

1278022

Registered provider: Independent Living Services (North West) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home provides care for up to three children. The provider states in its statement of purpose that it provides care for children who may have social and/or emotional difficulties.

The registered manager post has been vacant since January 2022.

Inspection dates: 24 and 25 May 2022

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	inadequate
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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: 8 February 2022

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

On 15 February 2022, compliance notices were served against regulation 12, the protection of children standard, and regulation 13, the leadership and management standard.

A monitoring visit was carried out on 28 March 2022. Inspectors found that the provider had made suitable progress against the specified steps and that the compliance notices had been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/02/2022	Full	Inadequate
29/01/2020	Full	Outstanding
15/11/2018	Full	Good

Inspection judgements

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

There is currently one child living in this home. The child has only been living in the home for a short period of time. She moved from another home in the organisation and a staff member who cared for her previously has moved with her to this home. This provides the child with some familiarity and consistency while the staff team get to know her. They are gradually building relationships with her.

Children are given the opportunity to engage in activities they enjoy, for example a visit to the local pony sanctuary. The responsible individual ensured that a piano was brought to the home to nurture the child's musical talents. New outdoor equipment has been bought to make better use of the outside space. This demonstrates that staff listen to the child's wishes and know their interests and talents.

Healthy routines for the child living in the home are not yet established. Despite it being identified in the child's plans that a healthy sleeping pattern is to be promoted, the home's internet remains on all day and during the night. The child is therefore able to use her phone and play video games, which stops her settling at night. This was identified during the last inspection, however action has yet to be taken to address this.

A suitable education provision has not yet been identified for the child. Further work is planned with specialist services to support her emotional well-being. The responsible individual is working with other professionals to ensure that the child's educational and emotional needs are being addressed.

Staff understand children's often complex family dynamics. Arrangements are in place to promote positive family time. Staff understand the significance of these relationships and the emotional impact this has on children.

When a child moves into the home, staff ensure that they understand how to make a complaint should they need to. There has been one complaint made by a child since the last inspection. This was investigated appropriately, and staff supported the child to understand the action taken in response to their concerns.

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

Individualised risk management plans are in place and are updated with any recent information. However, strategies identified in these plans are not consistently followed by staff. For example, the child's risk management plan identifies that they should not have aerosols without the agreement of other involved professionals. During the inspection, aerosols were found in the child's bedroom. The interim

manager told the inspector there had not been any discussions as to whether or not this was safe and appropriate for the child.

Furthermore, the child's risk management plans contain conflicting information. Some strategies that have been put in place in order to keep the child safe are unclear. This means that staff do not have the guidance they need to support the child consistently and effectively.

Behaviour management plans provide staff with the strategies to use to best support the child. These plans are updated as the staff team get to know the child and any new behaviours emerge. Sanctions are used sparingly in this home. A new record has been created to ensure that when sanctions are used, records show the action staff took to try to prevent their use. Additionally, records now evidence consultation with the child regarding any sanctions.

There have been no incidents of the child going missing from the home. There are plans in place with actions for staff to follow if the child were to go missing. Staff spoken to during the inspection were confident about the actions they would take should the child go missing from the home.

Improvements have been made to children's records since the last inspection. Daily records and reports of key-working sessions are written in a child-friendly way and now include the child's views.

The organisation does not always follow safe recruitment practices. Staff have started work at the home before relevant checks have been made. This practice does not ensure children's safety. This was a requirement at the last inspection and is repeated.

The effectiveness of leaders and managers: inadequate

There has been some instability in the leadership and management team since the last inspection. A new, experienced responsible individual was appointed in April 2022. A new manager has been appointed, but there has been a delay in him submitting his application to be registered.

Staff continue to attend team meetings and receive regular supervision, where they are encouraged to reflect on their practice. Staff told the inspector that they feel supported by the interim manager and responsible individual.

Staff have completed training relevant to their role and the specific needs of the child currently living in the home. However, the training record for the interim manager shows limited training has been undertaken since he joined the organisation. There are gaps in his mandatory training, such as safeguarding. There was no record of the interim manager's induction available during the inspection, as this had been completed by the previous responsible individual and had not been kept in the home.

The interim manager does not have a clear knowledge of the daily routines in the home. He was unable to demonstrate an understanding of the failings identified at the previous inspection. While internal monitoring systems are being used, they have failed to identify the shortfalls found at this inspection. Leaders and managers are currently reviewing the internal monitoring systems in the home.

The review of the quality of care report does not include consultation with children, their families or external agencies. A requirement relating to this was made at the last inspection and this remains in place, as the provider has not had the opportunity to show their progress against this.

Leaders and managers have not met all the requirements from the last inspection and some requirements are repeated.

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— children are helped to lead healthy lifestyles. (Regulation 10 (1)(c)) The registered person must ensure that the routines in the home support children to lead a healthy lifestyle. This requirement was made at the last inspection and is restated.	7 July 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 staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; 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)(a)(i)(v)(b)) The registered person must ensure that risk management plans include all the strategies staff are to use in order to manage risk, and that staff understand children's risk management plans.	7 July 2022
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—	7 July 2022

helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(h)) The registered person must ensure that all those working in the home have relevant training to meet the needs of the child and there are effective monitoring systems in place to ensure oversight of all aspects of the day-to-day running of the home.	
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of— the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a) (2)(a)(b)) This specifically relates to the manager submitting their application to register with Ofsted.	7 July 2022
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. (Regulation 32 (1)) The registered person must ensure that relevant checks are undertaken before staff start work in the home, to ensure children's safety. This requirement was made at the last inspection and is restated.	7 July 2022
The registered person must—	7 July 2022

ensure that each employee completes an appropriate induction. (Regulation 33 (1)(a)) This specifically relates to the manager's induction, including the completion of all mandatory training.	
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 feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and 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)(b) (5)) The registered person must ensure that reports include the feedback of stakeholders, in order to drive forward improvements in the home. This requirement was made at the last inspection and is restated.	7 July 2022

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: 1278022

Provision sub-type: Children's home

Registered provider: Independent Living Services (North West) Limited

Registered provider address: Lakeside, Prescott Road, St Helens, Lancashire
WA10 3TP

Responsible individual: Patricia Neil

Registered manager: Post vacant

Inspector

Genevieve O'Reilly, Social Care Inspector

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