

1254316

Registered provider: Rite Directions Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and run by a private provider. It provides care for up to four children with learning disabilities. Three children were living in the home at the time of the inspection.

The manager registered with Ofsted in August 2021 and is suitably qualified.

Inspection dates: 8 and 9 May 2024

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 17 May 2023

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/05/2023	Full	Requires improvement to be good
10/08/2022	Full	Requires improvement to be good
05/05/2022	Full	Inadequate
15/02/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Children's progress is limited in some areas of their development. Staff do not provide sufficient opportunities for children to engage in activities outside the home. This is a missed opportunity for children to explore new things, expand their social circles or grow in their self-confidence.

Leaders and managers have not ensured that the home's day to day care provides structure and routines which children need to help them have positive experiences and reduce their anxieties. Equally, staff do not consistently equip children with the knowledge and skills that they need for living independently. This does not support children's progress.

The current monitoring systems of the home environment are not sufficient to ensure that repairs are completed in a timely manner. Children do not know how to make a complaint. This information is not routinely shared with children. This does not promote their voices to be heard.

Staff prioritise children's education. They understand the importance of working with education providers, virtual school services and allocated teaching staff to address the challenges children face. As result, children develop aspirations for their future. For one child who has not been in school for a long time, their attendance has been good, and they are enjoying going to school.

Children's health needs are well promoted by staff. Staff monitor the children's health and provide the necessary support to ensure that routine appointments and checks are up to date. Because of this, children's health is maintained.

Relationships between staff and children are mostly positive. Staff prioritise helping children to rebuild and maintain family connections and facilitate regular family visits. This helps children to maintain important relationships and ensures that they are not isolated from their families.

How well children and young people are helped and protected: requires improvement to be good

Staff are competent in identifying children's risks and other factors that may affect their safety. However, strategies to positively influence children's behavioural and emotional responses are not well embedded in staff practice. As result, staff are inconsistent in the care they provide to children. This does not ensure that children are safeguarded effectively.

Staff only use physical intervention as a last resort and to protect children and those around them from harm. However, during incidents, staff do not always present to children as being competent and confident. As a result, this increases children anxieties leading to an escalation of behaviour.

Children rarely go missing from the home, but if they do, staff have clear plans to follow. Staff have a good understanding of the home's missing-from-care procedures and fully understand the actions expected of them in these circumstances. This ensures that children are better protected from harm.

Staff recruitment is effective and helps to prevent the employment of unsuitable staff. Leaders and managers complete all necessary employment checks and verification processes for new staff. This helps to reduce the risk of harm to children.

The effectiveness of leaders and managers: requires improvement to be good

The registered manager was not present during the inspection and the inspection visit was assisted by the responsible individual and the deputy manager. The manager has not maintained an adequate oversight of the standards of care provided to children in the home. As a result, the care provided to children has not been consistently good.

Staff do not consistently receive regular formal supervision sessions. Consequently, managers do not sufficiently monitor or review staff performance. Records of supervision sessions lack constructive challenge or a reflective learning culture when errors occur. This is a missed opportunity to develop staff practice and improve outcomes for children. In addition, staff have not received their annual appraisals.

Leaders and managers do not have sufficient oversight of the training of staff. Not all staff have up to date training. This does not fully equip staff to develop their skills and knowledge to meet the specific needs of the children.

The manager uses external monitoring by the independent visitor to review the quality of the care and progress of the children. The monitoring by the independent visitor provides challenge to the manager. Professional relationships between the managers and external agencies are mostly positive.

The responsible individual is building stronger relationships with the children, who approach her for help and support. An increase in the responsible individual attendance to the home has enabled her to identify shortfalls and progress some improvements.

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

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(b))	26 July 2024
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	26 July 2024
The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— develop the child's interests and hobbies;	26 July 2024

participate in activities that the child enjoys and which meet and expand the child's interests and preferences; and make a positive contribution to the home and the wider community; and that each child has access to a range of activities that enable the child to pursue the child's interests and hobbies. (Regulation 9 (1) (2)(a)(i)(ii)(iii)(b))	
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare; provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(a)(b)(ii)(vii))	26 July 2024
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b))	26 July 2024

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under The Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 1254316

Provision sub-type: Children's home

Registered provider: Rite Directions Ltd

Registered provider address: Tan Y Marian, Constitution Hill, Penmaenmawr
LL34 6BA

Responsible individual: Karen Danby

Registered manager: Nicolle Smith

Inspectors

Evelyn Chafota, Social Care Inspector
Gina Lightfoot, Social Care Inspector

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