



Arran Villa Care Home Service

6 #13; 5BCD?> &<135
"1B7C
!A30 8B.

*5@8?>5: 0141 889 0044

T(e of in" ec#ion:
+>1>>?E>354

Com le#ed on:
31 %3D?25B 2019

Se!%ice !o%ided b(:
!922-5 E4E31D9?> 1>4 C1B5 C5>DB5

Se!%ice !o%ide! n\$mbe!:
)&2004007042

Se!%ice no:
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Abo\$# #he "e!%ice

ABB1> , 9<1 31B5 8?=5 9C @B?F9454 2I !922-5 E4E31D9?> 1>4 C1B5 C5>DB5. B1C54 9> D85 3?1CD1<D?G> ?6 "1B7C, D89C <1B75 8?EC5 @B?F945C 9>49F94E1<254B??=C, DG? C81B54 4F9>7 B??=C, 1 C81B54 49>9>7 1B51, 1>4 1 <1B75 71B45>.

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*89C C5BF935 81C 255> B579CD5B54 C9>35 17 E<I 2015.

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H?G 7??4 9C ?EB <5145BC89@?	>?D 1CC5CC54
H?G 7??4 9C ?EB CD16K>7?	>?D 1CC5CC54
H?G 7??4 9C ?EB C5DD9>7?	>?D 1CC5CC54
H?G G5<<9C ?EB 31B5 1>4 CE@@?BD @<1>>54?	4 - G??4

FE8D85B 45D19C ?> D85 @1BD93E<1B 1B51C 9>C@53D54 1B5 @B?F9454 1D D85 5>4 ?6 D89C B5@?BD.

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6 - E' cellen#

- 5 6?E>4 D81D CD166 814 5H35@D9?>1<B5<1D9?>C89@C G9D8 I?E>7 @5?@5 1>4 814 1> 9>C978D 9>D? D859B >554C 1>4
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 814 B535>D<I 45F5<?@54 1> ?EDCD1>49>7 1CC5CC=5>D D??<31<54 +>45BCD1>49>7 #5 G8938 79F5C 1 3?=@5D5
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 3?E@54 G9D8 D859B 1449D81D CD9D9>7.3873 = (" 1' ?A8@,605I "?E@52E9@9%7?

G8938 CE@@?BD54 I?E>7 @5?@5 D? D1;5 D9=5 ?ED 1>4 B5<1H. *85 1D=?C@85B5 1>4 D85 3E<DEB5 9> D85 C5BF935 G1C D85B1@5ED93, G1B=, G5<3?=9>7, 1>4 @B?= ?D54 >1DEB5.

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#54931D9?> G1C G5<<=1>1754 1>4 CE@@?BD54 2I CD166 G9D8 F5B1 65G @5?@5 ?> 1>I @B5C3B9254 =54931D9?>. A>I =54931D9?> G8938 I?E>7 @5?@5 814 EC54 G1C 1@@B?@B91D5<I CD?B54 1>4 14=9>9CD5B54. DE5 D? D85 175 1>4 CD175 ?6 I?E>7 @5?@5 D89C G1C >?D 1D 1 CD175 G85B5 D85I 3?E<4 =1>175 D859B ?G> =54931D9?>.

C894B5> 814 B57E<1B ?@@?BDE>9D95C D? 25 9>F?F54 9> D85 31B5 ?6 1>9=1<C. %>5 I?E>7 @5BC?> G5>D 6?B G55;<I 8?BC5 B949>7 <5CC?>C 1>4 G1C 9>F?F54 9> D85 31B5 ?6 8?BC5C. %D85B I?E>7 @5?@5 814 1335CC D? ?D85B 1>9=1<C, CE38 1C 4?7C 1>4 B5@D95C. .?E>7 @5?@5 G5B5 5>3?EB1754 D? D1;5 @1BD 9> 31B9>7 6?B 1>9=1<C 1>4 @5DC.

*85 6??4 G1C G5<<B5359F54 2I I?E>7 @5?@5 1>4 1<<I?E>7 @5?@5 9>4931D54 D81D D85 6??4 G1C >EDB9D9?EC 1>4 D81D D85 =5>E B5L53D54 D859B @B565B5>35C. - 5 814 C5F5B1<=19> =51<C G9D8 D85 I?E>7 @5?@5 1>4 6?E>4 D81D 9D G1C ?6 1 F5B1 8978 CD1>41B4. .?E>7 @5?@5 G5B5 CE@@?BD54 1>4 5>3?EB1754 D? 81F5 C?391<9>D5B13D9?> 1B?E>4 D859B D12<5.

Ho& good i" o\$! "#aff #eam?

*89C ;5I AE5CD9?> G1C >?D 1CC5CC54.

H?G G5<9C ?EB 31B5 1>4 CE@@?BD @<1>>54?	4 - G??4
5.1 ACC5CC=5>D 1>4 31B5 @<1>>9>7 B5L53DC 389<4B5> 1>4 I?E>7 @5?@5'C >554C 1>4 G9C85C	4 - G??4

To)nd o\$# mo!e

*89C 9>C@53D9?> B5@?BD 9C @E24C854 2I D85 C1B5 I>C@53D?B1D5. .?E 31> 4?G><?14 D89C B5@?BD 1>4 ?D85BC 6B?= ?EB G52C9D5.

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&51C5 75D 9> D?E38 G9D8 EC % I?E G?E<4 4;5 =?B5 9>63.5A G9D8 D85 C