
Report To:	Community Health & Care Partnership Sub-Committee	Date:	26th February 2015
Report By:	Brian Moore Corporate Director Inverclyde Community Health and Care Partnership	Report No:	CHCP/15/2015/BC
Contact Officer:	Beth Culshaw Head of Health and Community Care Inverclyde Community Health and Care Partnership	Contact No:	01475 715283
Subject:	Hillend Respite Unit Inspection		

1.0 PURPOSE

- 1.1 This report provides the outcome of the inspection of the Hillend Respite Unit annual inspection by the Care Inspectorate for 2014.

2.0 SUMMARY

- 2.1 The Hillend Respite Unit is subject to annual inspections by the Care Inspectorate. The Care Inspectorate is an independent scrutiny and improvement body who regulate care services across Scotland ensuring that service users receive a high level of care and support. Hillend was subject to an unannounced inspection in November 2014 which took place over 2 days including the evening period. At the time of the inspection the unit was temporarily located within a discrete area at Larkfield View Care Home during the refurbishment of the unit at Hillend. The accommodation provided at Larkfield View was used solely by respite service users and staffed by CHCP workers. In conducting the inspection, the Care Inspectorate gathered a range of evidence including support plans, service user files, policies, procedures and other documents as well as speaking with service users, carers and staff.
- 2.2 A full public report of the inspection and grades is published on the Care Inspectorate website.
- 2.3 The summary of grades awarded is:

Hillend respite Unit

Quality of Care and Support (5)	very good
Quality of Environment (5)	very good
Quality of Staffing (5)	very good
Quality of Management and Leadership (5)	very good

3.0 RECOMMENDATIONS

- 3.1 Members are asked to note the outcome of the Inspection report including the recommendations and requirements.
- 3.2 Members are asked to note the action taken by the service in addressing the recommendations and requirements issued by the Care Inspectorate.

4.0 BACKGROUND

- 4.1 Hillend Respite Unit provides short stays for adults of all ages to enable their carers to have a break from their caring role. Refurbishment of the unit was completed in December 2014 to extend provision to four single rooms. People stay at Hillend for varying periods ranging from a few days to a number of weeks dependent on individual need.
- 4.2 The Respite Unit inspection concluded that the service consulted and encouraged participation very effectively and was operating to a very good standard. The Inspector commented on a relaxed and friendly atmosphere with staff being respectful and attentive, making people feel “at home”. Service users and families commented that the service has an open door policy, that staff are approachable and always take time to listen to their comments or concerns. It was recognised that staff were experienced and knowledgeable working to support and improve service users wellbeing and health. Inspectors observed staff practice and commented they were respectful of service users’ confidentiality, individuality and privacy.
- 4.3 There were no recommendations made following the inspection.
- 4.4 The Inspector identified areas for improvement:
- To continue looking at ways those using the service and their relatives could be involved in its development and improvement;
 - To further strengthen the medication policy, confirmation of prescribed medication should be sought;
 - To continue to develop practice and keep up to date with the field of respite.
- 4.5 Summary of overall grades:

Quality of Care and Support Statement 1 graded 5 Statement 3 graded 5	Overall grade 5 very good
Quality of Environment Statement 1 graded 5 Statement 2 graded 5	Overall grade 5 very good
Quality of Staffing Statement 1 graded 5 Statement 3 graded 5	Overall grade 5 very good
Quality of Management and Leadership Statement 1 graded 5 Statement 4 graded 5	Overall grade 5 very good

5.0 PROPOSALS

- 5.1 The grades awarded indicate that Hillend Respite Unit operates to a very good standard. Continuous improvements have been made to maintain these grades from last year. The service strives to improve on these grades. It is planned to build on the performance information currently gathered, analysing the information to identify areas for development. The service also plans to further develop ways of personalising support provided and develop a users group to contribute to service development.

6.0 IMPLICATIONS

Finance

- 6.1 Financial Implications:

None.

One off Costs:

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
N/A					

Legal

6.2 None

Human Resources

6.3 None

Equalities

6.4 None at this time, although recognition will be given to the wider and associate equalities agenda.

Has an Equality Impact Assessment been carried out?

YES (see attached appendix)

NO - This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy. Therefore, no Equality Impact Assessment is required.

Repopulation

6.5 None.

7.0 CONSULTATIONS

7.1 None.

8.0 CONCLUSIONS

8.1 Members are asked to note the outcome of the inspection report including areas for improvement and development.

9.0 LIST OF BACKGROUND PAPERS

9.1 Care Service Inspection Report Hillend Respite Unit.

Care service inspection report

Respite Unit

Care Home Service Adults

Hillend Centre

2 East Crawford Street

Greenock

PA15 2BT

Telephone: 01475 715948

Type of inspection: Unannounced

Inspection completed on: 26 November 2014



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Service provided by:

Inverclyde Council

Service provider number:

SP2003000212

Care service number:

CS2003001081

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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	5	Very Good
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 is very good at finding out people's views and opinions. One way it does this is by using the Inverclyde Your Voice Forum.

We found that the manager and staff work well with a wide range of clients. We decided this after reading support files and talking to the manager, staff, relatives and three people on respite.

When we talked to people on respite and relatives they said:

"Really good."

"I enjoy being here as it gives my family a break."

"Very friendly and helpful"

"It's a nice facility."

"I feel safe."

"I would recommend the service to anyone."

We saw that service has established very good links with families and that people are supported to choose what they want to do, for example going out in the service's car, visiting a garden centre and Largs, socializing and taking part in the inspection.

We found the service to be warm and welcoming.

What the service could do better

The manager should consider how those on respite and their relatives can be involved in completing the service's self assessment.

What the service has done since the last inspection

During this inspection the service was being provided from a temporary base in Larkfield View Care Home. The service was returning to a refurbished and expanded Hillend House the following week.

Conclusion

Everyone spoken with during the inspection was very committed to making sure that the Respite Unit meets people's expectations and needs.

When speaking with staff and observing their practice it was evident that they work well to make people's respite break enjoyable, meaningful and safe.

We thought that people on respite were very confident about exercising choice, and that they were provided with individualised care and support.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This care service was previously registered with the care commission and transferred its registration to the care inspectorate on to 1 April 2011.

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.

During this inspection the Respite Unit was operating from a discrete unit within Larkfield View Care home. This had been registered and deemed fit for purpose by the Care Inspectorate. In the week following the inspection the service will return to Hillend House where an expanded service can be provided to four people.

A respite service is also provided to carers and relatives in the community. This service provides support to client's outwith the Hillend Centre. For example staff will support someone in their own home, providing a break for their main carer. The number of hours of support provided to people in their own home has increased, with most being contracted to private providers. The quality of support is monitored by the Respite Service.

The service aims to -

- provide an efficient and effective service that lets service users remain as independent as possible while promoting a high standard of care

- create a safe, welcoming and friendly environment as well as respecting the service user's right to privacy, dignity, choice, safety and self expression.

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

Quality of Care and Support - Grade 5 - Very Good

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 on the evening of Tuesday 25 and morning and afternoon of Wednesday 26 November 2014.

During this inspection information was gathered from a number of sources:

We spoke at length with:

The external manager, day and night staff, three people on respite and one relative. The named manager was on leave during the inspection and we met the external manager who we will refer to as "the manager" in the report.

We looked at:

Support files.
Review minutes.
Your Voice 2014 Quality Assurance audit.
News letter.
Training planner.
Medication records.
Larkfield View Maintenance checks.
Supervision diary.
Staff meeting minutes.
Returned staff and clients/family questionnaires.
Hillend respite record.
Registration Certificate.
Insurance Certificate.
Private and public areas of the service.

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 fully completed self assessment from the manager.

We were satisfied with the way this had been completed and with the information provided.

Taking the views of people using the care service into account

Care standard questionnaires returned by clients noted a high level of satisfaction with the service as did people spoken with during the inspection.

Please read the report for people's comments.

Taking carers' views into account

Care standard questionnaires returned by relatives commented positively as did relatives spoken with during the inspection.

Please read the report for people's comments.

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: 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

At this inspection we spoke with the manager, staff, relatives, three people on respite and read support files, review minutes and Your Voice 2014 audit. We decided that the service consulted and encouraged participation very effectively and was operating to a very good standard.

We saw people having a relaxed and friendly relationship with staff. We thought that staff were respectful and attentive, making people feel relaxed and "at home."

When we spoke with people on respite and relatives they said that they were always asked for their opinions and felt involved in their and their relatives support:

"It's very good. Everyone is so friendly."

"I'm always asked my opinion."

"Very good."

"It's easy to phone and talk to staff."

"The staff are lovely and take care of all my needs."

"I would recommend the service to anyone."

"I enjoy the company, care and attention."

By using satisfaction surveys, pre respite contact, reviews and 1:1 meetings with key workers the service encourages people on respite and relatives to be involved in their support. Reviews and 1:1 meetings are used to discuss the service and check that people are happy with their support.

Every year the service contracts Your Voice Inverclyde to ask people using the service

for their opinions and suggestions regarding - quality of staffing, management and leadership, areas of improvement, communication and activities. A detailed report is written which identifies strengths and areas of development. Recommendations are made regarding areas of improvement and an action plan is written to address the latter. The results being made available to clients and relatives. By doing this people are given information about the service, its strengths and areas of development.

When we read the Your Voice report we saw that there was a very high level of satisfaction with the service:

"All staff are consistent in their approach."

"Staff demonstrate a strong work ethic."

"... unanimous in terms of the overwhelming benefits to both the carer and cared for."

"Carers commented on a variety of beneficial and effective communication tools."

The manager has developed a Hillend Respite Record. These are used at each respite period to gain information prior to the persons arrival and provide feedback to relatives. In addition they ask about a range of matters such as support, choices, health care, privacy and information. The manager will analyse returned records to identify strengths and areas of development.

When we spoke with people on respite and relatives they said that the service has an "open door policy", that staff are approachable and always make time to talk and listen to their comments or concerns. Families said this puts them at ease when a relative was on respite.

Areas for improvement

The service identified the need to continue looking at ways those using the service and their relatives could be involved in its development and improvement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

After speaking to three people on respite, relatives, staff and looking at support plans, risk assessments and review minutes we decided that the performance of the service was very good for this statement.

When speaking to relatives we were told that staff knew and met their relatives' needs. To help in this matter key workers keep in touch with families, makes sure support files and plans are up to date and that respite periods are enjoyable and meaningful.

"Staff are lovely and take care of all my relatives needs."

"I would recommend the service to anyone."

"Excellent facility."

"They have a great capacity to judge when things might not be right."

After talking to staff, observing practice and reading support plans we decided that they were experienced and knowledgeable working to support and improve service users' health and wellbeing. Staff do this by supporting/reminding people to take their medication, keep active, eat well and be involved in things they like to do. During this inspection meals were being provided by Larkfield View kitchens. In Hillend House they are provided by kitchens in that facility. People were complementary of the meals and snacks.

The Respite Unit works to Inverclyde's Community Health and Care Partnership (CHCP) guidelines addressing health and wellbeing. These include medication, food hygiene, infection control, whistle blowing and protection of vulnerable adults. When talking to staff we found that they had a very good knowledge of these and could explain how they worked.

We saw that people are encouraged to socialise and one to one or group activities are organised.

When we read support plans we saw that they focused on the needs and wishes of the person on respite, were clearly written, easy to follow and contained a range of information such as - daily routines, Hillend Respite Record, personal emergency evacuation plan and risk assessments..

When someone is coming in for a respite break their key worker will phone them and their relative in advance to check if there have been any changes to their medication, support needs or preferences. The service will phone relatives if the wrong medication is delivered or if it is supplied outwith standard packaging.

Support plans show that the service has good relationships with the social and health care services. Staff will contact GPs if they have any questions regarding a clients health or medication.

Areas for improvement

To further strengthen the service's medication policy the manager was going to request copies of medication prescription records. This would help confirm that the medication brought in by a client is as prescribed by their GP.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 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

The service was found to be operating at a very good level for this Quality Statement.

We saw that service users had been consulted when Hillend house was being refurbished. Their opinions regarding colour schemes had been taken into account.

Areas for improvement

See Quality Statement 1, Theme 1 of this report.

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

After speaking to people on respite, relatives, staff and looking at maintenance records and around the Larkfield View unit we concluded that the performance of the service was very good for this statement.

When we observed staff practice we saw that they were respectful of resident's confidentiality, individuality and privacy.

When we spoke with families and those attending the service they said :

"The rooms are comfortable and the lounge is well equipped."

"The respite unit is airy and pleasant."

"I feel safe."

"Very clean and tidy."

During this inspection Larkfield View were responsible for the maintenance of the premises. We read maintenance files and found them to be up to date.

We saw that bedrooms and public areas were well furnished, clean and homely.

Support plans note what staff must do to keep people safe and well. When a risk assessment is needed these are reviewed before and after each respite period.

The Respite Unit has a secure entry system and visitors are asked to sign in and out of the service.

Areas for improvement

To continue to develop practice and keep up to date with developments in the field of respite.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

The service was found to be operating at a very good level for this Quality Statement.

People using the service are, as far as practical, involved in staff recruitment.

Areas for improvement

See Quality Statement 1, Theme 1 of this report.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

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

Service strengths

After speaking to people on respite, relatives, staff and looking at meeting minutes and supervision diary we concluded that the performance of the service was very good for this statement.

When we arrived at the unit on the Tuesday night staff were friendly, relaxed and at ease with an unannounced inspection. They were professional in their approach and could find any information requested.

During the inspection we found the staff team to be motivated, respectful and experienced, being described by relatives as "professional and attentive." Staff had worked for Inverclyde CHCP (previously Social Work) and the Respite Unit for a number of years. The outcome of this was that people on respite had the advantage of being supported by staff who knew them well.

Staff said that the service had a supportive and open culture and that they could discuss practice issues with colleagues:

"I find training to be very good. If there is a new support need we will get relevant training."

"Find it easy to talk to the manager, she is very approachable."

"Morale is high."

"People seem very happy with the service."

When we spoke with people on respite and relatives they said that they feel secure speaking to staff if they have any concerns:

"I feel safe with them."

"Staff are all lovely."

"We are welcome to visit at any time."

"The family could not cope without the service."

Staff receive regular supervision and a wide range of training such as: dementia awareness at the Iris Murdoch Centre (Stirling University), protection of vulnerable adults, food hygiene, first aid, medication and Scottish Vocational and Scottish Vocational Qualifications in Social Care (levels 3 and 4). Staff will receive training if a service user has a need that has not previously been presented. Staff are encouraged to identify their own training needs and to develop their professional skills and expertise:

"Training is very good."

"We always get training if a service user's needs are new to us."

"There is a good programme of refresher and update training."

To make sure that staff continue to maintain good practice they have regular supervision sessions. At these they discuss: people's support needs, practice and training. By doing this the service can assure people that the quality of practice is maintained.

Staff attend team meetings and development days. At team meetings a range of matters are discussed such as support needs, staff practice and service developments.

Areas for improvement

To look at ways that those on respite can be involved in staff supervision and appraisal.

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

At this inspection we found that the performance of the service was very good for this statement.

We saw that those people on respite and families play a key part in helping the service to develop.

The manager responds to questions and findings from Your Voice forums and questionnaires.

Areas for improvement

See Quality Statement 1, Theme 1.

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

After speaking to people on respite, relatives, staff and looking at a range of quality assurance paperwork and the 2014 Your Voice report we decided that the performance of the service was very good for this statement.

The manager told us how the Respite Unit monitors and evaluates performance by meeting with people on respite and their families, using the Hillend Respite Record, completing a management report and having external audits by: Your Voice, environmental health and Care Inspectorate.

The service has started to use Hillend Respite Record to measure the quality of services and identify areas of development. These ask for people's opinions about a range of matters. Returned records will be analysed to identify areas of strength and development.

Those on respite and their relatives said that they knew about the service's complaints procedure and that they would use it if needed. People said that any concerns they had raised had been attended to quickly and resolved to their satisfaction.

Pre admission checks and follow up phone calls to families help the service obtain information about their relatives stay and any areas that need changed.

The manager submits Annual Returns, Self Evaluations, Notifications and Action Plans as expected.

Areas for improvement

To continue to build on very good practice.

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

N/A

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 Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
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 Dec 2013	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
27 Nov 2012	Unannounced	Care and support 5 - Very Good Environment 4 - Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
7 Jan 2011	Unannounced	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed

Inspection report continued

14 Jul 2010	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
25 Mar 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
3 Sep 2009	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 4 - Good 4 - Good 4 - Good
26 Feb 2009	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good
27 Oct 2008	Announced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - 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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Translations and alternative formats

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

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

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

ی.رخأ تاغل بو تا قیسن تب بلطلا دن ع رفاوتم روشنملا اذه.

本出版品有其他格式和其他語言備索。

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

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