

# 2529667

**Devon County Council**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This local authority provision can care for up to four children at any time. The majority of children have a physical or learning need and access the service for respite. More recently a child has lived here on a full-time basis.

There is currently no registered manager.

**Inspection date:** 17 December 2020

## **This monitoring visit**

This monitoring visit reviewed a compliance notice in respect of leadership and management. The notice was served following an assurance visit in October 2020, the requirements of the notice are now met. Other requirements made at that inspection have not been considered during this visit and are therefore repeated.

Since the assurance visit, the registered manager has resigned from the setting. The registered individual, deputy manager and clinical lead have started to address shortfalls. Formal and informal processes are in place to address poor practice.

A recent root and cause analysis of the service highlights several shortfalls. This has resulted in a plan to improve practice and the care children receive. There is some notable impact. However, there is still much to address, and the changes need to be embedded into practice. The leadership team is realistic about the journey ahead.

Improved safeguarding systems now have swifter and more robust oversight by leaders. Some documents still require improvement. This includes a need for clearer decision-making and rationale from leaders. There is also a need for improved professional curiosity. For example, two records in respect of injuries failed to explore why parents had been contacted as a first port of call.

There is greater scrutiny in respect of medication. Despite this, mistakes continue. These mistakes have not had a direct impact on children. The majority of errors are linked to agency workers, the use of which will decrease in the coming weeks.

Staff supervision is more regular. Some records are of good quality. They provide staff with time for reflection and challenge. Practice shortfalls are being addressed. Agency staff are having more contact with shift leaders and managers. They are receiving a regular debrief to ensure that they can raise any worries or concerns.

Staff have received some training to help them to develop their skills. Staff said that they feel supported by leaders and that recent changes are positive. Morale is improving, and staff are motivated to make the required changes.

One child who lives at this provision on a full-time basis has made remarkable progress. Strong, nurturing relationships have developed with staff. The child is being supported to move to a foster placement. A bespoke plan is in place and underpins positive preparation. While there is excitement in the air about this move, there is also a natural and healthy sadness.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 11/09/2019      | Full            | Requires improvement to be good |
| 12/06/2019      | Full            | Inadequate                      |

## 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         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—<br/>that staff—<br/>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;<br/>help each child to understand how to keep safe;<br/>have the skills to identify and act upon signs that a child is at risk of harm;<br/>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;<br/>take effective action whenever there is a serious concern about a child's welfare; and<br/>are familiar with, and act in accordance with, the home's child protection policies;<br/>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; and<br/>that the effectiveness of the home's child protection policies is monitored regularly.</p> <p>(Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi)(vii)(b)(e))</p> | 28 November 2020 |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—<br/>helps children aspire to fulfil their potential; and<br/>promotes their welfare.<br/>(Regulation 13 (1)(a)(b))</p> <p>In particular, ensure that shortfalls identified through the root and cause review are fully addressed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 30 January 2021  |

|                                                                                                                                                                                                |                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| The care planning standard is that children—receive effectively planned care in or through the children’s home.<br>(Regulation 14 (1)(a))                                                      | 28 November 2020 |
| The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children’s home.<br>(Regulation 23 (1)) | 28 November 2020 |

## 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:** 2529667

**Provision sub-type:** Children’s home

**Registered provider:** Devon County Council

**Registered provider address:** Devon County Council, Chief Executive’s Directorate, County Hall, Topsham Road, Exeter, Devon EX2 4QD

**Responsible individual:** Glenn Lobb

**Registered manager:** Post vacant

## Inspector

Tracey Ledder, Social Care Inspector

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