

1263329

Registered provider: Albrighton Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to two children with learning disabilities and complex needs.

The manager registered with Ofsted on 28 April 2023. She holds a level 5 diploma in leadership, health and social care.

The inspector was aware during this inspection that an investigation is underway about concerns raised by staff about a senior manager in the organisation. Actions taken by the setting in response to the concerns were considered alongside other evidence available at the time of the inspection to inform the inspector's judgements.

Inspection dates: 26 and 27 September 2023

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	inadequate
---	------------

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: 15 November 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/11/2022	Full	Good
01/03/2022	Full	Good
07/01/2020	Full	Good
14/11/2018	Full	Good

Inspection judgements

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

In accordance with the social care common inspection framework, an inadequate judgement in leadership and management means that the judgement in children's experiences and progress and help and protection can be no higher than requires improvement to be good. The failings in leadership and management have impacted the judgements in children's experiences and progress and how well they are helped and protected.

At the time of this inspection, two children were living at the home. Since the last inspection, one child has been welcomed into the home and has settled in well.

Children make good progress in all areas of their development. Managers and staff know and understand children's needs well. They devise and implement bespoke care plans that incorporate children's often complex health needs, their educational needs and their developmental targets. This means that children benefit from consistent, well-planned and personalised care.

Staff support the educational needs of the children well. One child attends a special education provision and is attending regularly, while another child has a specialist provision identified and is waiting for a start date. In the interim period, staff have supported the child to engage with a tutor and to have a structured daily routine which supports his learning.

Children improve their independence skills, with support from staff. They improve their self-care skills for example, some children's personal care has improved, and they accept guidance with brushing their teeth. Children's diets improve, as well as their tolerance of different foods. Staff have good insight into children's likes and dislikes and promote good choices.

Staff support children's health and personal care needs well overall. They have now received training to manage children's specific health conditions. Furthermore, children are registered with primary healthcare services and supported to attend appointments as needed.

An issue regarding the disposal of a child's medication without clear medical advice is being reviewed and lessons are being learned. No harm was caused to a child, but the decision that was made had the potential to cause harm.

Staff use a wide and varied range of verbal and non-verbal communication methods, including pictures and visual aids, to seek children's views, opinions and wishes. This practice ensures that children are involved in decisions about their care.

Children participate in a range of leisure and educational activities that enhance their emotional, cognitive and social skills. These provide a mix of in-house and community pursuits that stimulate children's interests and enable them to have fun and spend time with their peers. As a result, children grow in confidence and self-esteem.

Arrangements are in place that support children to maintain positive relationships with their families and friends. Staff work closely with children and families to ensure that time spent together is safe and a positive experience.

Staff promote children's cultural and religious needs well. For example, they enable and support one child to attend a place of worship regularly.

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

Children are safe and protected from harm. Staff devise comprehensive and effective risk assessments that recognise that for some children, their challenging behaviours, such as self-harm, are symptomatic of their disabilities. Risk assessments guide staff on how to best support children when their anxieties increase. Consequently, staff intervene quickly to de-escalate behaviours that are detrimental to children's welfare.

Staff have a good knowledge and understanding of child protection thresholds and referral processes. Staff understand their own responsibilities for protecting children. As some children do not communicate verbally, staff are especially alert to any changes in their behaviours or reactions that may indicate abuse or harm. This promotes children's safety.

There have been no occasions when children have gone missing from the home. Nevertheless, managers and staff are acutely aware of children's significant vulnerability should they wander off from staff. To reduce these risks, the manager ensures that there is a high staffing ratio available to support children during external activities. This means that children can safely access the local community.

Children live in a home that is physically safe and secure. Regular environmental safety checks are carried out, and staff and children regularly take part in emergency evacuation drills.

Children are protected by the organisation's effective recruitment practices. Staff are vetted and assessed as suitable before any appointment is confirmed. This helps to prevent unsuitable adults working with children.

The effectiveness of leaders and managers: inadequate

The home has recently experienced a challenging period and the manager has not provided strong and effective leadership. The manager has failed to address

concerns about a senior manager when raised by staff, which has led them to seeking support elsewhere. Staff report feeling unsupported and not listened to.

Staff training is not always up to date. For example, some staff must complete training around behaviour management and fire safety. This shortfall is a missed opportunity to improve standards and develop the staff's knowledge and experience in their role.

The manager has submitted their six-month review of the quality of care at the home to Ofsted. However, this report lacks evaluation and analysis of specific areas, including the education status of the children, incidents in the home and information on behaviour management. Therefore, the manager has failed to give an accurate account on the quality of care provided and the way the home is managed.

The manager has not been submitting the independent person's reports to Ofsted. This does not provide Ofsted with a current view of the home's operation and arrangements.

Staff supervision provides opportunities for staff to reflect critically on their work with children. These meetings, along with regular team meetings, offer opportunities for staff to consider the impact of their work on children.

The manager has established good working relationships with external professionals, including health and education professionals and placing social workers. This partnership approach means that children are benefiting from the full range of support provided by other professionals.

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 within the given timescales.

Requirement	Due date
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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(a)(c)) This specifically relates to the manager advocating and supporting staff in line with the organisation's policies and ensuring that all staff training is up to date.	13 November 2023
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires.	13 November 2023

A visit by the independent person to the home may be unannounced. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. (Regulation 44 (1) (2)(a)(b) (3) (4)(a)(b) (5)) This specifically relates to ensuring that independent visitor reports are submitted to Ofsted.	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (5))	13 November 2023

This relates to ensuring that the review of care report includes evaluation and analysis of specific areas, including the education status of all the children, staffing information and information on behaviour management	
---	--

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: 1263329

Provision sub-type: Children's home

Registered provider: Albrighton Care Limited

Registered provider address: 15 Heritage Park, Hayes Way, Cannock WS11 7LT

Responsible individual: Amanda O'Brien

Registered manager: Sara Parkes

Inspector

Dave Carrigan, 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 looked after children, 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 2023