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Angela Douglas
Tot's Paradise

[REDACTED]
[REDACTED]
[REDACTED]

06 March 2025
2025383366
CS2003013761

Dear Ms Douglas

COMPLIANCE WITH IMPROVEMENT NOTICE

On **12 February 2025** you were served with an Improvement Notice in relation to Douglas, Angela, [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 improvements to be made, and the period within which they were to be made.

As there has been a significant improvement in the service, the Care Inspectorate has decided not to proceed to make a proposal to cancel the registration of the service. Our conclusions about the improvements made are noted below.

Improvements

1. By **28 February 2025**, the provider 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

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information as to every child's medical needs, including any allergies and/or dietary requirements.

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

Significant progress had been made towards meeting this requirement. Children had up to date personal plans which contained information about their health, welfare and safety needs. Plans contained clear information around children's medical needs, including any allergies or dietary requirements. For children with identified medical conditions, clear information from health professionals and their families had been included. This detailed any further support required to meet their needs. The provider had updated children's plans with additional information from families, as required. The provider planned to implement a collaborative approach to personal planning with their staff team.

The provider should continue to review children's plans when needed to ensure they contain up to date information to support children's needs.

This improvement has been complied with.

2. By **28 February 2025**, the provider must provide a safe environment. In order to achieve this, the provider must demonstrate that fire escape routes will be kept free from obstruction at all times during operation of the service.

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

The provider had ensured a clear exit from the building in the event of an emergency. They had cleared personal clutter from the hallway to ensure fire escape routes were free from obstruction. Prams were no longer being used in the hallway to support children's sleep, and a travel cot had placed in the playroom to support this. The provider should now ensure that fire escape routes remain free from obstruction at all times during operation of the service.

This improvement has been complied with.

3. By **28 February 2025**, the provider must ensure that the service is appropriately staffed to meet children's needs. To do this, the provider must, at a minimum:

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- 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.
- 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) Regulation 2011 (SSI 2011/2010).

Significant 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. The provider had implemented a waiting list process for children's future attendance to ensure appropriate staffing levels are planned to meet children's needs.

The provider had implemented new processes to record children's attendance and staff working patterns. A work diary and attendance records showed that staffing had been planned appropriately to meet children's needs.

The provider should now continue to ensure that there are appropriate staffing and levels of supervision to meet children's needs.

This improvement has been complied with.

Please note that where more than one improvement is specified, failure to demonstrate compliance with any one of the improvements within the required timescale may result in us proceeding to make a proposal to cancel registration

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

The Improvement Notice dated **12 Febraury 2025** is no longer in force.

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Yours sincerely

[REDACTED]

Ann McIntosh

Team Manager

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

[REDACTED]

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