

2538267

VCare24 Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The children's home is owned and operated by a private company. The home is registered to provide care and accommodation for up to one child or young person with emotional and/or behavioural difficulties.

The home has been registered since July 2020. The manager has been registered with Ofsted since July 2020.

Inspection date: 10 February 2021

This monitoring visit

The monitoring visit was carried out to review the safeguarding practices at the home and the experiences of children living there. The visit also explored the promotion of education, staffing, and the notification thresholds when serious incidents have happened.

The home has not been inspected since it was registered in July 2020. The visit was conducted remotely during a period of national COVID-19 (coronavirus) restrictions.

Two children have lived at the home since it was registered. The child who is currently living at the home has settled in very well. The child receives good care and nurture from staff who have a family-style approach to caring for the child. The relationships between the child and the staff has flourished, which is helping the child to develop a good sense of safety and security.

The staff know the child that they care for very well. This enables the staff to detect and respond when the child is feeling sad and anxious. The child said that the staff are, 'Very, very helpful' and will offer them space to talk about their

worries at their own pace. This approach enhances the child's well-being and helps them to become more resilient.

The staff have received safeguarding training, helping them to protect the children's vulnerabilities. Staff follow the child's written risk management plans, which are updated when any new risks have been identified. Positively, the risks to children have significantly reduced. No children have been missing-from-home and no children have experienced physical intervention. One child rated their safety as, '10 out of 10'.

The staff promote the children's health and emotional well-being. The effective health promotion is driven by a qualified nurse, who is employed by the provider. The nurse's positive engagement with the staff and child provides everyone with the up-to-date guidance about the COVID-19 government guidance. The direct support from the nurse to the child has also enabled the child to access the relevant health services quickly.

The child is supported by the staff to take part in school lessons online, which enables the child to continue to learn and achieve. The support that the staff provided to one child, who has a remarkable musical gift, enabled the child to excel when they lived at the home. It led to the child's work being recognised at competition level.

The child's participation in keeping fit, cooking and baking has kept them occupied during the restrictions. Key-work sessions provide children with opportunities to explore a range of topics. For example, the equality issues and conspiracy theories that have come about during the COVID-19 pandemic has given children opportunities to articulate their thoughts and feelings.

The manager is qualified and experienced. He manages another home for one child and maintains a good oversight of both homes. Changes to the staff team have provided bespoke care and support that meet the needs of the child. Good support and training opportunities also enable the staff to enhance the child's experiences. However, the provider has had some difficulties in meeting the targets required for all staff to achieve the relevant childcare qualification. This matter is being addressed by the provider to ensure that children are cared for by a fully qualified workforce.

The manager has completed his first internal monitoring of the home since it was registered with Ofsted. However, the registered manager has not obtained first hand, the views of children, staff and stakeholders. This hinders his ability to make continuous improvements to the quality of care.

The manager has not notified Ofsted about a serious incident. Although action has been taken, the lack of notification has prevented the regulator from monitoring the home's safeguarding practice.

Professionals working with the home said that they are happy with the quality of service and communication from the staff team.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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The home has not been inspected.

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 registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))	31 March 2021
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 (5)) This specifically relates to the registered manager ascertaining the opinions first hand to inform the service developments.	31 March 2021

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: 2538267

Provision sub-type: Children's home

Registered provider: VCare24 Limited

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

Responsible individual: Victoria Simpson

Registered manager: Benjamin Lawry

Inspector

Jacqueline Malcolm, Social Care Inspector

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