

1258831

Registered provider: Arc-HD Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to three children with social, emotional and mental health difficulties. The accommodation is set in three individual living areas, with a communal space. Two children currently live at the home; one child was present during the inspection.

The manager has been in post since January 2022 and has submitted her application to register with Ofsted.

Inspection dates: 28 and 29 September 2022

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

How well children and young people are helped and protected **good**

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

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 27 January 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/01/2022	Full	Good
04/09/2019	Full	Good
18/02/2019	Interim	Sustained effectiveness
04/09/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a peaceful and calm environment that promotes their emotional well-being. Children enjoy having pets and taking care of the ducks that live in the large garden, which is surrounded by fields and farmland. Caring staff focus on developing trusting and warm relationships with children.

Nurturing staff recognise when children are communicating their distress and they respond with kindness and empathy. Specialist help is available to support staff in using a trauma- and attachment-informed approach with children. Consequently, children develop insight into difficult feelings and build their resilience.

Children have access to a range of recreational pursuits. Staff encourage children to follow their individual interests and extend their social experiences. This helps to improve children's social skills and increases their confidence.

Staff provide children with encouragement and opportunities to voice their views and feelings. For example, staff seek out children's views about day-to-day issues relating to the home. Children are involved in planning their menus and choosing activities.

Since the last inspection, the manager has introduced a nationally approved qualification to help children develop personal, social and employability skills. While the initial signs of children's engagement appear promising, it is too early to see any positive impact.

Staff have made some progress in supporting children to develop healthier day and night routines. However, staff practice is inconsistent. Managers and staff have not ensured that children make reasonable progress towards achieving their educational potential. For example, school attendance has significantly reduced for one child who has recently joined the home. The previous requirement made at the last inspection around the lack of educational progress that children make has been restated.

How well children and young people are helped and protected: good

Staff create a reflective and open culture in the home. Children enjoy good relationships with staff, and staff know the children well. This serves as an added protective factor in helping children to feel confident about speaking out about any worries they may have.

Risk assessments identify children's individual vulnerabilities, with detailed strategies to minimise the risks. Staff undertake individual direct work with children to address high-risk behaviours. This targeted work helps to develop children's awareness of risks and gain alternative ways of thinking about difficult issues.

Staff work in close partnership with children's families and with their professional networks. Outreach support and family intervention help maintain and strengthen relationships. Positive communication and collaborative relationships have built trust and engagement. This creates a strong team around each child and ensures that risks are reduced for them.

Recruitment practice is strong and follows safer recruitment processes. This safeguards children and minimises potential risks of unsuitable adults working with them.

Poor leadership oversight and staff's insufficient technological knowledge have led to a shortfall in providing online, age-appropriate safeguarding. The staff and managers were not aware that the home's Wi-Fi was not fixed in a child-safe setting. Therefore, children have potentially been able to access inappropriate adult sites, for example adult dating and gambling sites. As a result, children have been vulnerable to online risks that staff have not been aware of. This was rectified during the inspection.

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

The manager has submitted her application to register with Ofsted. She has been supported with a well-planned handover by the hands-on responsible individual. However, the home has experienced an unsettled period, including staff sickness and changes in the children's group dynamics. This has affected the manager's capacity to maintain sufficient oversight of staff practice.

Managers have not provided all staff with regular supervision and some staff have not received their annual appraisal. This means that some staff have not had enough support to help them to meet the significant complex needs of children.

Managers have not ensured that they have in place the most up-to-date local authority placement plan and care plan for a new child who has recently joined the home. Consequently, staff do not have the most current information to ensure that they are meeting the child's current goals and needs.

Staff receive a range of mandatory and child-specific training to ensure that they are equipped with the right skills to meet children's needs. Regular group supervision is led by a therapist who supports staff in their application of the home's therapeutic approach.

The manager and senior leaders promote an inclusive ethos at the home. Staff are mindful of children's cultures and celebrate diversity. Staff's care practice reflects these values.

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. (Regulation 8 (1)) This requirement was made at the last inspection and is restated.	1 December 2022
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)(c)) In particular, staff supervision must take place in line with the home's policies.	1 December 2022
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)) In particular, ensure that children's internet access is managed in a way that ensures reasonable duty of care in providing age-appropriate online safeguarding.	15 November 2022

Recommendation

- The registered person should ensure that new children joining the home have a current local authority placement plan in place at the time the placement is made. ('Guide to the Children's Homes Regulations, including the quality standards', page 34, paragraph 7.7)

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: 1258831

Provision sub-type: Children's home

Registered provider: Arc-HD Services Ltd

Registered provider address: Wessex House, Upper Market Street, Eastleigh
SO50 9FD

Responsible individual: Lee Roberts

Registered manager: Post vacant

Inspectors

Anne-Marie Davies, Social Care Inspector
Tony Waite, Social Care Inspector

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