

1280623

Wrottesley Care Limited

Monitoring visit

Information about this children's home

This is a privately owned children's home run by a small company. The home is registered to provide care for up to three children with complex needs.

The manager has been the registered manager of the home since 26 September 2022. She has the appropriate qualifications and experience for the post.

Inspection date: 2 November 2022

This children's home was judged inadequate at the full inspection on 27 September 2022, due to shortfalls in all areas that impacted negatively on the quality of care that children receive and the progress they were making. This monitoring visit was to review the progress being made by leaders to meet the shortfalls raised and improve the quality of care that children receive.

Three children live in the home and no children have moved in to or from the home since the last inspection.

Two of the three children are in full-time education and are making good progress. One child has not attended education in this academic year. The manager is working with the local authority to meet the child's education needs to address the issue with the child's out-of-date education, health and care plan (EHC plan) and ensure that the child's social worker is advocating on behalf of the child. Staff have supported the child to consider possible future education courses and make an application to attend college. The child is currently waiting to attend an interview for the course they have chosen. The child told the inspector that they were happy to do the new course and are waiting for it to be agreed. As a result, they feel included in the decision-making regarding their education and future goals.

Managers have reviewed the need to use bedroom door alarms and have made a decision that children can be effectively safeguarded without them. As a result, children are living in a more homely environment.

The manager and responsible individual have reviewed the previous complaints where children had not received a written response. The responsible individual has now written to children explaining the outcome of their complaint. As a result, children are better informed and know that their complaints have been taken seriously.

The manager and responsible individual are open to making changes and improvements. They are working as a team to ensure that the staff have the appropriate skills and guidance that they require. There is a plan for staff training that is to be implemented in the coming weeks.

During the monitoring visit, one child was having their bedroom redecorated. The managers spoke of this as being a significant step for the child and reflected on their journey. Consequently, managers are able to see the progress that children make where there is no specific measure for this. This demonstrates that they know children well and recognise their individual successes.

Further requirements raised at the full inspection will be reviewed at the next full inspection in line with the specified timeframes.

This has been a positive monitoring visit, and steps are being taken to make improvements to the quality of care that children receive and staff practice. Leaders and managers have a plan of action and are actively trying to embed changes.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/09/2022	Full	Inadequate
16/03/2022	Interim	Improved effectiveness
21/04/2021	Full	Requires improvement to be good
02/12/2019	Interim	Improved effectiveness

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 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. (Regulation 9 (1)) This specifically relates to staff planning to support all children to have a holiday.	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 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; have the skills to identify and act upon signs that a child is at risk of harm. (Regulation 12 (1) (2)(i)(iii)(v)(vi)(b)(d)) This specifically relates to staff ensuring that children are safeguarded effectively and that they are appropriately supported when missing from the home, including by collecting them at their request. Additionally, staff are to follow children's missing-from-home protocols to avoid delays in children being reported missing from home. It also relates to ensuring that children's plans identify the actions to be taken by staff when risks occur.	30 November 2022

It also relates to ensuring that lockable doors can be opened by staff in the event of an emergency.	
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; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(f)(h)) This specifically relates to the registered manager giving staff guidance that promotes the welfare and safety of children when they are missing from home. The registered manager should ensure that staff have the skills to manage children's behaviours and not direct them to call the police without good reason. The registered manager should recognise and address poor practice when having oversight of the actions taken by staff when children are missing from home. Staff should receive training in relation to children's known risks and vulnerabilities.	30 November 2022
The registered person must ensure that—	30 November 2022

within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the effectiveness and any consequences of the use of the measure. (Regulation 35 (3)(a)(vii))	
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. (Regulation 45 (1) (2)(b)) This requirement was raised at the previous inspection and is restated.	31 January 2023

Recommendations

- 14.4 Staff should be familiar with the home's policies on record-keeping and understand the importance of careful, objective, and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. This specifically relates to records being child friendly and using terminology that is not institutional, recognising that the home is a home for children and not a 'site'. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 1280623

Provision sub-type: Children's home

Registered provider: Wrottesley Care Limited

Registered provider address: Office 28, 28 Cleveland Street, Wolverhampton
WV1 3HT

Responsible individual: Shalana Malcolm

Registered manager: Joanne Hodson

Inspector

Jodie Lewis, 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 2022