

1256639

Utopia Children's Services Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned by a private company that also owns two other children's homes in an adjoining region. The home is registered to provide care and accommodation for up to four children with emotional and/or behavioural difficulties.

The registered manager left the home in November 2019. A new manager was appointed in December 2019 and has since left. A registered manager from another children's home is currently overseeing the home and is in the process of applying to register with Ofsted for this home.

Inspection date: 23 November 2020

This monitoring visit

An on-site visit was undertaken to address specific concerns received by Ofsted. The concerns related to the leadership and management of the home, support of staff, use of police to manage behaviours, staffing levels and the editing of records kept in the home.

This home has not had a registered manager since November 2019. Since then, one manager was in post, but has since left. Members of the senior leadership team recognise the importance of stabilising the leadership and management of the home. The registered manager of another of the provider's children's homes is currently overseeing the management of the home and is in the process of applying to register with Ofsted.

Some of the staff have been challenged by the behaviours of the young people. Managers agree that these incidents will have resulted in raised voices in and around the home. Records show the actions taken by the staff to support the young people on each occasion are appropriate, in line with the young person's behaviour and care plan, the information is recorded well, appropriately shared with professionals and risk assessments are updated.

On some occasions, staff have required the support of the police, for example, when a young person is reported missing. The home reports that they have a good working relationship with the local police and invite them to visit and have 'chats' with the young people. Leaders and managers see this as positive, but equally understand the importance of reducing unnecessary visits by the police to the home.

Since the previous inspection, there have been several changes to the staff team, including two changes of manager. Leaders and managers accept these changes will have had an impact on the young people's ability to form long-lasting relationships. However, there remain enough staff to support the young people. The staff say they are supported and receive training. The inspector observed staff engaging positively with the young people.

All records seen during this visit were complete and included management oversight. The inspector found no evidence of records having had information redacted or edited. However, it was noted by the inspector that records permitting a young person to vape require improvement, to ensure there is better clarity and a clearer audit trail between the home and the local authority.

Not all the requirements raised at the previous inspection were reviewed at this monitoring visit. They will be assessed at the next inspection.

The inspector identified one incident that failed to be reported under regulation 40. A requirement is therefore made.

The evidence provided to Ofsted at this visit indicates that there are no serious and/or widespread failures resulting in young people being harmed or their welfare not being safeguarded.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/01/2020	Interim	Declined in effectiveness
26/06/2019	Full	Good
18/09/2018	Full	Requires improvement to be good
08/02/2018	Full	Good

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, 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 within the given timescales.

Requirement	Due date
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being. (Regulation 10 (1)(a)(b)) In particular, ensure that children's placement plans clearly provide staff with specific protocols to detail the actions taken to encourage children to stop smoking.	28 February 2020
The registered person must notify HMCI and each other relevant person without delay if— there is an incident relating to a child which the registered person considers to be serious (Regulation 40 (4)(e))	31 December 2020

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: 1256639

Provision sub-type: Children's home

Registered provider: Utopia Children's Services Ltd

Registered provider address: Hazlewoods, Windsor House, Bayshill Road,
Cheltenham GL50 3AT

Responsible individual: Louis Stuart-Kelso

Registered manager: Post vacant

Inspector

Linda Bond, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2020