



Derbyshire Healthcare  
NHS Foundation Trust

# Rehabilitation and Recovery Service Information Guide



Derbyshire Healthcare NHS Foundation Trust  
Rehabilitation and Recovery, Kingsway Hospital,  
Kingsway, Derby DE22 3LZ



Making a  
**positive**  
difference

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## Welcome to Rehabilitation and Recovery Services

A welcome from the Director of Nursing & Patient Experience, Carolyn Green



Our aim is to keep you safe, help you feel optimistic and hopeful about your health and wellbeing and support you through your period of need for hospital care. We aim to provide you with a solid quality of care during your stay with us. We hope this guide will provide you with all the information you'll need whilst in our care, including agreeing with you how we can best meet your needs and what facilities we have on offer to make your stay with us as comfortable as possible.

As a service, we want you to receive and experience care that is of a standard you would expect for a family or friend. We will work to a set of values which puts patients at the centre of what we do, and aims to give every patient the best possible experience. It is also important that your friends and family are working closely with our staff, so that we can understand your health and wellbeing and your care better. We will ask you early on in your admission whether we can involve your family and friends in your care - it is very helpful to understand from your family and friends, how you are, what are your signs of wellness and illness.

It is so very important that you and your family fully understand why you are in hospital and your treatment plan, therefore I would encourage to you tell us about the goals you wish to achieve so we can ensure our care reflects your goals, your diagnosis, your treatment options, and our recommended ideas to enable you to choose in partnership with our team.

We want to make sure you are treated in a way which reflects our values and to help us do this we will ask for your views on how well we are doing, so that we are continually learning and improving through questionnaires and surveys during your stay on the ward. We also welcome your feedback and comments on whether we have provided the best care possible. You can do this directly through our ward staff or our Patient Experience team, Freephone 0800 027 2128 or email [patientexperience@derbyshcft.nhs.uk](mailto:patientexperience@derbyshcft.nhs.uk).

Carolyn Green  
Director of Nursing & Patient Experience

# Rehabilitation and Recovery Services

Here at Rehabilitation and Recovery we understand that living with a mental health condition can have a profound impact on people's lives, often leaving people to feel like they are struggling to cope with life and unable to make the most of it. However, we also know that having a mental illness does not mean the end of people having and living a full and meaningful life.

At Cherry Tree Close and Audrey House we can offer you a wide range of activities that can help to promote your recovery, opportunities for you, you're family and/or carer to develop the support and skills to help you realise your potential and achieve your goals.

Whilst with our services we want to give you the best care possible and make sure your individual needs are met. As well as this, we need to keep you safe and ensure your stay is pleasant and productive.

We want you to:

- be involved in decisions about your care and treatment
- have an assessment of what your needs are
- have a Care Co-ordinator to help pull everything together
- have a written care plan explaining what is happening
- be involved in regular reviews to check that everything is going ok
- have support for your carers/family if they need it
- be followed up if you go on leave, and after you leave hospital, to make sure you're ok
- have copies of letters written about your care, if you'd like them.

Both Rehabilitation Units provide an inpatient service that offers a homely, welcoming and peaceful environment, 24 hours a day. We have 23 residents who are learning to cope with a severe and or enduring mental illness at Cherry Tree Close, and 10 residents at Audrey House. At Cherry Tree, accommodation is divided between five bungalows offering all modern facilities. Each bungalow has residents of the same gender only (either all-male or all-female bungalows). A member of staff will show you around your bungalow and familiarise you with the environment.

## Our aim:

Our services strive to deliver a wide and varied range of treatments and care with a primary focus on rehabilitation, social inclusion and recovery. We aim to provide a service which promotes recovery that will help service users feel that, with support, they can work out coping strategies to deal with their difficulties and to gain a sense of control over their lives.

Rehabilitation is achieved with the on-going input from Occupational Therapy staff who adopt a holistic and problem-solving approach to your recovery. This involves using activities as a therapy to help you. The aim of the interventions is for the individual to gain the ability to develop to the highest level of independence, thereby enhancing the quality of their life.



# Your accommodation

During your stay with us we want you to feel at ease with your surroundings and as comfortable as possible. We hope the facilities and support provided on the ward will help you to relax and aid your recovery.

## Mobile phones:

You are welcome to bring your own mobile phone. You are responsible for its safe storage and responsible use. On occasion we may ask to store your mobile phone and charger securely in individual boxes in the office. If this is the case, we will explain why we are doing this.

The Trust has a policy on the use and storage of mobile phones. This policy states that service users will need to be able to agree to the following:

- Respect other service receivers' needs for quiet. Keep their phone on silent/vibrate setting unless agreed otherwise with the ward staff
- Takes steps to keep the mobile phone safe and secure at all times
- Avoid lending the phone to other service users
- Avoid use in non-designated areas such as dormitories, lounges
- Never use the photography, videoing or recording facility on Trust property
- Never download inappropriate/illegal images.

The full policy on the use of mobiles phones is available from staff if you would like to read more about this.

A mobile phone is also available for you to take into your room if you want to receive a personal and/or private call. Please make sure that you return this phone to the nursing office so that other residents can use it if required.

## What to bring on your admission:

There are a few items you may need while you are staying with us. For example:

- Toiletries
- Changes of clothing/footwear for day and night time and outdoors
- Books, writing paper, magazines etc.
- Postage stamps
- Washing powder
- You may also bring your own electrical devices e.g. TV. However please enquire first as some items may not be permitted.

All electrical equipment will need to be tested by a Trust approved electrician before use. Please hand sharp objects such as razors and all medication, including herbal remedies, to staff for safe storage.

## Money and valuables:

If upon admission you have money or valuables with you, such as passports, driving licence etc, you may store them securely in the Patients' Bank, located at the Ashbourne Centre on the Kingsway Hospital Site. This is the only way that we can ensure security of your property.

If you want to use this service please hand items to the nurse in charge. You will be provided with a receipt detailing the items you have handed in.

## Access to money:

If you have difficulty getting to your bank, you can transfer money from your bank or pay money in person to the Patients' Bank. You will be assisted by a member of staff to do this if you feel this is necessary. You can also have your benefits paid into the Patients' Bank. Please ask a member of staff to help you complete the appropriate paperwork. This process may take several weeks.

The Patients' Bank is open Monday to Friday at the following times:

Monday	9.30am - 11.30am and 2.30pm - 4.00pm
Tuesday	9.30am - 11.30am and 2.30pm - 4.00pm
Wednesday	CLOSED
Thursday	9.30am - 11.30am and 2.30pm - 4.00pm
Friday	9.30am - 11.30am and 2.30pm -3.30pm

This can be subject to change, and you will be informed of any changes that may occur.

### Housekeeping and shopping:

As part of your recovery process, where necessary we will help support you budget your money and purchase your food. You will be encouraged to shop for your own food at a nearby supermarket. We understand that this can be difficult for some, and will work with you to increase your confidence in doing so. We will also support you to prepare and plan healthy balanced meals. Healthy eating and lifestyle groups are available if you want more help with this.

On your arrival there will be a selection of food items that you can choose from until you are able to get to the supermarket. Please speak to the staff about this.

Housekeeping money is provided and should only be used to buy items to provide a balanced lunch and dinner. This can be subject to change.

### Laundry:

Laundry facilities are available. You are expected to do your own laundry as part of your rehabilitation programme. You are required to provide your own wash powder.



### Food and drink:

While you are on the ward we want to make sure you get the correct food and drink to meet your needs, as this will help to keep you well. We suggest a healthy cooked meal and snack meal each day. For example:

**Lunch:** hot meal provided by the kitchen

**Dinner:** sandwich, soup, something on toast, jacket potato and/or salad

**Dessert:** healthy option e.g. yoghurt, fruit, rice pudding.

Items that should not be purchased using your housekeeping money include: cakes, biscuits, ice cream/lollies, fizzy drinks, crisps, pot noodles, take-away meals, ready-made sandwiches, sweets/chocolate and high fat desserts such as trifle etc. You can, of course, purchase any of these items out of your own money.

Items we provide which you do not need to purchase from your housekeeping money are cereal, bread, milk (one pint per day), tea, coffee and sugar. Of course, if you like a particular brand of bread, cereal etc you can purchase these.

Always remember to request a receipt and hand in your receipt and any change to a member of staff when you return from shopping.

A shopping trolley or bags are available from the nursing office for your use. Plastic carrier bag costs will not be reimbursed. All plastic carrier bags **MUST** be handed into staff.



### Takeaways and energy drinks:

Takeaways are discouraged on the units, however if you would like to purchase a takeaway please do not exceed more than one a week (at the weekend only), as part of promoting a healthier diet and managing on a budget.

Energy drinks are also discouraged as they have an impact on the effectiveness of your medication and your sleep pattern.

## Visitors

We want you to keep in contact with your family and friends and as such there are no set times for visiting. However, you and your visitors are responsible for informing the staff of the time and date of their visit. All visitors must report to the nursing office on their arrival at and departure from the units to sign the visitors book. Visitors will be expected to leave the premises by 9.00pm.

We do not encourage visiting during individual and group therapeutic activities as these activities are planned to help your recovery. Please negotiate visiting times with your Keyworkers if it interferes with your recovery and rehabilitation activities

Please note that the Nurse in charge may cancel visits at their discretion. You will be given a full explanation should this occur. It may also be also necessary at times to supervise a visit, and or restrict the time of visit; again a full explanation will be provided should this occur.

Where visitors are under 18 years of age please inform the staff well in advance as the Trust has specific procedures to follow for children and young people visiting the property.

### Café/shop:

We don't have a café/shop on the wards but there is a restaurant and a coffee shop on the Kingsway Hospital Site at the Ashbourne Centre. Both offer a wide selection of sandwiches and drinks. Residents may take their visitors to use the facilities located at the Ashbourne Centre.

### Cherry Tree Close telephone number

Bungalow four (admin): 01332 623714

### Audrey House telephone number

01332 623420

Nursing staff are available 24 hours a day. Due to shift changes, we request that calls are avoided between the hours of: 7.00am - 7.30am, 2.00pm - 2.30pm and 9.00pm - 9.30pm.



# Your care

Staff on the unit aim to provide high quality care for all your needs. Your named nurse and OT will spend regular one-to-one time with you to plan your care.

During your rehabilitation and recovery you will have individualised structured daily plans – supported directly by occupational therapists and nurses. You will be expected to participate in planning your care and activities; this may include escorted community visits for assessment purposes.

## Reviews by the consultant psychiatrist:

Your doctor will direct and oversee your care during your admission. The clinical team will review your progress. On a regular basis, there will be a formal meeting to review your care with the multi-disciplinary team. Your attendance will be required at these meetings.

If you are worried about the review meeting, please feel free to talk to your named nurse who will make the appropriate arrangements to support you. Your relatives/carers are welcome to attend these meetings with your consent. They will need to book an appointment with the nursing staff.

## Care Programme Approach (CPA):

Throughout your stay in hospital, your care will be structured within the Care Programme Approach (CPA). This is the system within which staff will deliver mental health services to ensure that your care is well coordinated both in hospital and whilst at home.

The CPA focuses on five main areas: assessment, care planning, review, care co-ordination and service user and carer involvement. Derbyshire Healthcare has set additional standards to ensure the best possible quality of care is maintained; these are called our Core Care Standards. You can find out more about this at [www.corecarestandards.nhs.uk](http://www.corecarestandards.nhs.uk).

Your named nurse will be happy to explain this in more detail and answer any questions you may have.

# Mental Health Act (1983)

If you are detained under a section of the Mental Health Act, your named nurse will provide you with an information leaflet that helps to explain your rights and the process of appeal. They will assist you with any concerns you may have.

This leaflet is also available for nearest relatives as it also explains their rights under Mental Health Act law.

An independent advocacy service is available if you would like to talk to someone who is not involved in your care, but who can advise you on your rights. Please see page 17 for more details. We would encourage you to use this service if you are concerned about any aspect of your care.

# Confidentiality and use of patient information

Details of your medical care will be recorded but at all times we aim to protect your personal information. Great care is taken to ensure high standards of confidentiality are maintained with all information held.

The 'Data Protection Act 1998' gives you the right of access to any personal information which the Trust holds about you. If you wish to apply for access to your information, or if you would like more information about your rights under the Act you should, in the first instance, contact our Health Records Officer on 01332 623558.

# Your safety and wellbeing

## Belongings:

We make every effort to make sure you are kept safe and well whilst on the ward; this means when you arrived some objects may have been removed from you.

On admission you should have been advised by staff not to keep large amounts of money or valuables with you during your stay. Arrangements can be made for us to look after money and valuables for safe keeping. These will be recorded on a property sheet, a copy of which will be given to you. You will be given a money receipt for any money. Any items or money not booked in are the sole responsibility of yourself or your relatives.

Certain objects may be removed from you to ensure your safety and that of others, including:

- all medication (including over-the-counter and herbal products)
- scissors, knives, other sharp objects
- lighters, matches
- glass, glass bottles
- illicit drugs and alcohol
- toxic substances (eg nail polish remover)
- mobile phone chargers
- flammable items (eg lighter fluid, aerosols)
- plastic bags.

Of course, some items will be stored and given to you when required (eg razors). Use of such items may need to be supervised.

## Observation/engagement:

During your stay, you may hear staff and patients talking about observation/engagement levels. These levels apply both on and off the ward and you will be assessed and placed on one of these levels. There are four levels which are individually care planned to ensure your safety. If you are unsure why you have been placed on the observation/engagement level you are on, please ask a member of staff to explain.

Sometimes you or others may become distressed so we will give more intensive support in those circumstances; this may include de-escalation or seclusion.

## Smoking, alcohol and drugs:

Here at Derbyshire Healthcare, we aim to provide the highest quality healthcare services in the safest environments possible.

Part of this commitment is to provide clean and healthy facilities and open spaces for all. That's why smoking and the use of e-cigarettes (e-burners) are not allowed anywhere on Trust premises – including wards, grounds, doorways and car parks. This applies to people who receive our services, our staff and visitors.

A full package of support will also be available to anyone admitted onto one of the Trust's mental health inpatient wards. This will include a range of nicotine replacement therapies (NRT), such as patches, gum, lozenges and inhalators, to help them cope with their cravings. For more information, please speak to a member of staff.

Alcohol and non-prescribed drugs are strictly forbidden on the ward.

## Emergency responses:

On occasion there are clinical emergencies that ward staff have to manage. These include fire, medical emergencies, behavioural disturbances, self-harm, medical emergencies and building maintenance.

Ward staff are trained to deal with these circumstances as appropriate to the situation, and whilst these remain extreme and emergency situations, their responses and actions may seem unusual. Some responses such as cardio-pulmonary resuscitation, physical restraint and first aid might look distressing, but these are the tried-and-tested systems in place to manage safely the situations they correspond to.

It is important to note that these are unusual situations and witnessing or experiencing them can be traumatic for all.

You are entitled to ask questions about and seek answers for any experience you have had on our wards. Sometimes this takes the form of a conversation called a "debrief" to look specifically at support and review the circumstances leading to and during the event in order best to manage the situation next time if it occurs. Staff also take part in debriefs to analyse and reflect on their own experiences.

### Unacceptable behaviour:

The Trust has adopted the national NHS zero tolerance policy and encourages the reporting of any form of harassment, verbal or physical abuse including any unacceptable behaviour by patients, visitors and staff. In extreme circumstances the Trust will pursue prosecution proceedings against any individual concerned.

## Staff in the care process

### Your Care Co-ordinator

Care Co-ordinators are usually based outside the hospital. Their job is to coordinate the people involved in your care and make sure you have access to the best services to help you recover. You probably already have a Care Co-ordinator but if not we will get you one. They'll start by coming to meet you to find out what you need to get better, and then help to plan for when you can leave hospital. They will keep an eye on everything that's happening, and talk to anyone who needs to be involved.

If you already have a Care Co-ordinator, they will keep in touch while you are in hospital, and make sure everything runs smoothly when you leave, including visiting you when you go home.

### Your Named Nurse

When admitted to the ward, you should have been given a Named Nurse. They are responsible for:

- co-ordinating your care while you're on the ward
- discussing your care plans with you
- having regular face to face chats with you, to build up a good relationship
- ensuring the nursing team is aware of any specific needs you have.

If your Named Nurse is not on duty you can speak to any other member of staff. If you want to change your Named Nurse you can ask for a different one – they won't mind. If you're not sure who your Named Nurse is there is a board displaying this information at the Nurses' station.

### Your Consultant and other Doctors

You will have a named Consultant in charge of your medical care, but they will have other Doctors to help them, so you may not see your Consultant every time. They will see you regularly, and will talk to you about the support and treatment you need. If you don't know who your Consultant is, please ask a member of the nursing staff.

### Your Care Co-ordinator

### Your Named Nurse

### Your Consultant and other Doctors



# Your care plan

The services and treatments you will have are all written down in a care plan, which explains what they are for, how they work, and who is responsible for each part. You should always be involved in deciding what goes into your care plan, and will always be able to have a copy of it.



Your Consultant, Named Nurse and/or Care Co-ordinator will talk through with you what the choices are, discuss them and agree your care. Your care plan might include information on:

- medication
- talking therapy
- occupational therapy
- activities and recreation
- planning towards your discharge.

We will always endeavour to work with you and your carer/family so you are as involved in your care process as possible. Several days a week there are multi-disciplinary meetings (MDMs).

Ward rounds are when your Consultant meets the nursing team on the ward to discuss your mental health and how you've been. You will have the opportunity to see the Consultant and discuss anything or ask any questions. MDMs are similar to ward rounds and in accordance with national best practice and the current Trust policy, patients attend these meetings. This is an opportunity for you, the Consultant, Doctors, Nurses, Occupational Therapist and Pharmacist to meet. Sometimes, if you have a support worker, social worker or relative, they may be invited to these meetings as well.

# Your family/carers

If you have family or friends who provide a lot of support for you, there may be some things we can do to help them, like giving them information about services, or putting them in touch with other carers. If they provide a lot of support regularly, they may be entitled to a carers assessment. Your Named Nurse or Care Co-ordinator can help with this. Let them know if you think your family or friends need help.

Our local mental health inpatient unit, The Radbourne Unit, hosts a carers' group which was set up in 2008, and is run by staff members from the Trust. It is aimed at giving those who care for people with mental health illnesses the support they often need, as carers can frequently feel overwhelmed, forgotten and confused.

The group meets once a month and carers can talk and listen to others in a similar situation, and have the opportunity to participate in a variety of social events and activities. Theme evenings are also often held. The group meets on the third Thursday of each month at the Radbourne Unit on the Royal Derby Hospital site from 4.30pm – 6.30pm.



# Planning for home

When you are ready to leave hospital, or go on a trial home leave, you will have your future needs discussed within the multi-disciplinary meeting (MDM). Family and carers will be encouraged to take an active role in this meeting if you consent to this. Your care plan will detail who to contact after discharge if you need to talk to someone, and when someone will visit to make sure you're ok. Your leave and discharge will be discussed with you, and the right services put in place for you.

Your Named Nurse will work out all the things which need to be done before you can go home, and keep a record of everything that's in place and everyone who has been told about the arrangements.

Prior to this it may be necessary for the Occupational Therapist to do a home visit to assess safety and need for further equipment to ensure you have a successful discharge. This meeting is known as the CPA meeting and will determine any additional support which may be required to help you live independently at home.

If you require additional community support, whether this is in your own home or in residential care, we will complete a referral form and send to the appropriate professional. This person may work in another health or social care organisation, but we will let you know when we have done this.

If after the assessment period it is thought unsuitable for you to return home, a placement assessment will take place. You and your carer/family will then receive advice on suitable accommodation to meet your physical and mental health needs. This will then be discussed at the MDM. All efforts are made to support individual choices, however this may not be possible in the first instance, and you will be advised if this occurs.

# Occupational Therapy Rehabilitation Service

There is a significant amount of research which highlights how engaging in occupation is key to our wellbeing and quality of life. 'Occupation' is a term used for all the activities we do, which contribute to our sense of who we are, what we can do and what we would like to do in the future.

During your stay, occupational therapy staff will work alongside you to support you with:

- Developing daily living skills
- Thinking about what you feel it is difficult to do, what you need to do and ways to manage this
- Providing opportunities for you to develop interests in new activities.

The Occupational Therapy Team facilitates an onsite group programme and works alongside partner agencies such as Mind, Rethink and other community-based organisations to provide further opportunities for individuals to engage with activities in the wider community.

The Occupational Therapy Team would welcome your feedback on your experience of the service provided, as this helps us to deliver support which is meaningful and person-centred.

# Support for you

There may be times when you or your relatives have concerns or questions about the care and treatment you are receiving, or you may need some support. The Patient Experience team can help you with this. They will listen confidentially to your concerns and give you information that is relevant by contacting independent, statutory or non-statutory organisations such as Advocacy or the Carers' Association.

The Patient Experience team can also help by sorting out any disagreement or concerns you may have with any NHS service. You can ask a member of staff to contact the team on your behalf, or you can contact the service using the freephone helpline (0800 027 2128).

We also offer an Advocacy service, which can support, represent and inform you, should you need assistance in obtaining your rights or resolving a difficult situation. Advocates are independent of the Trust and will act on your instructions only. They can help you plan for and attend meetings. The service is confidential. You have the right to access this type of support. An Independent Mental Capacity Advocacy Service (IMCAS) is available for people who struggle to make decisions about their affairs. Please contact ward staff for further information.

## Spiritual needs:

A multi-faith chaplain is available for you to talk to. If you wish to see the chaplain or you a faith representative of your choosing please ask a member of the ward staff to contact them on your behalf. If you need somewhere to worship or a quiet place to be alone you can also arrange to visit the Multi-Faith Room at the Ashbourne Centre.

## Interpreting facilities:

An interpreter is available for any person whose first language is not English.

# Your feedback

Our staff are firmly committed to providing the best possible treatment and care for you. We are keen to improve what we do by listening to what you, your relatives and visitors tell us.

We welcome your comments on what you think we do well and where we could improve. The key points for the Trust are:

- getting it right
- being customer focused
- being open and accountable
- acting fairly and proportionately
- putting things right
- seeking continuous improvement.



Each ward has a comments box which you are invited to use if you would like to bring anything to the attention of staff, please ask a member of staff where the box is located. We value your opinions. Also, if you or your relatives are particularly pleased with the care you have received during your stay or would like to compliment the team as a whole, or individual members of staff, there is also a compliments book available.

If you have any problems or concerns, it's best if you talk to staff on the ward (or your Care Co-ordinator) first as they might be able to resolve these for you, but if they can't, or if you would prefer to talk directly to our Complaints Manager, you can contact them on 01332 623751 or write to our Complaints Manager at the following address:

Patient Experience Team  
Albany House  
Kingsway Hospital Site  
Derby  
DE22 3LZ

Raising concerns with us will not affect the way we treat or support you – we want to know if we've not got it right.

# Trust Membership

## Membership is key to our Foundation Trust

We are an NHS Foundation Trust; we want to involve people in our community in the plans we make for our organisation. We are always looking to increase our membership to ensure it is as reflective of the community we serve as possible. If you or your friends or family would like to join as members, please call the membership team on **01332 623723**, or email us at **membership@derbyshcft.nhs.uk** to request a membership form.

The easiest way to sign up is online by visiting **[www.derbyshirehealthcareft.nhs.uk/membership](http://www.derbyshirehealthcareft.nhs.uk/membership)**

As members you'll be entitled to have your say on local healthcare services, benefits such as NHS discounts and a free subscription to our dedicated members' magazine.

Available in other languages and other formats. Please ask for a translation.

Dostupno u drugim jezicima i formatima. Molimo, zatražite prevod.

可翻譯為其他語言或用其他格式顯示。請要求獲得翻譯本。

Disponible dans d'autres langues et dans d'autres formats. Veuillez demander une traduction.

अन्य भाषाओं और अन्य प्रारूपों में उपलब्ध, कृपया अनुवाद के लिए पूछें।

可翻译为其他语言或用其他格式显示。请要求获得翻译本。

Informacje dostępne w innych językach i formatach. Prosimy zapytać o tłumaczenie.

ਦੁਜੀਆਂ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਦੂਜੇ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ ਅਨੁਵਾਦ ਲਈ ਕਹੋ।

Dostupno na drugim jezicima i u drugim formatima. Molimo pitajte za prevod.

دیگر زبانوں اور صورتوں میں دستیاب ہے۔ براہ کرم ترجمے کے لیے کہیں۔