

1227335

Registered provider: Exceptional Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The children's home is operated by a private organisation. The home provides care for up to three children who may experience social and emotional difficulties. There were two children living in the home at the time of the inspection.

The manager registered with Ofsted in October 2024.

Inspection date: 3 December 2024

This monitoring visit

This home was judged as inadequate following a full inspection on 11 and 12 November 2024. Poor practice was identified in areas of safeguarding, managing risk and leadership. Two compliance notices were issued relating to Regulation 12, the protection of children standard, and Regulation 13, the leadership and management standard.

The purpose of this visit was to review whether leaders and managers have met the steps required in the compliance notices.

Since the full inspection, leaders and managers have ensured that all staff have received training on child exploitation, record-keeping, safeguarding and professional curiosity. Staff have been provided with tools to further enhance their practice and ensure that they are exploring risks with children more effectively. Learning is shared in team meetings. Managers and staff have a greater understanding of the risks and the actions that they need to take to help minimise risks for children.

When children go out on their own, staff now make sure they check where they are going and who they are meeting. Risk assessments include details and addresses of known friendships and places where children socialise. New information is shared

with professionals and included on the child's plan. Staff now ensure that they maintain contact with children.

When required, staff follow the missing-from-home protocol. They are proactive at searching for children and work collaboratively with professionals and family to try to locate them. The manager now has oversight of the records and challenges any gaps in practice effectively. Risk assessments are updated to identify new and emerging risks.

When children make disclosures, these are dealt with promptly. The relevant professionals are informed and there are clear actions in place to support children. Staff ensure that they work in collaboration with other professionals. Children can identify staff they can talk to about any concerns and know that these concerns will be acted on.

Leaders and managers have clear systems in place to ensure that they have oversight of all incident records. Any shortfalls are discussed with staff and recorded in the manager's evaluation. Learning from practice is discussed with staff in team meetings. Staff are now provided with clear expectations about their roles and how to keep children safe.

The provider has introduced a senior manager role to provide additional oversight of incidents and children's progress. The senior manager, alongside the responsible individual, visits the home regularly to offer additional support to the manager. Leaders and managers have plans in place to continue to develop staff and ensure that they have the right skills to care for the children.

A case review was held on 6 December 2024. It was deemed that sufficient action has been taken to meet the compliance notices. Other requirements identified at the inspection were not considered as part of this visit. These will be reviewed at the next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/11/2024	Full	Inadequate
14/11/2023	Full	Good
29/11/2022	Full	Good
15/03/2022	Full	Outstanding

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply with the given timescales.

Requirement	Due date
The registered person must ensure that— the privacy of children is appropriately protected. (Regulation 21 (a)) The registered person must ensure that any sensitive and confidential information shared between staff on mobile phone devices is in line with the provider's policy. This requirement has not been reviewed and is restated.	1 January 2025
After consultation with the fire and rescue authority, the registered person must— take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home. (Regulation 25 (1)(a)) The registered person must ensure that actions identified in the fire risk assessment are addressed promptly. This specifically relates to ensuring that fire doors close fully on release and door wedges are not used to hold doors open. This requirement has not been reviewed and is restated.	1 January 2025

Recommendation

- The registered person should ensure that staff have training in representing a child, when required to act as an appropriate adult. This recommendation was not reviewed during this visit and is therefore restated. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.12)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1227335

Provision sub-type: Children's home

Registered provider: Exceptional Care Limited

Registered provider address: Malthouse Business Centre, 48 Southport Road,
Ormskirk L39 1QR

Responsible individual:

Registered manager: Karen Atkinson

Inspector

Sarah Probert, Social Care Inspector

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