

Milan Day Care Support Service Support Service

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Telephone: 0131 475 2307

Type of inspection:
Announced (short notice)

Completed on:
1 May 2025

Service provided by:
Milan Senior Welfare Organisation

Service provider number:
SP2009010691

Service no:
CS2009235154

About the service

Milan Day Care Support Service provide support and advice to older people and unpaid carers from South Asian communities in Edinburgh and the Lothians. The service offers opportunities for people to meet their social, cultural, recreational, language and care needs.

The service is based in the Gilmerton area of Edinburgh, close to public transport links.

The provider is Milan Senior Welfare Organisation (Milan SWO).

At the time of inspection, day care was provided on Tuesday and Wednesday from 10.00am to 2.30pm. The service is registered for a maximum of 25 older people in the premises.

About the inspection

This was an announced (short notice) inspection which took place on 23 April 2025. The inspection was carried out by one inspector from the Care Inspectorate. Our visit was then followed by time examining evidence remotely.

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 people using the service
- spoke with staff and management
- observed practice and daily life
- reviewed documents
- spoke with visiting professionals

Key messages

- People experienced compassion, dignity and respect from a staff team who knew them well.
- Milan Day Care offers a wide range of educational and therapeutic activities to promote people's health and wellbeing.
- We advised some additional information be added to paperwork and for audits to be completed more frequently.
- The staff team were dedicated, reflective and there was a culture of continuous learning.
- The day centre was welcoming and enjoyed by all those who accessed the service.

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 well do we support people's wellbeing?	5 - Very Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very Good
How good is our setting?	4 - Good
How well is our care and support planned?	4 - Good

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

How well do we support people's wellbeing?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths in supporting positive outcomes for people.

People experienced compassion, dignity and respect from a staff team who knew them well. Staff were able to communicate in various languages which gave people a sense of inclusion and being valued. There were very good relationships between staff and clients with plenty of laughter and chatter. People visiting the centre on the day of inspection told us *'it's like a family here.'*

Staff had very good knowledge of any barriers people who used the service might face and they had the skills to share information and advice with people if requested.

Milan Day Care offers a wide range of educational and therapeutic activities to promote people's health and wellbeing. Some of these are provided by visiting professionals. People told us they found these sessions *'relaxing and interesting'*.

People spoke of various outings they had enjoyed; of holidays together with friends; of celebrations; of art classes and many more activities. Milan Day Care had enabled opportunities for people to come together in friendship.

Cultural and food preferences were a big part of the day and a freshly cooked meal was provided. People enjoyed their lunch in a sociable and relaxed environment and described their meal as *'one of the best'*. Regular conversations and forums with people accessing Milan Day Care allowed opportunities for discussions about meals and activities and any changes identified were actioned by staff.

Alongside day care, Milan SWO offer a very valuable support network within the South Asian Community to help reduce social isolation, mental health and emotional support. This includes unpaid carer support; information and advice; and befriending and outreach support.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

There were good recruitment practices in place, however we advised storage of information be made clearer. We shared the updated Care Inspectorate and Scottish Social Service Council (SSSC) guidance on 'safer recruitment through better recruitment'.

The manager and the staff team had good oversight of each person's support. Regular team meetings took place to share good practices and to discuss relevant issues pertaining to the service.

Quality audits were being completed for the environment; governance; and support plans. This enabled the manager to identify and action any improvements needed. We advised some additional information be

added to paperwork and for audits to be completed more frequently. This will allow information to be easier to measure and to feed into ongoing improvements for the service.

The service have met a previous area for improvement in relation to quality assurance systems.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. The service demonstrated major strengths relating to staffing levels and staff working well together.

Staff had specific roles, however, they worked closely together and alongside regular volunteers to ensure the day sessions ran smoothly. Staff had time to provide care and support with compassion and engage in meaningful conversations and interactions with people. Their hard work had resulted in various awards being given as recognition of their commitment to the community they work with and also as a supportive employer.

Although staff completed training relevant to their roles, we advised some further training relating to certain health conditions which would enhance staff skills further. Some staff and the manager had achieved additional skills, for example, life coaching awards.

Staff had dedicated one to one supervision which happened monthly. This gave staff time to reflect on their responsibilities and their professional development. Ad hoc supervision or training took place as and when needed to give support or reflect on work practices. We advised this be recorded.

People could be confident the staff team were dedicated, reflective and there was a culture of continuous learning to ensure they had the skills and knowledge to support the community they worked alongside.

How good is our setting?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

Milan Day Centre is within a converted house in the Gilmerton area of Edinburgh. There is a driveway at the entrance with space for parking or for buses/taxi's to drop off and pick up people using the service.

The centre was welcoming and enjoyed by all those who accessed the service. People we spoke with told us *'we have been coming so long, we enjoy meeting with our friends.'*

The two main rooms used were comfortable and promoted a sense of wellbeing. A new extension meant there was plenty of space for group activities or for people to sit and enjoy each others company with a hot drink or over lunch. A smaller quieter room was available for individual wellbeing sessions.

The premises were clean and audits of the facilities alongside good infection control practices took place. Any areas identified for improvement were actioned timeously. These checks meant people could be confident the day centre was maintained in good order.

How well is our care and support planned?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

People using the service at the time of inspection were independent and there was good communication between people and staff. People attended the service for a few hours each week and therefore information held in care and support plans was minimal, however, plans were being reviewed every six months.

We advised the manager to ensure information relating to any individuals health conditions was included in their plan. There was guidance in place for some people, however, more detailed guidance was needed to ensure there were clear guidelines for staff to follow in case of a health emergency.

We did not make an area for improvement as we were confident the manager would review all plans to ensure guidance was in place.

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

The manager should develop the quality assurance systems to evidence that outcomes of audits and consultations are effective in identifying any deficits and improvements which could be made to the overall service provided.

These should include but not be limited to:

- Care plans and reviews and associated records.
- Staff training, practice and competency.
- Safety of the environment.
- Meals and dining experience.
- Accidents, incidents and complaints.

This is in order to meet the National care standards, support services - Standard 2 management and staffing arrangements

This area for improvement was made on 19 May 2016.

Action taken since then

There was sufficient improvements made to meet this area for improvement.

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 well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good
How good is our setting?	4 - Good
4.1 People experience high quality facilities	4 - Good
How well is our care and support planned?	4 - Good
5.1 Assessment and personal planning reflects people's outcomes and wishes	4 - Good

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