

2517443

Registered provider: Vcare - 24 Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider. It provides care for one child with emotional and social difficulties. The manager of the home was registered with Ofsted on 11 February 2020 and is suitably qualified for the role.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection date: 11 February 2022

Date of last inspection: 10 November 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judged that it has declined in effectiveness.

The child is making some progress living at the home. They said living at the home is 'alright' but could not say what they liked about living there. The child does have positive relationships with staff that they are familiar with. Nevertheless, the child is not reaching their full potential living at the home. This means that their progress and experiences are extremely limited.

The child is now attending school. Staff do support the child with their attendance and have routines and boundaries in place should they refuse to attend. The deputy manager, school staff, and the placing social worker all work together when the child has been excluded. Through this collaborative work, the child is now on a reduced timetable to better meet their needs.

The child's shower cubicle was clean at the time of the inspection. Their bedroom is personalised, and there are photos of the child with family. However, the bedroom wall has a hole caused by damage from the door. This has not been fixed in a timely manner. The rest of the home is not a pleasant environment to live in. This is due to the poor condition of the walls, carpets, and damaged internal doors.

Staff do not consistently promote the child's hygiene routines. In addition, living in a home that is unkempt does not give the child any reason to maintain their own personal hygiene.

Risk assessments are well documented and updated as and when there is an incident. However, the document does not include all known risks to the child, such as the child smoking in their bedroom. This means staff have no action to follow to protect the child from potential fire caused by smoking in the bedroom.

New staff are aware of the child's immediate risks, and know what to do should they go missing from the home. One member of staff said, 'Reading [child's name] risk assessment is the first thing I had to do when I started.' This helps to protect the child.

There has been one reported episode of going missing from school. Staff worked with the school and obtained addresses of where the child may go. Staff followed the child's protocol to ensure that they were found safely and quickly as possible. The document identified the action staff had taken to find the child. A welfare check was carried out by the police. However, a return home interview from an independent person was not implemented following their return. This is a missed

opportunity for the child to reflect on the push-and-pull factors relating to going missing.

The registered manager is not based at the home and does not frequently visit. The deputy has oversight of the home and will 'call in' when support is needed. Staff spoken with at the interim inspection did say that the registered manager or the deputy are contactable when not in the home. During the difficult times that the child is facing, and the demanding shifts the staff have, the presence of the registered manager will re-enforce a supportive culture, and will alleviate some pressure that the staff have during their shifts.

The deputy has introduced a monitoring record of the child's frequency of baths and showers. However, the monitoring of the home continues to be ineffective as the home remains at an unacceptable standard for a child to live in. For example, risk assessments are not updated, and the deputy has oversight of the home, and not the registered manager. This represents a significant shortfall in the operation of the home.

One recommendation has been made following the interim inspection and four requirements have been carried over from the last full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/11/2021	Full	Requires improvement to be 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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(vii))	12 March 2022
The health and well-being standard is that— the health and well-being needs of children are met; understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(iv)) In particular, staff to explore their approach to ensure the children's personal hygiene is maintained.	12 March 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. (Regulation 12 (1) (2)(a)(i))	12 March 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— helps children aspire to fulfil their potential; and	12 March 2022

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 work as a team where appropriate; 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)(b)(h))	
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Recommendation

- The registered person should ensure that when a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the Children’s Homes Regulations, including the quality standards', page 45, paragraph 9.30)

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 2517443

Provision sub-type: Children's home

Registered provider: Vcare - 24 Limited

Registered provider address: Unit 18, Becklands Park, York Road, Market Weighton, York YO43 3GA

Responsible individual: Victoria Simpson

Registered manager: Jean Gordon

Inspector

Gemma McDonnell, Social Care Inspector

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