

Douglas, Angela Child Minding

Dumfries

Type of inspection:
Unannounced

Completed on:
30 September 2025

Service provided by:
Angela Douglas

Service provider number:
SP2003907364

Service no:
CS2003013761

About the service

Angela Douglas provides a childminding service from their property in a residential area of Dumfries. The service is within close proximity to public transport links and a variety of local amenities. The childminder is registered to provide a care service for a maximum of four children under the age of 16. Of these children, a maximum of four are under 12 years, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months.

Anne Kerr and Rachel Visca are employed as assistants. When an assistant is working with the childminder, the care service may be provided to a maximum of eight children at any one time under the age of 16, of whom a maximum of eight will be under 12 and of whom no more than two are under 12 months. Children are cared for on the ground floor of the property. At the time of inspection, there were 18 children registered with the service and six children present.

About the inspection

This was an unannounced follow up inspection which took place on 30 September between 11:45 and 16:30. The inspection was carried out by two inspectors from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with and observed children using the service
- spoke with the childminder and one assistant
- observed practice and daily life
- reviewed documents.

Key messages

- At our previous inspection, the service was issued with an improvement notice, one requirement and one area for improvement. The childminder made significant progress to meet these requirements and the area for improvement.
- The childminder was operating within the conditions of their registration and ensured appropriate levels of staff to meet children's needs.
- The childminder had made changes to their sleeping arrangements to ensure children had a safe and comfortable place to sleep.
- Personal plans had been updated to support children's health and welfare needs.
- The childminder had developed self-evaluation and improvement planning processes to implement positive changes.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

Leadership	3 - Satisfactory / Adequate
Children are supported to achieve	3 - Satisfactory / Adequate

Further details on the particular areas inspected are provided at the end of this report.

Leadership 3 - Satisfactory / Adequate

At the previous inspection, we evaluated the quality of leadership as unsatisfactory. At this follow-up inspection significant improvements had been made. Therefore, we have re-evaluated this quality indicator as satisfactory/adequate where strengths just outweighed the weaknesses.

Leadership and management of staff and resources

At our previous inspection we had concerns around the childminder's quality assurance and improvement processes. We issued an Improvement Notice on 4 August 2025 with a required improvement to develop a culture of continuous and sustained improvement. Significant progress had been made towards meeting this requirement.

The childminder had reviewed and updated their practice, policies and procedures with up-to-date best practice guidance, relevant legislation and standards. They had evaluated their service using the Care Inspectorate evaluative guidance document, 'A quality framework for daycare of children, childminding and school-aged childcare.' The childminder had also consulted with children, families and assistants to evaluate the service. Strengths and areas for development had been identified using this self-evaluation to inform an improvement plan. The improvement plan outlined clear actions and timescales. We could see the positive impact of some improvements, such as the development of new risk assessments and personal plans to support children's health and wellbeing. This helped to develop a collaborative culture of continuous improvement. We discussed the benefits of continuing to use the newly developed improvement plan and self-evaluation processes to continue to drive and sustain positive change. This would support positive outcomes for children and families.

Staff skills, knowledge, values and deployment

At our previous inspection we had concerns around staff skills, knowledge and deployment. We issued an Improvement Notice on 4 August 2025 with a required improvement to ensure that the service is appropriately staffed to meet children's needs.

Significant progress had been made towards meeting this requirement. The childminder was operating within the conditions of their registration. They worked with assistants collaboratively to ensure appropriate levels of supervision to keep children safe. They provided responsive care to meet children's needs. This supported their wellbeing.

The childminder had implemented new processes to record children's attendance and assistant working patterns. A work diary and attendance records showed that staffing had been planned appropriately to meet children's needs. The childminder had undertaken a training needs analysis. They had devised a training plan consisting of core training and additional training that would benefit their practice and support positive outcomes for children and families. We discussed the importance of maintaining appropriate staffing levels and embedding processes to support continuous professional development. This would ensure children's needs are consistently met and promote positive outcomes for children and families.

Children are supported to achieve **3 - Satisfactory / Adequate**

At the previous inspection, we evaluated the quality of nurturing care and support as unsatisfactory. At this follow-up inspection significant improvements had been made. Therefore, we have re-evaluated this quality indicator as satisfactory/adequate where strengths just outweighed the weaknesses.

Nurturing care and support

At our previous inspection we were concerned about aspects of children's care and support. We issued an Improvement Notice on 4 August 2025 with required improvements around personal planning, mealtimes and safe sleeping arrangements. Significant progress had been made towards meeting these requirements.

All 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 childminder had developed personalised health care plans and individual risk assessments to clearly detail what actions were required in their service to ensure children's safety whilst in their care. This meant that children's health and welfare needs were met.

Significant progress had been made towards improving children's mealtime experiences and ensuring their safety. The childminder and assistants 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. The childminder and assistant sat with children and had meaningful conversations as they ate. As a result, children experienced a sociable and safe mealtime.

Significant progress had been made towards ensuring children had comfortable areas to rest and a safe place to sleep. Safety equipment was being used for its intended purpose and was not being used for extended periods of time. 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. The childminder and assistant 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. As a result, children were safe and their needs were met.

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

Requirements

Requirement 1

By 29 September 2025, to ensure children's safety and wellbeing, the childminder must review and implement comprehensive risk assessments that identify all potential hazards with clear actions to minimise harm. This should include, but not be limited to

- a) Individual risk assessments for children if required, taking into account their individual needs
- b) Assessing and responding to risks associated with outings, including travel arrangements, destination safety, and supervision levels.

This is 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: A provider must make proper provision for the health, welfare and safety of service users.

This requirement was made on 28 July 2025.

Action taken on previous requirement

The childminder had reviewed and renewed their written risk assessments to cover all areas of service delivery. Where required, children had individual health care and risk assessment plans in place to identify potential hazards with clear actions to minimise harm.

A new risk assessment had been developed for outings and transport. Appropriate travel arrangements and supervision levels were provided when children went to the local park. This helped to ensure children's safety.

Met – within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To ensure a safe environment for children, the childminder should ensure that regular safety checks are carried out. This should include, but not be limited to, annual boiler safety checks.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My environment is secure and safe' (HSCS 5.19).

This area for improvement was made on 28 July 2025.

Action taken since then

The appropriate boiler safety checks had been carried out. Risk assessments had also been reviewed to ensure a safe environment for children.

This area for improvement was met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

Leadership	3 - Satisfactory / Adequate
Leadership and management of staff and resources	3 - Satisfactory / Adequate
Staff skills, knowledge, values and deployment	3 - Satisfactory / Adequate
Children are supported to achieve	3 - Satisfactory / Adequate
Nurturing care and support	3 - Satisfactory / Adequate

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