

Around the World Day Care Day Care of Children

125 McDonald Road
Edinburgh
EH7 4NW

Telephone: 01315 569 302

Type of inspection:
Unannounced

Completed on:
16 May 2024

Service provided by:
Saheliya

Service provider number:
SP2003002845

Service no:
CS2011286377

About the service

Around the World Day Care is registered to provide care to a maximum of 26 children from six weeks to eight years. The mobile crèche service may be provided to a maximum of 15 children aged from six weeks to eight years.

Around the World Day Care is provided by Saheliya, a specialist mental health and well-being support organisation for black, minority ethnic, asylum seeker, refugee and migrant women and girls.

The service is situated close to Edinburgh city centre. The service operates from the first floor of the Saheliya building with one large divided playroom, a sleep room, a small kitchen, toilets and an office. There is a small outdoor area at the front of the building. The service is close to local primary schools, shops, parks and other amenities.

About the inspection

This was an unannounced inspection which took place on 30th April 2024 between 9:30 and 15:00 and on 02 May 2024 between 9:00 and 14:00. An announced visit was carried out on 7 May 2024 between 9:00 and 15:30. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. We also:

- received seven responses from parents to our electronic request for feedback
- received four responses from staff to our electronic request for feedback
- spoke in person with one parent during the inspection
- spoke with and interacted with children
- spoke with staff and senior management, as there was no manager in place
- observed practice and daily life
- reviewed documents relating to children's care and learning and the management of the service.

Key messages

- Since the last inspection, three of the seven requirements have been met. Four are still outstanding. Two areas for improvement are still outstanding.
- Since the last inspection, the manager has left and the service was waiting for the new manager to start once recruitment checks had been completed.
- To support children's care, personal plans must be completed for all children and shared with staff prior to the child starting to use the service. This information should be used to plan for children's care.
- To provide meaningful play experiences, resources should be reviewed and enhanced.
- To ensure that children and families receive a high quality service, a quality assurance program should be put in place to identify and action areas that need to be improved.
- Staff deployment should be reviewed to ensure safety and high quality outcomes for children.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	2 - Weak
How good is our setting?	2 - Weak
How good is our leadership?	2 - Weak
How good is our staff team?	2 - Weak

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

2 - Weak

We made an evaluation of weak for this key question. Whilst we identified some strengths, these were compromised by significant weaknesses.

1.1 Nurturing care and support

We observed some quality interactions between staff and children, with staff showing a genuine interest in children as individuals. Most staff were kind and caring, which demonstrated their positive relationship with the children. The tone and manner of some interactions with a few staff did not support the overall wellbeing and nurture of children.

Since the last inspection all personal plans had been updated and reviewed by parents with input from staff. Where information had been gathered from parents, this was not shared to all staff or used to plan to meet the needs of children. As a result, children's needs were not always met as staff did not have an awareness of them. A requirement was made at the previous inspection and is carried forward into this report, see requirement 1 under Outstanding requirements.

There was currently only one child attending the service who required medication. Medication was securely stored and easily accessible to staff. Information had been gathered from parents to ensure that staff had the necessary information to know when the child required medication. This contributed to the health and safety of children. A requirement had been made at the last inspection and has been met.

A creche provision was provided to parents who were accessing services within the building from the provider, Saheliya. Inadequate information was collected about these children. As a result staff did not have enough information to meet their needs. This had the potential to put children health and wellbeing at risk and could have resulted in allergy incidents or children's medical needs not being met. At the previous inspection, we discussed with staff and the manager, the information they needed to meet the needs of these children. This had not been actioned. Improvements to personal plans and information sharing must be made to ensure that children's wellbeing needs are met. A requirement was made at the previous inspection and is carried forward into this report, see requirement 1 under Outstanding requirements.

1.3 Play and learning

There were limited opportunities for children to lead their own play and learning. Planning approaches to play and learning lacked appropriate adult input. Staff provided some activities for children to be creative, but these were often adult directed and available for a short time throughout the day. This meant that children could not revisit their work and expand on their learning. As a result, there were missed opportunities to support children's creativity and choices through their play experiences. A requirement was made at the previous inspection and is carried forward into this report, see requirement 4 under Outstanding requirements.

Resources had improved since the last inspection. However, the indoor environment did not demonstrate the children's stage of development and current interests. The setting did not offer children a range of rich stimulating play resources to support and develop their learning. As a result, children were often disengaged

and not being supported to play and learn. A requirement was made at the previous inspection and is carried forward into this report, see requirement 4 under Outstanding requirements.

On both days of the inspection, children had the opportunity to be outdoors. Babies went for a walk in buggies to the park. Older children used the garden area, visited the library and the local park. This provided opportunities for fresh air and a connection with the wider community. This meant children were provided with more opportunities to explore the local area and enjoy the resources available.

How good is our setting?

2 - Weak

We made an evaluation of weak for this key question. Whilst we identified some strengths, these were compromised by significant weaknesses.

2.2 Children experience high quality facilities

Overall, the nursery was comfortable and homely. It had plenty of natural light with windows that opened for ventilation. There was ample space for the needs of the children. Children's artwork was displayed.

The baby room area was not an inviting and nurturing space and did not support curiosity and exploration. Most toys were single use plastic. Books were not age appropriate. There was a lack of warm and inviting spaces for babies to explore.

The toilets and nappy changing areas had been renovated so that they were now pleasant, clean and comfortable places for children to use and staff to change children in a suitable, safe and clean environment. This allowed infection prevention and control practices to be adhered to. We signposted the service to the new 'Nappy changing for early learning and childcare settings (excluding childminders). Care Inspectorate 2023, to refer to. A requirement had been made about this at the previous inspection and has now been met.

The garden area needed to be further improved upon, to ensure that it was safe and well maintained. The garden was not risk assessed or set up before children went outside. Uneven flagstones at the base of a tree were potentially risky when children were riding bikes and scooters without helmets. We discussed with staff that they should consider if it was safe for children to ride bikes there and if so, they should consider the use of helmets. The garden had resources which were not utilised as they were incomplete and had not been set up by staff. An area for improvement was made at the last inspection and is carried forward into this report. See area for improvement two, under outstanding areas for improvement.

How good is our leadership?

2 - Weak

We made an evaluation of weak for this key question. Whilst we identified some strengths, these were compromised by significant weaknesses.

3.1 Quality assurance and improvement are led well

The manager had left the week before the inspection and there was no manager in place. The service was being supported by the manager from the sister nursery in Glasgow who visited weekly. A new manager had been recruited but not yet started, as safer recruitment checks had not been completed. As a result there was a lack of support for staff.

The previous manager had written an improvement plan to address the issues raised at the last inspection. Not all of the areas had yet been actioned. The culture of self-evaluation for improvement was at an early stage and had not resulted in sustained improvements. A requirement had been made at the last inspection and is carried into this report. See requirement 6, under Outstanding requirements.

There was no evidence that staff practice and children's experiences had been monitored to ensure that they were consistent with best practice and national guidance. A requirement had been made about this at the last inspection and is carried forward into this report. See requirement 6, under Outstanding requirements.

The service was asked at the last inspection to gain the views of parents to ensure that families were meaningfully involved in their child's time at nursery. There was no evidence that this had happened, parents told us 'I have never been asked for my feedback by the nursery'; 'I don't really know that this is done. It would be very well received.' 'We aren't often asked for feedback.'; 'I have provided some feedback overtime but I don't find many staff when I arrive for pick up and feel staff may be in a rush'; 'It would be good to have more opportunities to feed in, e.g., through a parent group'. We discussed this with the manager who was covering and suggested that they address this by asking parents for their feedback. A requirement had been made about this at the last inspection and is carried forward into this report. See requirement 6, under Outstanding requirements.

How good is our staff team?

2 - Weak

We made an evaluation of weak for this key question. Whilst we identified some strengths, these were compromised by significant weaknesses.

4.3 Staff deployment

Recent staff changes within the service and the manager leaving had impacted on outcomes for children. There were some long term qualified staff, however they all worked on a part time basis. There were consistent sessional staff and agency staff who worked at the service, but they were mostly unqualified. There was a lack of direction for bank and agency staff. A process should be implemented to ensure that agency and bank staff are aware of their roles and responsibilities within the nursery, and that they contribute to positive outcomes for children.

This impacted on the workload for the permanent staff and resulted in some tasks not being completed, such as learning journals being updated. Staff were aware of this and shared their frustration that they did not have the time to do this. This meant that parents were not consistently informed about their child and also impacted on communication between staff and parents. A requirement had been made at the last inspection and is carried forward into this report. See requirement 7, under Outstanding requirements.

The deployment of staff needed to improve to ensure that the needs of the children were being met. The current arrangements for busier times of day such as mealtimes as well as arrival and departure times, were ineffective to ensure staff could fully meet children's needs. Children need to form positive and trusting bonds with adults who care for them. To enable children to develop and thrive improvements must be made to the deployment of staff. A requirement had been made at the last inspection and is carried forward into this report. See requirement 7, under Outstanding requirements.

A process should be in place to ensure that over lunchtime staff are effectively deployed to ensure that children experience a relaxed atmosphere when eating. See area for improvement one.

Areas for improvement

1. To ensure that children can enjoy a calm and sociable lunchtime experience, staff should be effectively deployed. Staff who are feeding children or sitting with older children should not be involved in carrying out lunchtime tasks.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible" (HSCS1.35).

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 08 January 2024, the provider must ensure that every child has a comprehensive and up to date personal plan in place.

To do this, the provider must, at a minimum, ensure that:

- a) personal plans outline how staff will meet the children's health, welfare, and safety needs.
- b) meaningful information is gathered about all children and is shared with staff before the child begins to use the service.
- c) all staff have an appropriate understanding of each child's current needs and use this knowledge to fully meet them.
- d) a process is developed and implemented to ensure that personal plans are reviewed at least every six months or sooner depending on the individual needs of the child.

This is to comply with Regulations 4(1)(a) and 5(1) & (2) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS, 1.15).

This requirement was made on 20 October 2023.

Action taken on previous requirement

- a) Personal plans were all reviewed with parents, but did not outline how staff would meet children's needs. When speaking with staff about Personal Plans they said that they were not using the information from this.
- b) Information was gathered from parents but was not always shared with all staff caring for the children. Insufficient information was gathered about children who used the creche. Although children using the creche only attended for two hours, we stressed the importance to staff of knowing the needs of the child.

Some of these children are as young as two months and staff need to have the appropriate equipment to care for them. As a result staff did not have enough information about the children they were caring for.

c) Staff did not have an appropriate understanding of all children's needs and use this knowledge to meet children's needs. Different staff had information about individual children, but this was not recorded and strategies were not consistently used.

d) Although personal plans had been reviewed, there was currently not a process in place to ensure that personal plans were reviewed at least every six months or sooner depending on the individual needs of the child.

This requirement had not been met and we agreed an extension until 14 July 2024.

Not met

Requirement 2

By 08 December 2023, the provider, must ensure that children are appropriately cared for. In order to do this you must ensure that

a) children are always adequately supervised whilst eating.

This is to comply with Regulations 3, 4(1)(a), 9(2)(b) and 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My needs are met by the right number of people' (HSCS 3.15).

This requirement was made on 20 October 2023.

Action taken on previous requirement

At this inspection, staff were supervising children adequately whilst they were eating.

This requirement has been met, an area for improvement has been made under 4.3 Staff deployment to further support staff.

Met - within timescales

Requirement 3

By 08 December 2023, the provider must ensure that the management of medication promotes children's health and wellbeing.

To do this, the provider must, at a minimum, ensure that:

a) any medication required by a child is available in the service when the child attends and is correctly stored

b) information about children's medical needs is gathered and used to plan for safe and effective care

c) familiarity with good practice guidance; 'Management of medication in day care and childminding services'

d) information and documents related to children's medication are in line with good practice guidance; 'Management of medication in day care and childminding services'

This is to comply with Regulation 4(1)(a) and (d) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 1 July 2022.

Action taken on previous requirement

At this inspection:

- a) Medication was stored within a locked cabinet in the playroom, accessible to staff.
- b) Information was gathered from parents, recorded and used to plan for safe and effective care through the administration of medication.
- c) Staff were aware of current best practice, this had been discussed at team meetings.
- d) Information and documents related to children's medication were in line with best practice.

This requirement had been met.

Met - within timescales

Requirement 4

By 05 February 2024, the provider must ensure that children are supported to reach their potential through high quality play and learning experiences.

To do this, the provider must, at a minimum, ensure that:

- a) the environment is well resourced, to allow children to lead their own play and learning
- b) planning approaches are child centred and responsive to children's experiences.

This is to comply with Regulation 4 (1) (a) (Welfare of Users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes". HSCS 3.14.

This requirement was made on 20 October 2023.

Action taken on previous requirement

Since the last inspection,

- a) Resources had been improved since the last inspection. However, all areas throughout the nursery were not set up and many of the new resources were not accessible to children.

The baby room environment was not warm and inviting and did not support curiosity and exploration. Most toys were single use plastic. Books read by staff were not age appropriate.

- b) There was no current planning in place. Planning was recorded and in folders, but this was not current.

Staff said that they did not routinely use information about individual children to plan experiences. Although it was clear from some observations that staff did do specific activities with children to support their learning. Staff should be supported to implement intentional experiences which support children's interests and helps them to develop their skills and knowledge.

This requirement had not been met and we agreed an extension until 14 July 2024.

Not met

Requirement 5

By 08 January 2024, the provider must ensure that the environment is clean and safe for children. To do that, the provider must, at a minimum ensure that:

- a) the nappy changing area and mat are clean and fit for purpose
- b) children's personal belongings within the toilet area are stored in sealed containers
- c) repairs are carried out to the walls and floors in areas which pose infection control issues.

This is to comply with Regulation 10 (1) and 10 (2) (Fitness of premises) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "My environment is safe and secure" (HSCS 5.19).

This requirement was made on 20 October 2023.

Action taken on previous requirement

Since the last inspection:

- a) the nappy changing mat had been replaced
- b) children's personal belongings within the toilet area were stored in sealed containers
- c) repairs had been carried out to the walls and floors in areas which posed infection control issues.

As a result, the toilet area was fit for purpose.

This requirement had been met.

Met - within timescales

Requirement 6

By 04 March 2024, to ensure that children and parents experience a service which promotes children's health and wellbeing through high quality care, play and learning experiences, the provider must ensure that there is a culture of continuous improvement.

To do this, the provider must, as a minimum ensure that :

- a) the named manager is given the appropriate time, support and resources to manage the service
- b) a quality assurance process is identified to enable the improvements required by this report, to be actioned and monitored

- c) the views of parents are sought as part of the improvement journey
- d) staff practice and children's experiences are monitored and are consistent with best practice and national guidance.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) .

This is to ensure that care and support is consistent with Health and Social Care Standards which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This requirement was made on 20 October 2023.

Action taken on previous requirement

Since the last inspection

- a) the manager had left and a new manager was due to start
- b) an improvement plan had been written but improvements planned had not all been actioned
- c) the views of parents had not been sought
- d) there was no evidence that staff practice and children's experiences had been monitored and were consistent with best practice and national guidance.

This requirement had not been met and we agreed an extension until 1 September 2024, to take account of the new manager starting and to give time for improvements to be actioned.

Not met

Requirement 7

By 08 January 2024, the provider must ensure children's health, safety and wellbeing.
In order to do this, the provider must ensure that:

- a) Children must be cared for by people known to them
- b) A process should be identified and used to ensure that information shared by parents is shared with staff caring for their child
- c) An audit of the current skills, knowledge, and experience of staff members must be undertaken. Information obtained from the audit must be used to plan to address any gaps in the skills, knowledge and experience of staff.

This is to comply with Regulations 15(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My needs are met by the right number of people' (HSCS 3.15).

This requirement was made on 20 October 2023.

Action taken on previous requirement

At this inspection, we saw that:

- a) Children from the creche continued to be cared for by people unknown to them
- b) Information gathered from parents was not recorded and not always passed on to other staff members caring for the child
- c) An audit of the current skills, knowledge, and experience of staff members had not been undertaken. As a result there was no information to use to plan to address any gaps in the skills, knowledge and experience of staff.

This requirement had not been met and we agreed an extension until 14 July 2024.

Not met

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure that each child's progress and development is well supported, observations and next steps within individual learning folders and within playroom planning should be meaningful, evaluative and based on children's interests needs and stages.

This is to ensure that care and support is consistent with the Health and Social Care Standard 1.27 which states: "I am supported to achieve my potential in education and employment if this is right for me", and 4.11 which states "I experience high quality care and support based on relevant evidence, guidance and best practice".

This area for improvement was made on 20 October 2023.

Action taken since then

There had been limited action taken with regard to this area for improvement. Children's observations were not current, and playroom planning was not in place. As a result there was no planning based on children's interests or to meet their needs.

This area for improvement has not been met.

Previous area for improvement 2

1. To ensure that each child has access to an outdoor environment that offers opportunities for fresh air and physical play, the outdoor area should be made safe for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: "As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity" (HSCS 2.27).

This area for improvement was made on 20 October 2023.

Action taken since then

There had been limited action taken with regard to this area for improvement. See Quality Indicator 2.2 How good is our setting.

This area for improvement had not been met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How good is our care, play and learning?	2 - Weak
1.1 Nurturing care and support	2 - Weak
1.3 Play and learning	2 - Weak
How good is our setting?	2 - Weak
2.2 Children experience high quality facilities	2 - Weak
How good is our leadership?	2 - Weak
3.1 Quality assurance and improvement are led well	2 - Weak
How good is our staff team?	2 - Weak
4.3 Staff deployment	2 - Weak

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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