

2538267

Registered provider: VCare24 Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It provides care for one child who may experience social and emotional difficulties.

The manager registered with Ofsted in October 2022.

Inspection dates: 31 January and 1 February 2023

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date

Not previously inspected

Inspection type**Inspection judgement**

Inspection judgements

Overall experiences and progress of children and young people: good

Staff are nurturing and show a high level of commitment and care towards the child. Relationships between staff and the child are positive.

Staff communicate effectively with the child. They carry out regular one-to-one sessions on matters such as positive relationships and the child's future. This continual support helps the child to make commendable and sustainable progress.

Staff make the child aware that their education is important. The child attends school and has an individualised plan in place that supports their learning needs. Nevertheless, the registered manager has not ensured that the child's most recent education plans are on file. This means that staff are not able to support the child to achieve their targets as set out in their current plans.

The child is registered with local health services and is fit and healthy. In the past, the child has struggled with attending dental appointments. Through meaningful relationships and encouragement from staff, the child has now overcome their fears of the dentist. This approach promotes the child's self-esteem and confidence.

Staff take steps to ensure that the child is not isolated in this solo placement. They arrange regular activities and enjoy meals out. This helps the child to continue to develop their social skills and expand their social circle, which supports the child to grow in confidence and self-esteem.

Staff support the child to spend time with their family and loved ones. Through careful planning, the child was able to spend Christmas with their family away from the home. This focus helps the child to keep in touch with people who are important to them and helps the child to retain their identity.

How well children and young people are helped and protected: good

The child's risk assessments are up to date and give staff clear actions to follow to reduce the risk of harm to the child. The child's triggers are detailed in these risk assessments and strategies are provided to help support the child to keep safe.

The child has trusting relationships with staff and freely speaks about their historical incidents. Staff welcome this opportunity and educate the child about positive friendships and support the child to make better choices. Consequently, all the child's known risks have significantly reduced. Any concerning information that the child discusses is shared between the staff team and the child's social worker. This means that all relevant professionals are up to date with pertinent information.

The child has not gone missing from the home since their admission. This reflects how settled the child is at the home. Staff are aware of the actions that they need to take to locate the child should the situation arise.

Staff's practice to manage the child's behaviour is consistent, which helps to establish appropriate boundaries. They use verbal de-escalation techniques to reassure the child and prevent incidents from developing. As a result of this approach, there has been no physical restraints since the child moved in.

The manager recognises that the child's transition back home needs to be carefully planned around their previous risks in the community. There is a multi-agency approach to the child's transition. Staff continue to work with the child to build their social skills and awareness. This awareness will help to keep them safe once they return to their local area.

The manager ensures that health and safety checks around the home are up to date and any concerns are raised without delay. This means that the child is living in a safe environment.

The effectiveness of leaders and managers: good

The manager is registered to oversee two children's homes, but this does not affect the time they spend in this setting. There is clear management oversight to ensure that the child's needs are being met to a high standard. The manager is experienced and is committed to her role. She provides stability and consistency and leads by example. This ethos is strongly embedded in the staff.

A deputy manager supports the manager. They both work well with other professionals and advocate for the child. The child's voice is important and is captured in care planning meetings and through general discussions with staff. Consequently, the child's wishes are central to decisions about their care.

The child's statutory plans are not up to date and the manager has not taken sufficient action to address this shortfall. This means that staff may not be working in line with the aims and objectives of the placing authority, which could delay the child moving back to their family. This requirement was also raised at the recent monitoring visit.

Staff are up to date with their mandatory training. Training is ongoing and is available to staff throughout the year. There is an induction programme in place for care staff during their probation period. However, there is no specific induction plan in place for managers and senior staff. This prevents the registered manager from identifying the areas where support is needed.

Regular team meetings allow staff to collaborate and discuss the child's needs. Staff say that they are supported in their role and receive regular supervision sessions; however, these do not enable staff to reflect on their practice.

The registered manager is aware of the home's strengths and has a development plan in place to further develop the home. The manager uses auditing tools that help her to identify and quickly address any issues.

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans. (Regulation 8 (1) (2)(a)(i))	1 March 2023
The registered person must maintain records ("case records") for each child which— are kept up to date. (Regulation 36 (1)(b))	1 March 2023

Recommendations

- The registered person should ensure that there are systems in place so that all staff, including the manager, receive supervision which allows them to reflect on the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure that any registered manager placed in charge of the home, or staff member in a deputy or supervisory role, such as shift leader, has successfully completed their induction for the role in which they are employed. In particular, an induction programme should be provided for leaders and managers that clearly outlines their roles and assesses their competency and skills to work with the child living in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.21)

Information about this 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: 2538267

Provision sub-type: Children's home

Registered provider: VCare24 Limited

Registered provider address: Unit 10, Halifax Way, Pocklington Industrial Estate, Pocklington, York YO42 1NP

Responsible individual: Victoria Simpson

Registered manager: Emma Appleby

Inspectors

Gemma McDonnell, Social Care Inspector
Miriam Dolman, Social Care Inspector

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