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Sent by email: [REDACTED]

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

04 August 2025
2025383377
CS2003013761

Dear Angela Douglas

IMPROVEMENT NOTICE
SECTION 62 PUBLIC SERVICES REFORM (SCOTLAND) ACT 2010 ("the Act")

Social Care and Social Work Improvement Scotland (hereinafter referred to as "the Care Inspectorate") has concluded that the child minding service provided by you, Angela Douglas, at [REDACTED] is not operating in accordance with the requirements of Regulations made under the Act and other prescribed requirements. The Care Inspectorate hereby gives you notice that unless there is a significant improvement in provision of the service, it intends to make a proposal to cancel your registration in terms of section 64 of the Act. The nature of the improvements to be made, and the period within which they must be made, are specified below.

Improvements

1. By 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).

2. By 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.

Care Inspectorate, Headquarters, Compass House, 11 Riverside Drive, Dundee, DD1 4NY
We have offices across Scotland. You can find details at careinspectorate.com

- 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).

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.

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).

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).

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.

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).

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).

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 as required by section 62(2) of the Act.

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

Yours sincerely



Ann McIntosh

Team Manager

Direct: [REDACTED]

Email: ann.mcintosh@careinspectorate.gov.scot

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

[REDACTED]