

Around the World Day Care Day Care of Children

125 McDonald Road
Edinburgh
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Telephone: 01315 569 302

Type of inspection:
Unannounced

Completed on:
13 February 2025

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 follow up inspection which took place on 10 February 2025 between 10.00 and 17.30. An announced visit was carried out on 11 February 2025 between 11.00 and 15.00. The inspection was carried out by one inspector from the Care Inspectorate.

This follow-up inspection focused on the requirements and areas for improvement made during the previous inspection and evaluated how the service had addressed these to improve outcomes for children. During this follow-up inspection, we increased the evaluation for all quality indicators to adequate because the service had made progress by building on key strengths.

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.

In making our evaluations of the service we:

- spoke with ten people using the service;
- reviewed electronic questionnaires from their families;
- spoke with staff and management;
- observed practice and daily life;
- reviewed documents.

Key messages

Since the last inspections, four requirements and two areas for improvement had been met. One area of improvement remained unmet.

Children's wellbeing was supported through improvements to personal planning approaches. Information gathered from parents was recorded and shared with all staff. Staff were aware of children's needs and informed so that they could support children.

Improvements had been made to the environment and resources. This allowed children to lead their own play and learning.

The employment of three additional staff provided continuity of care for children.

Quality assurance processes and improvement planning needed to be further developed and embedded to ensure the quality of the service continued to improve.

The provider should ensure children have access to a greater range of meaningful and stimulating play and learning experiences.

The provider must ensure the quality of the outdoor environment improves by taking action to address the ongoing maintenance issues.

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?	3 - Adequate
How good is our setting?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

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

How good is our care, play and learning?

3 - Adequate

We re-evaluated this key question upwards to adequate, because the service had made progress by building on key strengths.

1.1 Nurturing care and support

Since the last inspection, all children's personal plans had been updated with parents. These now held relevant and up to date information which staff used to plan for children's care, learning and development. Children benefited as staff knew their needs and were able to meet them.

Children who attended the creche, whilst their mothers attended training, had a personal plan in place, which was updated by staff each time the child attended. This meant that further information, such as, songs the child liked and how they settled was available to allow children's needs to be met by all staff.

A plan was in place to ensure that personal plans were updated at least every three months or sooner if there was a change in a child's needs.

A requirement had been made about this at the last inspection and has now been met.

1.3 Play and learning

The area for babies was an inviting and nurturing space, which supported babies curiosity and exploration. Staff provided engaging sensory activities for babies and sensitively supported them to be curious. A range of toys gave babies the opportunity to explore and discover whilst developing their fine and gross motor skills. Staff interacted with children in a respectful and engaging manner.

On the first day of the inspection, the toddler room was not set up, there were a lack of resources and many of them were incomplete. On the second day of the inspection, the room was well set up and children were fully engaged in play. We spoke with the manager about ensuring that the room is always set up and well resourced to support children's choice and creativity through their play experiences.

A requirement was made about this at the last inspection and has now been met. An area for improvement has been made to further support. **(See area for improvement 1).**

Areas for improvement

1. To ensure that children can lead their own play and learning, the environment must be set up and well resourced at all times.

This is to ensure that care and support is consistent with the the Health and Social Care Standards (HSCS) which state that:

'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials' (HSCS 1.31).

How good is our setting?**3 - Adequate**

We re-evaluated this key question upwards to adequate, because the service had made progress by building on key strengths.

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 and photographs of their families were displayed.

The indoor environment had improved to take account of children's stages of development and learning. Staff told us how different resources reflected children's interests.

The arrangements for monitoring, maintenance and replacement of resources was not sufficient to ensure that immediate action was taken. On two occasions, we were told that a broken resource had been reported or resources ordered, only to discover that they had not. We spoke to the manager about implementing a 'maintenance book' so that staff could record when they reported issues and the manager recorded when she took action. This would support timely action in response to matters raised.

The garden area was unsafe and unable to be used by children. There were broken resources and the fence was in need of repair. An area for improvement had been made at the last two inspections and is carried over into this report.

(See area for improvement 2, under outstanding areas for improvement).

How good is our leadership?**3 - Adequate**

We re-evaluated this key question upwards to adequate, because the service had made progress by building on key strengths.

3.1 Quality assurance and improvement are well led.

The current manager had been in place since May 2024. They were supported in their role by the manager from the sister nursery in Glasgow. The manager also received support from the administrator at Saheliya. Four requirements and two areas for improvement from the last inspection had been met. The manager should now be further supported to develop self evaluation and quality assurance processes which leads to improving outcomes for children and families.

Opportunities had been offered to parents to be involved in their child's life at nursery, through parents evening, stay and play sessions and a questionnaire to gather their views. The manager said that they planned to develop and offer more ways for parents to be involved with the service. **(See area for improvement 1).**

Since the last inspection, three new members of staff had been employed, two of whom were about to start training. Having consistent, permanent staff provided continuity of care for children. We discussed with the manager that new staff should be mentored by more experienced staff, so that they are aware of best practice and learn about their role. **(See area for improvement 2).**

A requirement had been made about this and had now been met. Two areas for improvement have been made to further support the manager in their role.

Areas for improvement

1. To ensure that children and families benefit from a culture of continuous improvement, self-evaluation and quality assurance processes should be implemented. Families' voices should be sought and used to contribute towards this.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19).

2.

To ensure that children benefit from competent and knowledgeable staff, the manager should have a mentoring and support plan in place. New staff should be mentored by experienced and qualified staff.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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).

How good is our staff team?

3 - Adequate

We re-evaluated this key question upwards to adequate, because the service had made progress by building on key strengths.

4.3 Staff deployment

Since the last inspection, three members of staff had been employed, two of whom were working towards a qualification. This provided continuity of care for children as agency and bank staff were no longer used by the service.

We discussed with the manager that new staff should be supported by qualified and experienced staff, to support them to develop their understanding of their role.

(See area for improvement 2 under Quality 3 : How good is our leadership).

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

Requirements

Requirement 1

By 14 July 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 that:

'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) Every child had a comprehensive and up-to-date personal plan in place.
- b) Care plans were completed by parents prior to their child starting at the service, staff told us that they sat and went through these with parents to ensure that they were clear about parents' comments.
- c) All care plans had been updated with information from parents and shared with all staff. These detail any changes in a child's care and support needs. Chronologies were completed with information from parents, to ensure that staff could meet all children's needs. All care plans are updated three monthly or sooner if there were changes. All children had regular updates, when there were changes in their eating, sleeping or general routines. This information was used to plan for individual children's needs.
- d) A process had been developed and implemented to ensure that personal plans were reviewed at least every six months or sooner depending on the individual needs of the child.

Met - within timescales

Requirement 2

By 14 July 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 (HSCS) 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

a) Since the last inspection, improvements had been made to the environment and the resources to allow children to lead their own play and learning.

b) Planning linked to observations of children and provided opportunities for children's next steps to be achieved. Staff knew the children well and responded to their needs and interests.

An area for improvement has been made to further support this.

(See area for improvement 1 in Quality indicator 3.1 How good is our leadership).

Met - within timescales

Requirement 3

By 1 September 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 (HSCS) 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

- a) The current manager is supported by the manager from the sister nursery in Glasgow, she has support from the administrator at Saheliya with paperwork.
- b) Improvements had been made since the last inspection, four requirements and three areas for improvement had been met. Going forward a formal process should be put in place to ensure that improvements are sustained.
- c) Parents' views had been sought through a questionnaire in September. The manager said that she intended to continue this and explore other ways to gain parents' feedback.
- d) The manager had informally monitored staff practice and now needed to include this in the monitoring and evaluation of the service.

Met - within timescales**Requirement 4**

By 14 July 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

- a) The creche now operated from the downstairs with more regular staff members. The addition of three new members of staff contributed to continuity of care.
- b) A process is now in place to ensure that all staff were aware of the information shared by parents. This meant that staff were informed to meet their child's needs.
- c) Three new staff had been employed since the last inspection, two of whom were studying for a qualification. An audit of staff skills, experience and knowledge had begun and was due to be completed by the manager.

Met - within timescales

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 Standards (HSCS) which states that:

'I am supported to achieve my potential in education and employment if this is right for me'. (HSCS 1.27).

'I experience high quality care and support based on relevant evidence, guidance and best practice'. (HSCS 4.11).

This area for improvement was made on 20 October 2023.

Action taken since then

Children's progress and development was recorded in meaningful observations. These observations were used to plan appropriate experiences to support children's progress and development.

This area for improvement is met.

Previous area for improvement 2

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 (HSCS) 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

The outdoor garden was unsafe for children. There were more broken resources and the fence was broken in parts.

Therefore this area for improvement is carried forward.

Previous area for improvement 3

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 (HSCS) which state that:

'I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible'. (HSCS 1.35).

This area for improvement was made on 20 March 2023.

Action taken since then

A system was in place to ensure that staff sat with children when they were eating. Another staff member carried out lunchtime tasks. This meant that children were all supervised when eating. This contributed to a calm, sociable and safe lunchtime experience.

This area for improvement has 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?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	3 - Adequate
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.3 Staff deployment	3 - Adequate

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