

Care service inspection report

Full inspection

Orchard Park Nursery Day Care of Children

1 Crosslees Drive
Thornliebank
Glasgow



HAPPY TO TRANSLATE

Service provided by: Orchard Park Nursery Limited

Service provider number: SP2007008847

Care service number: CS2007142910

Inspection Visit Type: Unannounced

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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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	4	Good
Quality of environment	4	Good
Quality of staffing	5	Very Good
Quality of management and leadership	4	Good

What the service does well

The provider and staff have created a very welcoming environment for parents and children. They have worked hard to create opportunities for families to be involved in the life of the nursery.

Overall, children are very secure and confident in the nursery.

What the service could do better

We identified some areas for improvement which are included in the report.

What the service has done since the last inspection

The staff team has been actively involved in reviewing several areas of the service. The team had identified what staff do well and what they need to improve.

Conclusion

The nursery is highly valued by parents in the local and extended community. Several parents praised the small, friendly environment and very approachable staff.

1 About the service we inspected

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Orchard Park Nursery is registered to provide a care service to a maximum of 44 children aged from six weeks to those not yet attending primary school in the following age categories.

12 children - 0 to 18 months

16 children - 18 months to 3 years

16 children - 3 years to not yet attending primary school age

The service provider is Orchard Park Nursery Limited. The service is in partnership with East Renfrewshire Council to provide pre-school education and care.

The service operates from converted church premises in the Thornliebank area of East Renfrewshire. There is a secure door entry system and enclosed outdoor play areas with a range of natural features to stimulate children's play, learning and imagination.

The service aims to: "Consult with parents/carers to support children in reaching their potential in all aspects of their development and learning."

A full copy of the aims and objectives can be obtained from the provider.

Recommendations

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

Recommendations are based on the National Care Standards, SSSC codes of practice and recognised good practice. These must also be outcomes-based and

if the provider meets the recommendation this would improve outcomes for people receiving the service.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010 (the "Act"), its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

We make requirements where (a) there is evidence of poor outcomes for people using the service or (b) there is the potential for poor outcomes which would affect people's health, safety or welfare.

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

Quality of care and support - Grade 4 - Good

Quality of environment - Grade 4 - Good

Quality of staffing - Grade 5 - Very Good

Quality of management and leadership - Grade 4 - 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 0345 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

We wrote this report following an unannounced inspection. This was carried out by one inspector. The inspection visit started on Thursday 9 April 2015 from 9am to 4pm and continued on Friday 10 April 2015 from 8.15am to 2.30pm. We gave feedback to the provider/manager and the depute manager on Wednesday 22 April 2015.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent 15 care standards questionnaires to the provider/manager to distribute to families. Nine parents sent us completed questionnaires. We also asked the provider/manager to give out four questionnaires to staff and we received two completed forms.

During this inspection process, we gathered evidence from various sources including the following:

We spoke with:

- the provider/manager
- the depute manager
- most of the staff team
- six parents
- four children.

We viewed some of the service policies and procedures including:

- information on a sample of the children attending
- risk assessments
- medication procedures
- accident and incident records
- quality assurance systems
- a sample of staff files
- staff training records.

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.firescotland.gov.uk

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.

The Care Inspectorate received a fully completed self assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

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

Taking the views of people using the care service into account

The majority of children present during the inspection were happy and settled in the nursery environment. Some babies were settling in at the nursery and were being supported by caring staff. Older children were keen to engage with us during the inspection, telling us about the activities and what they enjoyed doing at the service.

Taking carers' views into account

Parents we spoke with, and those who wrote to us, were very happy with the quality of care their child received at the nursery.

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: 4 - 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 there were very good opportunities for parents and children to contribute to the life of the nursery.

The provider was keen to promote a family friendly ethos, encouraging parents and staff to build positive relationships. As a relatively small nursery, we found there was a relaxed atmosphere.

Parents we spoke with, and those who wrote to us, agreed that they felt welcomed and were encouraged to share their ideas. Parents confirmed that they were regularly invited to share their ideas. Several parents spoke about events that they had been invited to take part in including a Mother's Day celebration, World Book Day and Marie Curie Tea Party. Parents found these events to be a very positive way of building relationships and felt it was beneficial to them and their child.

Parents also confirmed that they received regular information by email including newsletters, updated policies and alerts to forthcoming events.

A suggestions/comments slip was included in the newsletter for parents to complete. An informative noticeboard told parents about planning, activities, menus and community events.

Staff involved older children in making decisions and the majority of children we spoke with were confident in sharing their ideas. We saw an example of this during the first day of our inspection when staff arranged for older children to have their lunch in the garden in response to a request from them.

We viewed displays in the three to five room that showed how children were consulted about topics and activities. Children's ideas and suggestions were recorded on a Train of Thought. Staff recorded children's suggestions for the day on the daily calendar. Children we spoke with agreed that staff listened to them and responded to their suggestions.

We saw staff who were caring for younger children use prompts to help them choose songs and stories.

Areas for improvement

The provider/manager and staff team should continue to develop ways in which parents and children can be involved in assessing the quality of the service.

Grade

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

We found that throughout the nursery staff had developed positive relationships with parents and children. They had created a relaxed atmosphere where parents found it easy to exchange information about their child.

During the inspection, we saw staff taking time to speak with parents telling them about their child's day.

Many of the children had attended the nursery since they were babies and had developed very close, caring relationships with staff. This was evident during our visit.

Children who arrived early at the nursery began their day in the 18 month to three years room where they were able to meet as a small group and have breakfast. A member of staff from all the rooms was present, meaning that there was a familiar person for parents to speak to. Older children in the nursery were confident and chatted happily with the staff group.

Curriculum for Excellence had been established in the nursery. Staff caring for older children had planned the environment and experiences for children based on the document. Each child had an individual profile where staff recorded their interests and progress. Children we met, during the inspection, were very confident in planning their own play and were supported by responsive staff.

Staff caring for younger children had attended training on the document Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families. They had reviewed some areas of their practice to take account of the guidance and were continuing to introduce new ways of working. The senior staff member was in the process of introducing new paperwork which would allow staff to record more detailed observations of individual children.

Staff throughout the nursery were promoting children's health and wellbeing through planning experiences for them.

On the two days of our inspection the weather was warm and sunny. During our first visit to the nursery, the older children spent the majority of the day playing in the garden. During the afternoon, all children aged three and under went on an outing to the park. This involved a relatively long walk to the park and a picnic snack on mats. Babies had the opportunity to enjoy a swing and some of the older children played on a small climbing frame and chute. Some of the children also enjoyed a game of Pooh Sticks when crossing a bridge.

During the inspection, we noted that children who had passed their third birthday were being cared for in the 18 months to three years area. The provider/manager told us that individual children's progression through the nursery was discussed with parents and carers. A parent we spoke with confirmed that he was aware of transition arrangements within the nursery and was happy with the plans in place for his child. The provider/manager and depute manager acknowledged the need to recognise and respond to the individual needs of children.

A new cook had been employed since the last inspection. She had a copy of the latest nutritional guidance Setting the Table and was reviewing the menu plan. We learned that the provider was keen to ensure that the nursery promoted healthy eating for children. She had liaised with families, taking account of their wish to balance nutritious meals with some familiar foods. As a result, children were given a processed meal one day a week. The cook had set up a Facebook page to involve parents by sharing her suggested meals and asking for parents' views.

Children sat in social groups to have their lunch. Since the last inspection, staff caring for babies had reviewed seating arrangements to create a more social experience for them.

The service had clear procedure in place for storing and administering medicines to children. These had been reviewed since the last inspection and took account of the latest best practice guidance, Management of medication in daycare of children and childminding services.

Staff supported families with children who required complex medication. They shared updated information with parents to ensure that they followed new procedures. In speaking with staff, we found that they were aware of any changes in children's medicines. In addition, the provider/manager liaised with parents by email to ensure there was a clear record of communication. Following discussion, the provider/manager agreed that any correspondence with parents in relation to children's welfare would be added to their personal plan so that it could be accessed by appropriate members of staff.

Areas for improvement

On one day during our inspection, children throughout the nursery were given tinned beans and sausages. In discussion, with the provider/manager, we learned that the provider took a monthly overview of menus to ensure children received a balanced diet. Whilst the salt content of food given on the day of our visit did not reach children's daily allowance we discussed the need to monitor this as part of their daily intake.

We found an asthma inhaler in one of the children's bags stored in the cloakroom area in the playroom. After speaking with staff, we discovered that this was partly due to a lapse in communication between the parents and nursery staff. We discussed the importance of ensuring that the service medication procedures are followed at all times.

During our visit, we found that there were limited experiences available for the younger children. We learned that there had been changes to planning as it was a school holiday and fewer children would be attending. The supervisor acknowledged the importance of always creating an environment where children have access to a wide range of resources and experiences.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

Statement 2

“We make sure that the environment is safe and service users are protected.”

Service Strengths

The nursery premises provided a safe environment for children.

A secure entry system allowed staff to monitor access to the premises.

We found that checklists were in place to monitor areas of the nursery.

New risk assessments had been developed for places in the community that staff and children visited regularly for example the library or local shops. . Initially it appeared that the forms could not be updated by staff, however in discussion with the provider we learned that there is a system in place where staff report any changes to her and she would amend the form.

Overall, we found the nursery environment to be clean and well-maintained. A company was employed to carry out daily in-depth cleaning when the nursery closed.

Children had access to suitable toilet and hand washing facilities.

Areas for improvement

We found that some of the resources and furniture were in need of repair or needed to be replaced. Some of the storage units in the fledgling room were slightly damaged and the paint on the legs of some of the chairs was peeling making the surface rough and a possible risk to young children.

Grade

4 - Good

Number of requirements - 0

Number of recommendations - 0

Statement 3

“The environment allows service users to have as positive a quality of life as possible.”

Service Strengths

The accommodation for children comprised of two playrooms. The larger playroom was divided into separate areas for children up to 18 months (chicks room) with a second area for children up to the age of three (fledglings room) with another room for children aged three to five.

In addition, there was a large outdoor area which comprised of a garden, enclosed play area and woodland trail. During our first visit, older children were enjoying play in the enclosed area. Two children accompanied us into the woodland area to tell us how much they enjoyed playing on the rope swing and large chute. The area provided opportunities for children to enjoy more adventurous and risky play. There was also a covered deck area which was used for stories and other activities. The depute manager had attended a local outdoor nursery to learn more about this type of provision. She planned to further develop the opportunities children had outdoors.

Staff and children had created attractive displays throughout the nursery sharing children's art work and useful information with families. Many of the resources were accessible to children, in particular we saw older children choosing freely from a range of materials.

Areas for improvement

An important feature of Pre-Birth to Three: Positive Outcomes for Scotland's Children and Families guidance is that staff respond to children's interests. We found that many resources were stored outwith the playroom and staff were not always able to provide resources children were looking for. The room supervisor told us that plans were in place to create more storage within the playroom which would help to resolve this issue.

We found that the environment did not offer children under the age of three the range of experiences as outlined in the Pre-Birth to Three guidance. For example, there was no water or natural resources available for children to enjoy and some children needed the support of an adult to access some of the resources. The provider agreed that as part of their plans to implement Building the Ambition, they would review the environment.

Grade

4 - Good

Number of requirements - 0**Number of recommendations - 0**

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 2

"We are confident that our staff have been recruited, and inducted, in a safe and robust manner to protect service users and staff."

Service Strengths

As part of our inspection, we carried out a safer recruitment audit within the service. To do this we viewed a sample of staff files including staff who had been employed since the last inspection. We found that the provider/manager and depute manager followed effective selection procedures to ensure staff were fit to be employed in the nursery setting. This included confirmation that candidates were medically fit to be employed, two references and a Protecting Vulnerable Groups (PVG) check.

All staff had a contract of employment and written remit outlining their role within the nursery.

We also saw from records that all staff had undergone an induction process to ensure that they were familiar with policies and procedures within the nursery.

Areas for improvement

The provider should continue to implement the effective recruitment procedures they have in place.

Grade

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

The majority of staff working with children held a relevant childcare qualification while others were completing apprenticeships. Almost all of the staff had been employed in the service for a length of time. We found that the group had developed very effective working relationships.

Each year staff were given the opportunity to move rooms within the nursery. This allowed staff to develop their practice in working with different age groups of children. This was discussed in detail with individual members of staff and they were offered support in their new role.

Since the last inspection, some staff had moved rooms to care for children of a different age group, others had taken on the responsibility of age group supervisor. This had been as a result of the opportunity they had been given to. Staff had been supported to do this through in-house training and guidance from the deputy manager.

There was a framework of six weekly staff meetings to support the team. We learned, through speaking with staff, that there was a formal structure to the meeting providing them with the opportunity to learn about new practice guidance and explore how they could implement this in the nursery. Most recently, staff had been reviewing the document *Building the Ambition*. This document is the latest practice guidance on early learning and childcare developed by the Scottish Government.

We viewed a sample of staff files and found that each staff member had an individual training record. They also had a personal development plan which identified their interests, professional development goals and aspirations. Records also included how the provider/manager would support staff to achieve these plans.

Following training staff were asked to identify what they had learned and consider how it would impact on their practice within the nursery.

Staff we spoke with, and those who completed questionnaires, agreed that had been given opportunities to attend training and gain additional qualifications. Staff also agreed that they were supported by the management team and encouraged to take on additional responsibilities and develop areas of the service.

The depute manager had a key role in a group which was reviewing the provision for children under three in all nursery settings in the local area. She would be involved in developing written guidelines.

Areas for improvement

We found that as some staff had moved to work with other age groups, they were still becoming established in their new role. While they were being supported by the management team through training and mentoring, we asked the provider/manager to ensure that professional development opportunities remain a priority for all staff.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 2

“We involve our workforce in determining the direction and future objectives of the service.”

Service Strengths

We found that the provider/manager involved the whole staff team in assessing the quality of the service. Staff within each room had completed a self-evaluation document using Child at the Centre 2.

In addition, staff in the early bird room had carried out an audit of their provision in the relation to the SHANARRI (safe, healthy, achieving, nurtured, active, respected, responsible and included) wellbeing indicators. They had asked the questions: What are we doing? How do we know? and What are we going to do?

Staff in each of the rooms met regularly to discuss their work and plan for the children. Room supervisors were invited to management meetings where they were able to share ideas and contributions from staff in their room.

As part of the neighbourhood group, the depute manager had been invited to be part of a local review of provision for children under three. She would be involved in developing guidelines for all services in the area working with this age group of children.

Staff we spoke with agreed that the management team was receptive to their ideas and would give them the opportunity to develop areas of the service.

Areas for improvement

At the time of the inspection, a few staff members were leading initiatives within the service. The provider should continue to develop ways in which members of staff can contribute to the future development of the service.

Grade

4 - 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

We viewed a range of documents that the staff team used to measure the quality of the service. The team was involved in evaluating the service using Child at the Centre 2 guidance. Each room completed a self-evaluation, identifying strengths and areas for improvement. The management team completed a nursery self-evaluation, involving staff and families in the process. Both these documents had contributed to a quality and standards report that the provider/manager had completed for the local authority.

The nursery improvement plan was in the final year of implementation. Some priorities had been set by the local authority and linked to its improvement plan. Additional priorities had been identified through the nursery self-evaluation. Records showed that the provider/manager was active in monitoring the implementation of the improvement and its impact on improving the service.

The manager/provider took an active role in the neighbourhood group. She worked closely with managers of other establishments in the community to implement new initiatives and best practice.

The nursery had recently been awarded a bronze Family Friendly award from the local authority. This award recognises services that take a family-centred approach focus which they have to evidence through practice in working with families.

The management team was active in assessing the quality of the service. They made regular visits to the playrooms to monitor the provision. At the time of the inspection, the focus was on adult to child interaction, meal times and outdoor provision.

Areas for improvement

We could see that the management team used a range of methods to monitor the service. However during the inspection, we found that some of the service procedures had not been followed, namely medication procedures. The management team should ensure that monitoring of the service includes all areas of the provision.

Grade

5 - Very Good

Number of requirements - 0

Number of recommendations - 0

5 What the service has done to meet any requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

6 What the service has done to meet any recommendations we made at our last inspection

Previous recommendations

1. Management should review the procedures for storage of medication and incorporate best practice. They should refer to the Care Inspectorate's publication: Management of Medication in Daycare and Childminding Services. National Care Standards early education and childcare up to the age of 16, Standard 3: Health and wellbeing.

This recommendation was made on 22 August 2013

This recommendation has been met.

2. Management should put measures in place to ensure that food and drink offered to children at snack and lunchtimes follows national guidelines. They should refer to the Scottish Government's publication Nutritional Guidance for Early Years: food choices for children aged 1-5 years in early education and childcare settings. National Care Standards early education and childcare up to the age of 16, Standard 3: Health and wellbeing.

This recommendation was made on 22 August 2013

This recommendation has been met.

3. Management and staff should review the arrangements for how children's daily attendance is recorded and monitored. This is to ensure the safety and security of children at all times. National Care Standards early education and childcare up to the age of 16, Standard 2: A safe environment.

This recommendation was made on 22 August 2013

This recommendation has been met.

4. Management should review the systems that are in place to record risk assessment of all areas used by the service and monitor these on a regular basis. Staff should be more vigilant in recording risk assessment and reporting any hazards to management. This is to ensure the safety of children and all people using the service. National Care Standards early education and childcare up to the age of 16. Standard 2: A safe environment and Standard 14: Well-managed service.

This recommendation was made on 22 August 2013

This recommendation has been met.

5. Management should monitor the measures that are in place to prevent the spread of infection within the service. For example this should include how cleaning checklists and personal hygiene routines are followed by people who use the service. This is to prevent the spread of infection and keep children and staff healthy. They should refer to Health Protection Scotland's publication: Infection Prevention and Control in Childcare Settings. National Care Standards early education and childcare up to the age of 16. Standard 2: A safe environment and Standard 14: Well-managed service.

This recommendation was made on 22 August 2013

This recommendation has been met.

6. The manager should continue to monitor existing systems for evaluating the service to ensure consistency in practice and to demonstrate accountability. For example, safe recruitment. National Care Standards early education and childcare up to the age of 16. Standard 13 - Improving the service and Standard 14: Well-managed service.

This recommendation was made on 22 August 2013

This recommendation has been met.

7 Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

8 Enforcements

We have taken no enforcement action against this care service since the last inspection.

9 Additional Information

N/A

10 Inspection and grading history

Date	Type	Gradings	
22 Aug 2013	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 5 - Very Good 4 - Good
2 Dec 2011	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed Not Assessed 4 - Good
1 Oct 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
3 Nov 2009	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 3 - Adequate 4 - Good
1 Sep 2008	Unannounced	Care and support Environment Staffing Management and Leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?nain eile ma nithear iarrtas.

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یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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.