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Angela Douglas
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

2 September 2025
 2025383377
 CS2003013761

Dear Angela Douglas

IMPROVEMENT NOTICE – EXTENSION OF TIMESCALE

On 4 August 2025 you were served with an Improvement Notice in relation to Angela Douglas, at [REDACTED], in terms of section 62 of the Public Services Reform (Scotland) Act 2010 ("the Act"). The Improvement Notice stated that unless there was a significant improvement in provision of the service, Social Care and Social Work Improvement Scotland (hereinafter referred to as "the Care Inspectorate") intended to make a proposal to cancel your registration. The Improvement Notice specified the nature of the improvement(s) to be made, and the period within which it/they were to be made.

The Care Inspectorate has decided to extend the timescale within which some of the improvement(s) must be made in order to give you a further opportunity to make a significant improvement in the provision of the service. The revised timescales are as follows:

Improvements

1. By 29 September 2025 extended from 20 August 2025, you must ensure all children have a fully completed and comprehensive personal plan in place that sets out how their health, welfare, and safety needs will be met. Plans must include, amongst other things, clear and full information relating to children's medical needs.

This is to comply with regulations 4(1)(a) and 5(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

Some progress had been made towards meeting this requirement. Most children had up to date personal plans which contained information about their health, welfare and safety needs. For children with identified medical conditions, information from health professionals and their families had been gathered in relation to their health and medical needs. The provider had not personalised children's medical plans to clearly

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detail what actions were required in their service to ensure children's safety whilst in their care. It was also not clear if some children still required emergency medication.

This required improvement has been extended to 29 September 2025.

2. By 29 September 2025 extended from 20 August 2025, you must ensure that the service is appropriately staffed to meet children's needs. To do this, you must, at a minimum:

- a) Ensure that the number of children attending the service complies with the conditions stated on the certificate of registration.
- b) Ensure that there are appropriate levels of supervision of children to meet their needs and an accurate written record of staffing levels is maintained across all hours of operation.
- c) Maintain accurate records of children attending the service to help inform the number of staff required to meet children's needs.

This is in order to comply with section 7 of the Health and Care (Staffing) (Scotland) Act 2019 and regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

Some progress had been made towards meeting this requirement. We observed that the provider was operating within the conditions of their registration. The provider and staff worked collaboratively to ensure appropriate levels of supervision to keep children safe. They provided responsive care to meet children's needs and support their wellbeing.

Attendance records showed two occasions where there were not enough staff to meet children's needs. The provider and staff told us this had been a record keeping error.

The provider should ensure that clear processes are in place to maintain accurate records of children and staff arrival and departure times.

This required improvement has been extended to 29 September 2025.

3. By 20 August 2025, you must ensure that children experience safe, positive and nurturing mealtimes that promote their wellbeing. To do this, you must, at a minimum:

- a) Implement safe mealtime routines taking account of the Care Inspectorate's practice guidance: "prevention and management of choking episodes in babies and children" published December 2019.
- b) Ensure that a member of staff is present with the children at all times to ensure they are adequately supervised when eating.

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This is to comply with regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

Significant progress had been made towards meeting this requirement. The provider and staff had read and could demonstrate an understanding of the Care Inspectorate's practice guidance: "prevention and management of choking episodes in babies and children" published December 2019. We observed children being supervised closely when eating. Staff sat with children and had meaningful conversations as they ate.

This improvement has been complied with.

4. By 20 August 2025, you must ensure that children are kept safe from harm whilst sleeping. To do this you must, at a minimum:

- a) Ensure that the environment is safe, comfortable, and equipped with appropriate and well-maintained equipment to support safe sleep.
- b) Ensure all staff apply safe sleeping practices when children fall asleep in or on equipment that is not designed for sleep.
- c) Ensure all staff have a knowledge and understanding of safe sleeping practices, which they are implementing.

This is to comply with regulations 4(1)(a) and 9(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

Significant progress had been made towards meeting this requirement. A variety of cushions had been added to the playroom for children to relax. A travel cot was available and being used to provide a safe place for children to sleep. Staff understood safe sleep practices and shared their safe sleep policy with families. They told us children were immediately moved to a safe place if they fell asleep in or on equipment that was not designed for sleep.

This improvement has been complied with.

5. By 20 August 2025, you must ensure that children are not inappropriately restrained. To do this, you must, at a minimum:

- a) Ensure that safety equipment is not used outwith its intended purpose or for extended periods of time.
- b) Ensure that children are removed from equipment that restricts their movement after it has been used for its intended purpose.
- c) Ensure that where children fall asleep in safety equipment such as highchairs, they are promptly removed from the equipment and placed in a safe sleeping area.

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This is to comply with regulation 4(1)(a) and (c) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

Significant progress had been made towards meeting this requirement. Safety equipment was being used for its intended purpose and was not being used for extended periods of time. Children were removed from equipment that restricted their movement after it was used for its intended purpose. They moved around the playroom freely. Staff told us children were placed in a safe sleeping area if they fell asleep in safety equipment such as highchairs.

This improvement has been complied with.

6. By 29 September 2025, you must ensure that all children experience high quality care and support through a culture of continuous and sustained improvement. To do this, you must, at a minimum:

- a) Review and evaluate current practice and procedures to ensure alignment with up-to-date best practice guidance, relevant legislation and standards.
- b) Engage in regular self-evaluation, using tools such as quality frameworks, to identify strengths and areas for development.
- c) Implement a structured quality assurance process that includes regular monitoring, staff reflection, and feedback from children and families to inform ongoing improvements.
- d) Maintain an effective improvement plan, outlining clear actions, timescales, and evidence of progress to support ongoing development.
- e) Undertake a training needs analysis for all staff, including the manager, to identify training requirements to meet the identified improvements.

This is to comply with regulations 3 and 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/2010).

If there is no significant improvement within the revised timescale, we intend to make a proposal to cancel your registration in terms of section 64 of the Act.

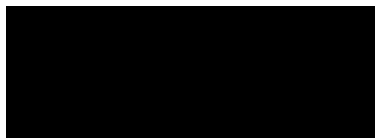
A copy of this notice has been sent to the local authority within whose area the service is provided.

Please contact me if you would like to discuss this letter or if there is anything in the notice you do not understand.

Yours sincerely

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Ann McIntosh

Team Manager

Direct:



Email: ann.mcintosh@careinspectorate.gov.scot

cc: Local Authority – [REDACTED] – Dumfries and Galloway Council



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