



Inspection report

Auchtermairnie Care Home Care Home Service Adults

Star Road
By Kennoway
Leven
KY8 5SF

Inspected by: Carole Kennedy
(Care Commission officer)

Type of inspection: Announced

Inspection completed on: 3 August 2010

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Service provided by:
Fairfield Care Scotland Ltd

Service provider number:
SP2007009107

Care service number:
CS2007153219

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Easy read summary of this inspection report

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

We can choose from six grades:



We gave the service these grades

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

Quality of Environment N/A

Quality of Staffing 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

Staff have a good rapport with residents and their visitors and this contributes to the welcoming atmosphere in the home. The care service puts a lot of effort into checking that residents are happy with the service they receive, and using that information to help further improve the quality of service provided. This care service preserves the individuality of the people using the service by promoting choice and independence.

What the service could do better

Care should be taken to ensure that where handwritten instructions have been added to the MAR sheet, these are signed by the authorising GP or the member of staff who transcribes the doctor's instructions. The medication audit form should be further developed to include this aspect.

What the service has done since the last inspection

Auchtermairnie Care Home has an ongoing programme of improvement. The service provider has continued to develop and provide improved ongoing opportunities for residents and relatives to participate and be involved in assessing and progressing the service.

Conclusion

Residents benefit from the home's well developed interest in quality assurance, which ensures that their views about the care they receive, are known and acted on. Residents and their relatives were all very positive about the staff team and the service and support provided at Auchtermairnie. A relative said "The care and consideration given to my mother in Auchtermairnie is excellent and staff and management are to be commended for their tireless efforts to provide a 'home' environment". Staff were also very positive and told us they enjoyed working in Auchtermairnie and they feel well supported by the manager. "Everyone gets on fine, like one family".

Who did this inspection

Lead Care Commission Officer

Carole Kennedy

Other Care Commission Officers

Aileen Scobbie

Lay Assessor

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland.

Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at: www.scotland.gov.uk

You can get printed copies free from:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

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

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.
- A requirement is a statement which sets out what is required of a care service to comply with the Act and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

- **Quality of Care and Support:** how the service meets the needs of each individual in its care
- **Quality of Environment:** the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);
- **Quality of Staffing:** the quality of the care staff, including their qualifications and training
- **Quality of Management and Leadership:** how the service is managed and how it develops to meet the needs of the people it cares for
- **Quality of Information:** this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Auchtermairnie Care Home is owned and managed by Fairfield Care Scotland Limited. The care service was registered by the Care Commission on 23 July 2007 to provide permanent and respite residential care for 24 Older People. The care home is situated on the rural outskirts of Kennoway midway between Glenrothes and Leven.

Accommodation is offered within a contemporary two level house providing 22 bedrooms, two of which can accommodate couples. All rooms have ensuite facilities. A small area for onsite parking is provided at the front of the building.

There were 17 people resident in the home on the day of inspection. The people who live in Auchtermairnie prefer to be known as residents therefore this term has been used throughout this report.

Feedback was given to the manager and directors at the end of the inspection.

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

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

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

In this service we carried out a 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

This report was written following an announced inspection visit which took place on 3 August 2010.

Information and evidence was gathered from the following:

Prior to this inspection, the service submitted a completed Annual Return as requested by the Care Commission. This provided an update of the service details. The service also submitted a self-assessment form as requested by the Care Commission. This contained information on what the service thought they did well, and how they thought some things could be further improved. It also included information on how residents and their relatives/carers participated in the process. Care Commission questionnaires were sent out to residents and relatives/carers. Completed questionnaires were returned from 2 residents and 10 relatives/carers.

During the inspection evidence was gathered from a number of sources including;

Discussions with the manager

Discussion with the staff team

Talking with residents

Talking with two relatives

Review of 3 personal care files to check how staff assess needs and how these are met.

Observation of the building and environment to make sure it is well maintained, safe and free from hazards.

Sample of records including accidents, incidents, complaints, audits, medication administration & storage.

Observation of staff practices and activities being undertaken.

Inspection Focus Areas (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2010/11 we will focus on:

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

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

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.

Taking the views of people using the care service into account

We spoke with two residents in private and other residents were spoken with on an informal basis throughout the inspection. All residents spoken with made extremely positive comments about daily life in Auchtermairnie and spoke favourably about the staff and the quality of life they experienced as residents of the care home.

Residents who were unable to express their views appeared settled and relaxed, smiled frequently and looked well cared for.

Residents' comments are included throughout this report.

Taking carers' views into account

Thirteen relatives/carers contributed to this inspection by completing questionnaires or speaking with the Care Commission Officers.

Of the 11 questionnaires completed 8 strongly agreed and 3 agreed with the statement 'Overall, I am happy with the quality of care my relative/friend receives at this home.

One person recorded they agreed they were happy with the quality of care but also made some negative comments regarding staffing levels. Unfortunately the writer did not provide any contact information and the Care Commission Officer was therefore unable to discuss the allegations with them. No complaints had been raised with the service. All other comments provided by relatives were uniformly positive and gave very positive accounts of the quality of care and support provided to them and their relatives. Comments included;

"My mother is cared for and looked after in a very efficient manner. The family have every faith in the staff and management in all aspects of care. We wish to thank all persons involved in my mother's care. They do a wonderful job".

"Staff are always polite and friendly"

"The service XX gets is second to none and she says it's like a 5 star hotel"

"My mother receives excellent care at Auchtermairnie. The staff are excellent and do a great job".

Other comments have been included in the body of this report.

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

Auchtermairnie provides excellent opportunities for residents and relatives to participate in assessing and improving the quality of care and support provided. The service has robust systems for involving residents and their relatives/carers in assessing and improving the quality of the care and support provided.

We were advised that the service provider had suggested the residents & relatives group seek help from an independent person but the group has decided there is no need for this and have asked that either the manager or a director continue to take part in the meetings. A relative/carer told us the group had confidence in the manager and directors and wished them to participate in the meetings.

Observation of practice, examination of documentation and discussions with residents and relatives confirmed that this service was excellent at encouraging residents and relatives participation and using their views to improve the quality of care provided. It was evident from the high level of satisfaction expressed with the care provided that this resulted in positive outcomes for residents. Comments included:

"My views are taken on board, I'm part of the relatives' committee, we've been developing the garden and are thinking of introducing a memorial rose garden".

"It's excellent here".

"I have regular meetings with the manager and staff.....in the time he has been in the home his progress and recovery have been fantastic".

Areas for Improvement

Continue exemplary best practice promoting participation and evidence actions taken in response to views provided.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 3

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

Service Strengths

Robust policies and procedures are in place that are known and understood by staff ensuring they are vigilant in their duties to protect residents' wellbeing and welfare. Low numbers of staff turnaround contributes to consistency of care with positive relationships developed between residents, their families and staff.

Three residents' care files were looked at. Assessments are carried out regularly to determine the risk of falls, pressure ulcers and malnutrition, dependency and moving and handling needs are also assessed. The information from these assessments is informative and used well to draw up comprehensive person centred care plans. Care staff monitor residents' skin condition and seek professional advice about this when necessary. Pressure relieving equipment is provided through the Community Nursing Services for those residents at risk.

Residents spoken to confirmed that they have regular check-ups from opticians and dentists. They also said that the GP was always sent for if they were unwell. One resident said "they monitor my health care, I get weekly checks. The GP was asked to review me as I was very sleepy, turned out I was diabetic".

We asked the management and staff what they thought they did well. They told us they were very proud of the quality of care provided, particularly palliative. Comments made by relatives supported this, for example;

"I cannot praise highly enough the level of professionalism, dedication and empathy given.....particularly now in the final stages. As a family we have been humbled by the palliative care provided by everyone involved and cannot thank them enough for treating mum with the care, dignity and respect she deserves".

Areas for Improvement

Continue to provide training based on best practice to ensure staff knowledge and skills meet the needs of residents.

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

As previously recorded in statement 1.1 the service provider uses a variety of methods to encourage and support residents' and relatives' participation in all aspects of the service including management and leadership. This means that people are able to contribute to the development of the service.

The service's person centred philosophy is underpinned by its participation strategy. Both directors play a prominent part in the home and are well known to the residents. They regularly visit the home and spend time talking with the residents, relatives and the staff, seeking their views about the service and how it can be further improved. The emphasis on residents' and relatives' participation is evidenced by use of questionnaires, participation in meetings and informal chats. Residents told us their views are routinely sought and taken account of, for example, the recruitment of staff, staff training, refurbishment in the home and development of the garden. A relative/carer told us "staff training is good, you can see the difference in the way they work". Residents' views have also been sought and taken into account when completing the self assessment, this is good practice.

Staff are clear about their responsibilities to promote residents' welfare and an open ethos ensures any issues or concerns are raised immediately and dealt with. In discussion with residents they confirmed that they are aware of how to complain and to whom if they have any concerns. In discussion with people they said that they had no complaints about the service.

This is a service that cultivates positive relationships, based upon respect and very good communication and, which supports resident participation and the involvement of families and friends. From discussion with management, staff, residents and relatives/ carers there was evidence of mutual respect and trust between staff, residents and relatives/carers.

Discussions held with residents and relatives confirmed that they are on first name terms with the manager and both directors and are very satisfied in the home. We were told, "I would go to Fiona or Joan or Colin if I had any problems" "staff are very good" "Nothing is ever a bother for anyone" "No worries whatsoever".

Areas for Improvement

The self assessment identifies the directors continually strive to improve the quality of service provided in Auchtermairnie. They are in process of introducing confidential telephone consultations with relatives to ensure they are happy with the service. This will further improve feedback on the service and quality of service provision.

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

The care service has a comprehensive quality assurance programme in place, which includes seeking the views of residents to provide feedback on the quality of care and services provided. Action plans are drawn up and implemented in response to consultation and audit results. The complaints procedure was displayed and easy to understand. Residents are encouraged to give their opinions or raise any concerns in their personal care review meetings, at residents' meetings and via quality questionnaires. Residents and relatives spoken to said they would be happy about discussing any concerns with the manager or staff and were confident they would be resolved.

A relative/carer told us "I can speak to any member of the staff and the manager without an appointment".

The company directors and the manager carry out a range of internal audits to check on quality and effectively monitor all aspects of the service to ensure standards are being maintained and improved where necessary.

The system for storage, handling and administration of medication was looked at and found to be generally in order. Residents confirmed they receive their medications as prescribed.

Areas for Improvement

Handwritten instructions in two residents medication administration records were not signed and dated by the person transcribing the information. The medication audit had failed to identify these instances. A recommendation is made.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

1

Recommendations

1.

Care should be taken to ensure that where handwritten instructions have been added to the MAR sheet these are signed by the authorising GP or the member of staff who transcribes the doctor's instructions. The medication audit form should be further developed to include this aspect.

National Care Standards, Care Homes for Older People, standard 5 Management and staffing arrangements.

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

A valid certificate of Employers Liability Insurance was publicly displayed in the home alongside the registration certificate and current staffing schedule.

Action Plan

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

Summary of Grades

Quality of Care and Support - 5 - Very Good	
Statement 1	6 - Excellent
Statement 3	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - Not Assessed	
Quality of Management and Leadership - 5 - Very Good	
Statement 1	6 - Excellent
Statement 4	5 - Very Good

Inspection and Grading History

Date	Type	Gradings
4 Feb 2010	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing <i>Not Assessed</i> Management and Leadership <i>Not Assessed</i>
28 Jul 2009	Announced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 5 - Very Good
19 Jan 2009	Unannounced	Care and support 4 - Good Environment <i>Not Assessed</i> Staffing <i>Not Assessed</i> Management and Leadership <i>Not Assessed</i>

9 Apr 2008	Announced	Care and support Environment Staffing Management and Leadership	4 - Good 5 - Very Good 5 - Very Good 5 - Very Good
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Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

هذه بایتسد یم وونابز رگید روا رولکش رگید رپ شرازگ تعاشا هی

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

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本出版品有其他格式和其他語言備索。

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

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Improving care in Scotland