

# Nari Kallyan Shangho Childcare Facility

## Day Care of Children

Darroch Annexe  
7 Gillespie Street  
Edinburgh  
EH3 9NH

Telephone: 0131 659 7837/0131 221 1915

Type of inspection: Unannounced  
Inspection completed on: 8 March 2018

**Service provided by:**  
Nari Kallyan Shangho

**Service provider number:**  
SP2003002988

**Care service number:**  
CS2003012096

## About the service

Nari Kallyan Shangho Childcare Facility registered with the Care Inspectorate since 1 April 2011. It is a day care service which is based in Darroch Annexe in Gillespie Street in Edinburgh. Nari Kallyan Shangho (NKS) is a health and welfare project initially set up for south Asian women living in Edinburgh.

The service is registered to provide a care service to a maximum of 30 children at any one time, aged from three months to 14 years of whom no more than nine are under two years. The care service will operate between the times of 8am to 6pm Monday to Friday.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

## What people told us

We issued 10 Care Standards Questionnaires to the service to give to parents and carers. Seven completed questionnaires were returned to us prior to the inspection. Comments included:

'I am very happy and satisfied from the services I receive from NKS nursery. My son really enjoys coming to nursery and building relationships'.

'I would like it if staff could speak English all the time during work'.

'I have been involved with NKS since 2008. This is my second child that goes to NKS at current stage. I am really pleased to NKS in Edinburgh. NKS has always been supportive and have always encouraged children. My son really feel happy and safe at NKS. He is always happy with member of staff and always feel close to them".

'We are always delighted with the care our daughter receives. We routinely receive additional feedback on her day, are always consulted on nursery developments and feel included in provision NKS provides".

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection.

## From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	2 - Weak
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

There were records for all children in the nursery which contained information provided by parents however; these did not set out a clear plan for meeting the health, welfare and safety needs of individual children. All staff were not clear about children's individual needs and therefore were unable to meet them. We saw that young children fitted into the nursery routine and as a result we saw children falling asleep whilst staff were feeding them as they had not had a sleep. Individual children who needed more support were not receiving it and this impacted negatively on their experience and of the other children in the nursery. See requirement 1.

E-learning journals had observations about children and these could be accessed by parents. Some observations did mention the needs of the individual child but there was no evidence of these being addressed in practice. Some information was gathered from parents when their child started to use the service but there was no evidence that this was used to inform staff about the needs of the individual child. Information was not updated by parents every six months as is required by law, this is to ensure continuity of care and a consistent approach between home and the nursery setting. See requirement 1.

There was confusion between staff and management as to whether a child had a food allergy or not. This had the potential to put the child at risk. Management should ensure that information from parents is shared with staff to ensure the safety of children.

We saw that some staff were not always responding to young children appropriately. In some cases we saw them withholding attention and responding with little warmth. We saw occasions where staff were not supporting children appropriately, for example at mealtimes. Consequently children were not being consistently nurtured in the warm, caring environment expected. We did observe that there were some staff who consistently responded to children kindly and appropriately.

We saw that all children were not given drinks throughout the day, which meant that they were not properly hydrated. Lunch on the first day of the inspection did not meet the nutritional standards for early years, as laid out within the best practice document 'Setting the table', some children were given a white bread and butter sandwich and a waffle. We saw that food in the fridge was out of date and staff were not aware of this. As a result of this children's healthy eating was not being promoted. The environment was not conducive to a positive eating experience as it was hectic. There was not enough room for all the children to sit around the table, some young children were sitting in high chairs for 40 minutes waiting for their lunch. Young children were being fed by staff who were not looking at them and a young child in a high chair fell asleep whilst being fed.

We found that the variety of resources and activities were not always appropriate or sufficient for the children. Children had limited opportunities to explore, investigate or be creative. Development of key skills like communication and numeracy was limited.

Safe sleeping practices were not being followed. We discussed this with the manager and signposted them to the best practice guidance from the Scottish Cot Death Trust, so that they could inform themselves about safe sleeping practises.

A child was told by the depute manager that he would be put on the naughty chair. The staff member did not do this as she knew it was poor practice. This was an example of inconsistent messages for children and senior staff not being aware of best practise.

A requirement had been made at the last inspection about the medication policy. We saw that the medication policy was still not clear and discussed this with the manager. This requirement is carried forward. See requirement 2.

## Requirements

**Number of requirements:** 2

1. To ensure that the service meets each child's needs, management should ensure that:

- the system for planning children's care clearly sets out how the service will meet each child's health, welfare and safety needs.
- plans are developed in partnership with parents and reviewed within the legal timescales.
- all adults working with children are aware of their needs and are able to meet them.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) Welfare of users.

Timescale: within two weeks of receipt of this report

2. To ensure that children's health and wellbeing is supported by staff. The service provider must update the medication policy and procedure to ensure that it clearly sets out the procedures to follow when children in their care require medication. This should be done in line with the best practice document 'The management of medication in daycare and childminding services'.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) Welfare of users.

Timescale: within 2 weeks of receipt of this report

## Recommendations

**Number of recommendations:** 0

**Grade:** 2 - weak

## Quality of environment

### Findings from the inspection

Children were being cared for in an environment which was secured with a door entry system. Mostly children moved freely around their space and made choices about what they wanted to play with. More natural resources had been introduced since the last inspection, consideration should now be given as to how they are set out so that children have the space to play.

We found that the variety of activities and resources were not always appropriate or sufficient for the children.

Children had few opportunities to explore, investigate or be creative. Development of key skills like communication and numeracy was limited. The core staff group did not have sufficient time to plan for children's learning and consequently opportunities were being missed. Older children had limited opportunities to develop independence and we observed that supervision was inappropriate and did not enable them opportunities to take responsibility. See recommendation 1.

We had concerns about the way children were supervised and the way in which they were using some items of furniture and toys. Resources were not tidied away by staff neither were children encouraged to tidy up. This resulted in the areas being untidy and potentially hazardous. Children were not learning to be responsible.

The resources and activities were not always set up. This resulted in children waiting for long periods of time. This was a concern at snack and lunch time as the area was not set up, as a result children were competing for chairs.

The outdoor area was not set up and children did not have the opportunity to go outside on either day of the inspection. We signposted the service to the best practice document 'My world outdoors'. See recommendation 2.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. Children should experience a balanced programme of activities and opportunities which are planned by staff who have taken local and national guidance into account. Activities should be flexible and take account of ages, development needs, interests, hours and patterns of attendance of each child. Progress in each child's development should be regularly monitored and the information used to improve the programme and plan for children's next steps.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 5 - Quality of experience.

2. In order to promote children's health and well-being, children should be given access to fresh air on a daily basis. The outdoor area should be set up before children go outside to play.

National Care Standards for Early Education and Childcare up to the age of 16 years. Standard 3 - Health and well being. Standard 6 - Support and development.

**Grade:** 2 - weak

## Quality of staffing

### Findings from the inspection

We saw that staff gave conflicting messages to children about what they were going to do. Staff did not follow through when they asked children to do something. In the main staff did not get down to the children's level and make eye contact when they were speaking with them. As a result children were not always sure what was happening. Children who attended the nursery spoke a wide variety of language in their home setting.

Staff spoke to each other in their native language and as a result some children heard very little English or their home language. A clear communication plan should be developed to ensure that children feel included and respected.

We sampled staff files and found that recruitment procedures were not robust. All staff did not have two references, some references had been sought after the staff member began working at the service and it was not always clear whom references were from. Application forms were not completed by staff when they applied for a position. This meant that management were not aware of staff skills, strengths or weakness to know where staff needed support and training. One staff member had no evidence of a Protection of Vulnerable Groups (PVG) check in their file. Checks of the PVG register were not being completed when staff changed their role within the organisation. We signposted the service to the best practice document 'Safer recruitment through better recruitment' available on the Care Inspectorate website. See requirement 1.

Staff failed to see when children were engaged in play and interrupted them and took them away to take part in other activities. This demonstrated a lack of understanding of children's needs and the importance of play. Limited supervision of children within the room resulted in unsafe play, for example children being pushed off the climbing frame and children throwing toys.

## Requirements

### Number of requirements: 1

1. The provider must ensure that at all times there are enough suitably qualified and competent persons working in the service to meet the health, welfare and safety needs of the children. In order to ensure that parents and children can be confident that they are being cared for by trained, competent and skilled staff who are able to provide consistent and stable support the provider must:

- ensure that children's needs are being met in a consistent and stable way by the right number of people, who are informed about those needs;
  - have systems in place to ensure that all people working in the nursery have the skills and experience necessary;
  - ensure that safe recruitment practices are followed when employing and promoting staff;
  - have systems in place for ensuring that all staff are registered and remain registered with an appropriate registering body;
- and

- ensure that all staff caring for children have the necessary information and knowledge to meet their needs. This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, 2011/210 6 (2)(a), 7(2)(d), 9(1), 9(2)(b) & (c) and 15.

Timescale for completion: 2 weeks

## Recommendations

### Number of recommendations: 0

**Grade:** 2 - weak

## Quality of management and leadership

### Findings from the inspection

The manager was not knowledgeable about what she should do in the case of staff misconduct. We spoke about the Scottish Social Services Council (SSSC) and her responsibilities as a manager. We also discussed the Protection of Vulnerable Groups scheme and her responsibilities in relation to this. See requirement 1.

Students who had worked at the service were now employed as support staff. They were not registered with the SSSC. The SSSC is the regulator of the social service workforce in Scotland. Staff working within social care settings must be registered with the SSSC, it is the employers legal responsibility to ensure that their staff are appropriately registered.

An improvement plan had been developed and submitted to the local authority. Children did not experience a service which had a culture of continuous improvement as all staff were not aware of the self evaluation tools which childcare services are expected to use. Consequently their evaluations were about processes and were not sufficiently focussed on what was needed for improvement. Staff would benefit from training as well as the opportunity to reflect on what they were doing.

Staff practice and outcomes for children were not being monitored. It had been some time since some staff had had supervision and where staff had identified training needs these had not been actioned.

On both days of the inspection the register was not completed. On four separate occasions the depute manager was unable to tell us how many children were in the service. Staff were not always sure if a child was attending for a full or half day and as a result the child's needs were not being met, for example not having a sleep as staff thought they were about to be collected. We explained the importance of having a correctly completed register to ensure the safety of the children. We asked the manager to ensure that this happened immediately and she told us it would. See recommendation 1.

### Requirements

#### Number of requirements: 1

1. Children and parents should experience a service which has a culture of continuous improvement because there are robust and effective quality assurance procedures in place. They should be confident that their service is well led and managed. In order to achieve this the provider must ensure that:

- the manager has sufficient time and the underlying knowledge to effectively improve outcomes for children; and
- continue to develop systematic and rigorous procedures for self evaluation, auditing and monitoring all areas of the service using local and national guidance and which lead to clear plans for maintaining and improving the service.
- staff have regular supervision, staff practice should be monitored and training needs which are identified should be actioned.
- all staff employed are registered with the SSSC.

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

Timescale for completion: within two months of receipt of this report.

## Recommendations

### Number of recommendations: 1

1. To ensure the safety of children and to enable their needs to be met the service must ensure that the register is completed.

National care standards for early education and childcare up to the age of 16 years. Standard 14 - Well managed service.

**Grade:** 2 - weak

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

## Previous requirements

### Requirement 1

To ensure that children's health and wellbeing is supported by staff. The service provider must update the medication policy and procedure to ensure that it clearly sets out the procedures to follow when children in their care require medication. This should be done in line with the best practice document 'The management of medication in daycare and childminding services'.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) Welfare of users

Timescale: within 1 month of receipt of this report

**This requirement was made on 20 March 2017.**

### Action taken on previous requirement

Some changes had been made to the medication policy but further changes were still required to make the policy clear to staff.

**Not met**

### Requirement 2

The provider must ensure that audit/monitoring systems are developed and implemented to evaluate the effectiveness of staff and how the nursery ensures the health, welfare and safety of children and use this information to make improvements.

This is in order to comply with:

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



This requirement was made on 20 March 2017.

#### Action taken on previous requirement

This requirement has been amended and carried forward.

Not met

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

### Previous recommendations

#### Recommendation 1

The outdoor area should be set up before children go outside to play.

National Care Standards for Early Education and Childcare up to the age of 16 years. Standard 6 - Support and development.

This recommendation was made on 20 March 2017.

#### Action taken on previous recommendation

The outdoor area was not set up and children did not have the opportunity to go out on either day of the inspection. This recommendation is amended and carried forward.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
28 Nov 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
9 Feb 2016	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
9 Jun 2015	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
4 Mar 2015	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
18 Nov 2014	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
11 Sep 2012	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good
27 Sep 2011	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
13 Jul 2010	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
23 Jun 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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Twitter: @careinspect

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