

Around the World Day Care Day Care of Children

125 McDonald Road
Edinburgh
EH7 4NW

Telephone: 0131 5569302

Type of inspection:

Unannounced

Completed on:

5 July 2019

Service provided by:

Saheliya

Service provider number:

SP2003002845

Service no:

CS2011286377

About the service

Around the World Day Care is provided by Saheliya. Saheliya supports and promotes the positive mental health and wellbeing of black, minority ethnic, asylum seeker, refugee and migrant women and girls (12+) in the Edinburgh Area. The day care is open to all local residents.

Around the World Day Care has provided a childcare service to local community since 2011. It is registered to provide care to a maximum of 26 children from six weeks to eight years. It may also provide a mobile crèche service to a maximum of 15 children.

The aim of the service includes:

"To provide a safe, caring and stimulating environment for children coming from different communities. An environment where they can feel welcomed and included and can learn through play."

We carried out the inspection over two days - 3 July and 5 July. We provided feed back to Saheliya Enterprise Manager on the 5 July as well as partial feedback to the Enterprise Manager and Room Leader on 3 July. There were up to 15 children present during our visits.

What people told us

There were up to 15 children present during the sessions we visited. Some children were very young, however, we saw that they were settled and confident when being left in the staff's care. Older children who could converse told us they liked to play outside, one told us they enjoyed colouring and painting and was able to do this each time they were at nursery.

One child, who remembered us from inspection last year, again spoke happily of their time in nursery and was keen to show us around again remembering the conversation we had about volcanos. They told us they liked to come to the nursery and spoke about the nice friends he had amongst the children and the staff.

Parents also shared their views with us. All parents who gave us their views were happy with the quality of care their child received. They told us the environment was safe, secure and stimulating and there children were happy to be there.

Comments included:

"A very caring and loving nursery. Do very well in the location and space provided."

"Overall my child is always happy and cheerful coming back from nursery. (They) really enjoy nursery and (their) growth and development is fantastic."

"My child loves attending nursery now they have settled in. (They are) always excited and happy to see staff and other children and reports that (they have) had a happy day. I love the cultural diversity present in the staff team and can see how this enriches my child's learning."

"My child has thrived at Around the World and gets genuine love and attention there and has formed strong friendships."

Two parents suggested that more outdoor space would be a benefit, one stating green space would make a positive difference.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We considered their own improvement plans and quality assurance processes.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Children were confident and happy within the service as they shared warm, caring and respectful relationships with the staff. Keyworkers for children oversaw written information and provided good point of contacts for parents and children, helping them become familiar with each other. Information shared was used to help support children's needs and wellbeing. However, where additional support was sought for children some information had been lost with the absence of a key staff member. To ensure consistency in meeting children's needs, systems should be put in place to ensure all information and care plans are updated quickly and information shared with others **(see recommendation 1.)**

Staff play alongside children and provide a choice of appropriate activities and resources for the children to explore and enjoy. Children's independence and confidence was developing as they helped serve their own snack and pour their drinks. They could explore their creative side as they were provided with resources and materials in the craft area, and some loose parts in the playroom and outdoor space. Children had some opportunities to develop literacy and communication skills as they were read books, joined in with singing and rhymes, and provided with mark making experiences.

Planning had recently been changed within the service and was at an early stage. We could see through the displayed planning sheets and some learning journals that staff were considering children's stages and identifying learning intentions to support their development. However, for the older children there was at times a lack of challenge. Planning for the younger children could also be better supported if the service were to use more age appropriate guidance such as Pre-birth to three, and Building the Ambition. These would provide more appropriate benchmarks and would better support staff with individual or group planning. Including children in evaluating activities and planning their own learning would assist staff to form plans more centred around children's interests **(see recommendation 2)**.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure consistency in meeting children's needs, systems should be put in place to ensure all information and personal plans are updated quickly and information shared with others.

This is to ensure that care and support is consistent with the Health and Social Care Standard 1.15 which states: "My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices" and 3.19 which states "My care and support is consistent and stable because people work together well".

2. To ensure that each child's progress and development is supported well, 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. The use of appropriate guidance and frameworks would help support staff to provide suitable challenge and learning intentions.

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".

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Children had access to a large playroom, with an area which could be closed off to provide a cosier, safe space for the younger children. They also had access to a sleep room and an outdoor area. Flexibility in the use of the playroom, and changes made to the environment and resources had resulted in increased choice for the children. Improvements within the sleep area made the space more welcoming, peaceful and tidy. It was reported that the children had more opportunities to access this area for other activities such as dance and movement sessions.

Throughout the setting we saw children who were confident making choices from available resources and for some, sharing these with friends. Staff have begun to provide children with increased opportunities to explore the potential of loose parts inside and outside. They now need to build on this positive start to encourage children to develop their curiosity and creativity further. We discussed how they might do this through the introduction of an improved range of natural, open-ended resources. Overall, there was a need for an increased level of challenge for some children, and increased literacy and numeracy learning opportunities.

Lunch time was a social occasion for all children, they sat in groups supported by staff. We saw children chatting to each other and staff who sat amongst them. Staff supervised and supported children throughout lunch, creating a family meal time feel. We saw some of the younger children being supported to eat and also encouraged to try to eat independently. Staff had placed packed lunch boxes at allocated seats, which reduced children's choices of where they would eat. Children could be more involved in setting up and deciding where they should sit, helping them develop social skills and friendships.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

Children were relaxed, purposeful and having fun at nursery. The stable staff team built strong, positive and respectful relationships with parents and children, helping create a safe and secure place for the children to be. Children's emotional wellbeing was supported as the staff were quick to provide fun, comfort or reassurance whenever needed. They formed close and comfortable relationships with the families and regular discussions with the parents contributed to children getting a consistent approach between home and the service. Children were confident about asking staff to join in their play or ask for resources or stories.

Staff were enthusiastic about their work and clearly enjoyed their time there, making it a comfortable place for the children. They worked well together and were supporting the management team to make some positive changes within the service and for the children. Many had undertaken training and learning since the last inspection and were sharing this with each other and implementing their learning within the service.

Regular meetings with the management and within their teams meant that staff members and the service as a whole were making good progress in relation to their own and team development. Continued access to training and learning, and the sharing and implementation of this should help ensure further development of the service and outcomes for children.

Safer recruitment procedures contributed to children being cared for by staff who had undergone a rigorous scrutiny prior to taking up post. Staff were confident in meeting children's needs and keeping them safe.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The daycare service has been without a manager for some months. They have been supported by Shahelia Enterprise Manager and the manager from their Glasgow service during this time. They have recently employed a room senior and were actively recruiting a day care manager at the time of the inspection.

The management team supporting the service have been proactive in meeting most of the recommendations within the last report and were working on others. A clear and manageable development plan was in place and was helping to make the necessary changes to the service. They worked well with the staff to bring about these changes and were helping create a supportive and enthusiastic team. The management should continue to support the room leader to identify their learning needs and address these. This will help them to further support the development of the service and knowledge of full staff group.

Staff were more knowledgeable about best practice documents and frameworks which helped to support any changes being made to the service. Management encouraged staff to share learning and ideas for improvements through team meetings and one to one sessions with staff. These were helping to build staff confidence to bring ideas and make positive changes in their practice benefiting the children. Management should continue to develop a culture of continuous improvement by ensuring the quality assurance processes are robust and undertaken as necessary. This should include helping staff develop confidence and skills in reflection and evaluation.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

Children's basic needs should be met without delay to support children's wellbeing. In order to achieve this, the provider should ensure that staff are deployed in a manner which allows them to act quickly, or get support from others immediately.

Ref: Health and Social Care Standards: 3: I have confidence in the people who support and care for me: Responsive care and support: 3.15 and 3.17.

This recommendation was made on 4 September 2018.

Action taken on previous recommendation

Positive changes had been made to key worker duties and staff's responsibility to children's wellbeing resulted in children's needs being addressed with a minimum of delay. Staff deployment meant they could provide support and assistance to children when required.

Recommendation 2

To ensure each child's progress and development is supported and monitored well, the providers should ensure that observations and next steps within learning folders and playroom planning are meaningful, evaluative and based on children's interests, needs and stages. Plans should provide suitable challenge and meet any identified learning intention.

Ref: Health and Social Care Standards: 1: I experience high quality care and support that is right for me: Wellbeing 1.27.

This recommendation was made on 4 September 2018.

Action taken on previous recommendation

Observations were completed regularly, however, the consistency and quality of the information recorded varied. Staff should continue to be supported to ensure that observations within individual learning plans, as well as overall planning were of a good standard and provided information which reflected children's learning, development and clearly identified meaningful next steps which would challenge children and encourage curiosity.

See Care and Support.

Recommendation 3

The use of the rooms/areas, as well as resource provision should be reviewed and evaluated to ensure that the environment is used to its best ability and resources excite children of all ages and stages to offer challenge, become curious and promote their learning.

Ref: Health and Social Care Standards: 1: I experience high quality care and support that is right for me: Wellbeing 1.30 and 1.31. 2: I am fully involved in all decisions about my care and support: Wellbeing 2.27.

This recommendation was made on 4 September 2018.

Action taken on previous recommendation

Children were provided with a variety of activities and we found areas were set out in a better manner which allowed children to make better use of all space and facilities available to them. The service should continue to develop this.

See areas for improvement in 'Environment'.

Recommendation 4

To promote children's wellbeing all areas used by children should be tidy and well maintained with plenty of natural light and access to fresh air. In particular the sleep room should be tidied and arrangements made to replace or remove the fixed covering on the windows.

Ref: Health and Social Care Standards: 5: I experience a high quality environment. Wellbeing 5.19 and 5.22.

This recommendation was made on 4 September 2018.

Action taken on previous recommendation

All areas were tidy and comfortable for children's use. Blinds had been installed within the sleep room allowing it to be used for many more activities and be adequately resourced for quieter and sleeping times.

Recommendation 5

To provide children with a nurturing, stimulating and appropriate learning environment staff should be supported to increase their knowledge of child development and how children learn. This should be monitored and any learning shared between staff to promote continuity in provision.

Ref: Health and Social Care Standards: 3: I have confidence in the people who support and care for me: Responsive care and support: 3.14 and 3.19.

This recommendation was made on 4 September 2018.

Action taken on previous recommendation

Staff had attended a number of learning courses, meeting and learning times. They were sharing their learning with each other and this was helping improve outcomes for children as well as assisting with the ongoing improvement programme within the service. To assist with the continuous development the service should continue to include and encourage shared learning as well as help staff develop confidence and skills in reflection and evaluation.

Recommendation 6

In order to ensure changes are sustained and are effective in promoting better outcomes for children the manager should undertake observations and quality assurance systems which provide feedback on the quality of the provision as well as staff practice.

Staff should be supported to make changes as needed.

Ref: Health and Social Care Standards: 4: I experience high quality care and support that is right for me: Responsive care and support 4.11 and 4.19, Wellbeing 4.23.

This recommendation was made on 4 September 2018.

Action taken on previous recommendation

Improved meeting opportunities for staff as well as support and supervision sessions are helping to ensure changes are made and staff are supported with these. The service improvement plan has helped the team work through small changes which are being effective and helping improve outcomes for children. Continued use and development of all these methods should help service to ensure continuous and sustained improvements.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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	
23 Jul 2018	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
28 Feb 2018	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
2 May 2017	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
20 Sep 2016	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Apr 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
9 Apr 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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