



Inspection report

Links View Care Home Service Adults

Cromwell Road
Burntisland
KY3 9EH

Inspected by: Lorna Shewan
(Care Commission officer)

Type of inspection: Announced

Inspection completed on: 18 August 2010

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Service provided by:
Fairfield Care Scotland Ltd

Service provider number:
SP2007009107

Care service number:
CS2008183932

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

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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

We found that the service has developed good information for people who live in Links View, or who may be looking for a care home. Staff encourage people to become more involved, for example, through care planning and developing life story information, and making suggestions through meetings and organised events.

What the service could do better

The provider recognises the need to continue to be creative to gather the views of people who use this service.

What the service has done since the last inspection

We found that the service is using feedback from the people using the service and their relatives/representatives to make changes. For example, the service has developed a separate hairdressing room for residents and an overnight room for relatives/ within an annex building.

Conclusion

Links View is a residential establishment for older adults. The people living in Links View enjoy the relaxed environment that the home and garden grounds offer.

Who did this inspection

Lead Care Commission Officer

Lorna Shewan

Other Care Commission Officers

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

Links View is a care home for older people provided by Fairfield Care Scotland. The home was registered with the Care Commission on 18 September 2009, following a change in ownership. Links View is registered to provide 24 hour care and support for a maximum of 26 older people, within 24 rooms.

The property is situated in a quiet residential area in Burntisland. The elevated position of the home affords lovely views of the Burntisland Links and the Forth. The home is close to local amenities.

The home is set within its own grounds. There are two enclosed outdoor patio areas. Accommodation is on two floors and comprises two double rooms for residents who may choose to share and twenty-two single rooms. Access to the upper floor is by means of staircase or passenger lift. The home has been refurbished to a high standard. All bedrooms have en-suite facilities.

There is adequate car parking available for visitors to the home located to the front of the property.

The inspection visit was supported by the provider and the manager.

Ms Barbara Slater is the registered manager who is responsible for the supervision of staff and day to day running of the Home. The Care Commission Officer was made very welcome by the staff and residents on the day of the inspection visit. The atmosphere in which the service is provided is homely, relaxed and friendly.

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

We wrote this report after an announced inspection which took place on 18 August 2010. The inspection was carried out by Care Commission Officer Lorna Shewan. The manager was present and the process of the inspection was conducted in a professional and competent manner. We provided feedback on the findings of the inspection to the manager and provider at the end of the visit.

As requested by us the provider sent us an annual return. The provider also sent us a self assessment form. We issued questionnaires to people who use this service. Fourteen questionnaires from people who use the service were completed and returned to us.

This was an announced inspection visit and was carried out in line with the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2001, the Regulations which follow the Act mainly Scottish Statutory Instrument 114 - The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002.

The service was inspected after a Regulation Support Assessment (RSA) was carried out to determine the intensity of the inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers: complaints activity, changes in provision of the service, nature of notifications made to the Care Commission by the service (such as absence of manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

The assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required as a result. The inspection was then based upon the relevant inspection focus area(s) and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

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

- * the previous action plan
- * minutes of meetings
- * the service participation strategy
- * residents surveys/quality questionnaires

- * accident/incident records
- * the complaints record
- * audit records
- * the admission/discharge procedure
- * the home's information booklet
- * consideration of the content of fourteen questionnaires completed and returned to us
- * discussion with seven people who use the service, the manager, provider and care staff

All of the above information was taken into account during the inspection process and is reported on.

This service will receive a minimum of 2 inspections over the year 2010/11.

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw.

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

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 we graded them under.

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

Taking the views of people using the care service into account

During our visit we saw some people involved in an activity making cards. The people who spoke to us had enjoyed the activity and were looking forward to a cup of tea.

People who use the service who found it difficult to convey an opinion were seen to be well supported by staff.

Comments with regard to the service included;

"... I feel things are at hand. I like living here..."

"...the food is good, but I would rather have a wee brandy with my cup of tea..."

"...I feel some people are a bit critical against me because I wish to use the toilet a lot..."

"...My friends have all gone now and I don't like the others, but I like the manager..."

We were made to feel very welcome and appreciate the time taken by people who use the service to share their views.

Taking carers' views into account

There were no relatives/representatives available to speak with us during this announced inspection visit.

Ten questionnaires from relatives/representatives were completed and returned to us. Comments included;

"...I cannot tell you how highly I think of Links View.... I know how exceptional a place Links View is..."

"...I am confident my (relative) will be cared for to a high standard..."

"...I have every confidence in the staff and management..."

All ten respondents to our questionnaire confirmed that they felt their relative/friend is safe and secure in the home.

We appreciate the time taken by relatives/representatives to share their views.

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

We found that a variety of systems are being used to gather the views of people who use the service and their relatives/representatives. These included: assessment reports, review meetings, residents' meetings, informal discussions, questionnaires and the service complaints procedure. This encourages people using the service to say how they want their care and support to be carried out.

People thinking about using the service have a pre admission assessment carried out. This means that the service can ensure it meets all aspects of individual care needs and preferences.

The people who use the service have an identified keyworker. The keyworker is responsible to coordinate care and support arrangements.

The service has detailed policy and procedure information to support and guide staff, and copies of these can be made available to service users on request.

There are systems in place to allow the manager to directly observe and monitor staff practice.

People who use this service are encouraged to maintain relationships with relatives and those important to them. This also helps them to express their views.

Observation of care practice and staff interaction with residents evidenced staff's commitment to encouraging people to make choices and confirm their satisfaction with regard to the day to day activities carried out.

We saw that posters informing of the Care Commission inspection were publicly displayed in the home and people who use the service were aware of our visit.

Newsletters are produced and distributed every three months. The service has also developed 'focus months'; this means that a specific theme, for example hospitality, is audited. An action plan is developed from the audit, the action plan will be implemented and a further audit carried out. This means that people who use the service will be part of the consultation process and there will be a record of progress made to address any

issues raise.

The provider has introduced an additional method to gain the views from relatives/representatives. This is being done by means of confidential telephone discussions.

Discussion with the people who use this service and responses in the questionnaires returned to us confirmed overall satisfaction with the quality of care and support provided in the home.

Areas for Improvement

The home distributes questionnaires. Those returned by people who use the service highlighted an area for improvement in how residents could better recognise staff. It is understood that the provider is exploring name badges for staff. We suggested that a staff picture recognition board prominently displayed may also be helpful to people who use the service.

Areas for improvement identified by the service were; to continue to involve people who use the service, their relatives/representatives and staff in every aspect of development within the home, and to continue to develop the quarterly focus themes.

Grade awarded for this statement

6 - Excellent

Number of Requirements

0

Number of Recommendations

0

Statement 6

People who use, or would like to use the service, and those who are ceasing the service, are fully informed as to what the service provide.

Service Strengths

We found that the service has a brochure which contains detailed information that is easy to read and understand. The provider has also developed website information about the home and the service provided. This means that people using the service and people thinking about using the service know what the home has to offer.

Informal introductory visits are also encouraged and can be arranged by contacting the provider.

Independent advocacy is promoted by the home and contact details are publicly displayed on the main notice board.

We found that the home has detailed policy and procedure information to support and guide staff, and copies of these can be made available to people who use this service on request.

Areas for Improvement

We looked at the Discharge Policy. We suggested that the service could include more information about the process of moving on, for example, if someone chooses to move to another service, what information will be shared with their chosen provider. This means that people will know how the process will be managed.

The provider identified an area for improvement; to involve residents in frequently reviewing the introductory pack information and to record a reading of our inspection report to keep residents informed.

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

We found that the service encourages participation with people who use the service and their relatives/representatives. This was evidenced by minutes of meetings, completed participation forms and discussion with staff.

The process of consultation involves a wide range of approaches, including gaining information about people's backgrounds and things that are important to them.

Quality questionnaires are distributed by the service; this also allows people to comment of the quality on management and leadership of the service.

People who use the service, their relatives/representatives and any relevant agencies are actively encouraged to participate in our inspection process.

People who use the service who spoke to us reported their confidence in management and their ability to approach any member of staff with concerns or suggestions and requests.

See also strengths recorded under 1.1 Quality of Care and Support of this report.

Areas for Improvement

We suggested that the service should develop a system to log any complaints; this should be recorded in chronological order and be able to be cross referenced to the more detailed account.

Areas for improvement identified by the provider; to continue to develop the service in consultation with residents, relatives/representatives, staff and other members from the multi-disciplinary team.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 3

To encourage good quality care, we promote leadership values throughout the workforce.

Service Strengths

People who use this service and their relatives/representatives are supported to participate in regular review meetings. We saw that regular staff meetings are held and minutes of these are maintained. This provides staff and managers with an opportunity to evaluate practice and any areas for improvement.

Staff have access to copies of the Scottish Social Services Council (SSSC) Codes of Practice and the National Care Standards. Staff's understanding of these documents is monitored through regular team meetings.

There is an annual training plan and a Scottish Vocational Qualification training plan in place. The introduction of quality feedback questionnaires encourages comments from service users of how they feel treated by staff.

The service has a comprehensive complaints procedure and information on how to raise a complaint with the Care Commission.

The manager monitors all aspects of the service and there are systems in place to allow the manager to directly observe staff practice.

The provider has two care homes in Fife. Senior staff are being encouraged to visit either home. They are then invited to comment on positive observations or things they could introduce into their own working environment, for example, furnishings, meal arrangements etc.

The company holds an annual award ceremony to acknowledge staff achievements.

Areas for Improvement

We suggested that the provider could consider additional ways to promote leadership values throughout the workforce; these could include staff researching specific topics or areas of interest and presenting the information at team meetings or training events. This helps staff to support people who use the service in an informed and responsible way.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

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

Inspection and Grading History

Date	Type	Gradings
31 Mar 2010	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing <i>Not Assessed</i> Management and Leadership <i>Not Assessed</i>
16 Dec 2009	Announced	Care and support 5 - Very Good Environment <i>Not Assessed</i> Staffing 5 - Very Good Management and Leadership <i>Not Assessed</i>
4 Mar 2009	Unannounced	Care and support 5 - Very Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership 5 - Very Good

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

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

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