

2519269

New Futures (children) Services

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private company. It is registered to provide care and accommodation for up to two children aged eight to 18 with social and/or emotional difficulties.

The home's registered manager has the relevant qualifications and has been in post since July 2019.

No children are currently living at the home.

Inspection date: 15 December 2020

This monitoring visit

This monitoring visit was carried out in response to widespread concerns that were identified at the assurance visit conducted on 4 November 2020.

This visit was carried out remotely. Since the assurance visit, managers have worked hard to make improvements to the provision of care. For example, the manager has changed some of the documentation in the home to make it easier for staff to use. This helps staff to better understand how they can support children and keep them safe. Staff have attended development days, where they have been able to discuss the new documentation.

Staff have focused on developing their skills and knowledge. They have reflected on their care of children previously living at the home and how they can make improvements in practice.

Managers recognise that some children's placements have ended abruptly. As a result, managers have organised for children to be sent a memory book. This includes photographs and personal messages about the child's time at the home.

Managers are committed to ensuring that, going forward, new children will experience increased stability. They are taking time to ensure that the next child to move into the home will be matched with the skills of the staff.

The next inspection will focus on reviewing the requirements raised at the assurance visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/01/2020	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; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(a)(b)(vi)(c)(i))	31 December 2020
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff—	31 December 2020

ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare. (Regulation 7 (1)(a)(b)(c) (2)(a)(i))	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; strive to gain each child's respect and trust; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children. Regulation 11 (1)(a)(b)(c) (2)(a)(i)(iii)(v)(viii)(ix))	31 December 2020
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—	31 December 2020

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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; take effective action whenever there is a serious concern about a child’s welfare. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(vi))	
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; 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)(f)(h))	31 December 2020
The care planning standard is that children— receive effectively planned care in or through the children’s home; and	31 December 2020

have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— ensure the effective induction of each child into the home; manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. (Regulation 14 (1)(a)(b) (2)(b)(i)(ii)(iii))	
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. (Regulation 45 (1) (2)(a)(b)(c))	31 December 2020

Recommendations

- The information set out in the statement of purpose is an essential part of the process of agreement between the registered person and placing authority that a placement in that home is the right one for that child, and that the home will be able to respond effectively to the child's assessed needs. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.6)

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: 2519269

Provision sub-type: Children's home

Registered provider: New Futures (children) Services

Registered provider address: 77 Francis Road, Edgbaston, Birmingham B16 8SP

Responsible individual: Tyrell Simpson

Registered manager: Creaton Allen

Inspector

Jodie Lewis, social care inspector

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