspection and grading history

Date	Type	Gradings	
9 Mar 2012	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
25 May 2011	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
26 Jan 2011	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed

Inspection report continued

23 Jun 2010	Announced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 5 - Very Good 5 - Very Good
29 Jan 2010	Unannounced	Care and support Environment Staffing Management and Leadership	6 - Excellent Not Assessed 5 - Very Good Not Assessed
4 Mar 2009	Unannounced	Care and support Environment Staffing Management and Leadership	Not Assessed Not Assessed 5 - Very Good Not Assessed
5 Nov 2008	Announced	Care and support Environment Staffing Management and Leadership	6 - Excellent 6 - Excellent 5 - Very Good 5 - Very Good

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 iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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本出版品有其他格式和其他語言備索。

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