

2540658

Registered provider: Tressell Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to three children who may have emotional and social difficulties or learning disabilities. It is operated by a private company.

The registered manager resigned in December 2020. An interim manager has applied to Ofsted for registration.

Inspection dates: 11 and 12 May 2022

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **requires improvement to be good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 March 2022

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/03/2022	Interim	Declined in effectiveness
26/10/2021	Full	Requires improvement to be good
17/03/2020	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, there was a sibling group of two children living in the home. The home is a warm and homely environment suited to the needs of the children. The children's bedrooms are well decorated and personalised to their interests. Children are happy and settled in their home environment.

Staff know the children well; they spoke with warmth and pride about the children and the progress they had made. Inspectors were able to observe positive interactions with the children. Consequently, children are supported to build trusting relationships with the adults caring for them.

Staff promote the importance of education. Both children have excellent attendance at school. Staff have developed positive working relationships with schools. There is daily communication between the home and school to monitor the well-being and progress of the children. Due to this, the children are continuing to make progress with both their behaviour and achievements in school.

Children are making progress with their health needs. Staff register the children with appropriate health services. Staff complete key-work sessions with the children around the importance of attending health appointments. A child who has refused to attend health appointments recently attended their first appointment, demonstrating progress for this child.

Staff recognise the value of time with family and others important to the children. Children have regular time with their family, which staff arrange and supervise. Consequently, the children are able to maintain their sense of identity.

Children take part in a range of activities suited to their interests. Other professionals reported that the variety of activities offered to the children is a strength of the home. As a result, the children can enjoy hobbies and develop their areas of interest.

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

Children living in the home are safe. There are individualised risk assessments in place for children that contain known triggers and clear strategies to keep children safe. There have been no incidents of children going missing from home and staff are clear about the actions that they are required to take should this happen.

Staff are knowledgeable about safeguarding and how to keep children safe. Staff were able to talk confidently about identified risks for the children and the strategies in risk assessments to keep them safe. Staff have completed training which covers the identified needs of the children.

The staff team implements a restorative model of behaviour management. There have been no incidents of physical intervention. The manager ensures that staff are trained in using de-escalation techniques; this works well for the children, who develop a positive sense of well-being and respect.

Recruitment processes have been strengthened to ensure that the adults caring for the children are safe. A senior member of staff has verbally verified all references for new members of staff and identification checks have been conducted on all staff members.

The effectiveness of leaders and managers: requires improvement to be good

The manager does not have sufficient oversight of the home and has not maintained the workforce development plan. There is evidence that the manager does evaluate and review documentation in the home; however, this is inconsistent. This was particularly evident in the signing and dating of daily records for the children. As a result, the quality of documentation can be inconsistent.

Serious incidents are infrequent. However, when a serious incident happened, the debriefs were not completed by a staff member with appropriate standing. The review of the incident was completed by a less senior member of staff. This demonstrates a weakness in the management oversight and evaluation of these incidents. Furthermore, when a child made an allegation, this was not immediately reported to all safeguarding agencies. Immediate action was taken by the responsible individual to report this allegation during the inspection.

There is not a full staff team in place and the home has staff vacancies. The rotas evidence that there has been occasion when staff have lone worked or agency staff have been used. As a result, there is not always a continuity of care provided to the children.

The manager ensures that supervision takes place regularly with all staff. Supervisions are used to reflect on individual staff practices, learning and the progress of the children they are caring for. Regular team meetings also take place. As a result, team members reported that they are supported by the management team.

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 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— ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(d)(e)(h)) This requirement relates specifically to ensuring that the home has a consistent staff team, and the manager has appropriate monitoring and review systems in place.	23 June 2022

Recommendations

- The registered person should ensure that they have in place an up-to-date workforce plan. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)
- The registered person should ensure that all children's records are clear and specific, kept up to date and signed and dated by the author of each entry. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)

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: 2540658

Provision sub-type: Children's home

Registered provider: Tressell Homes Limited

Registered provider address: Unit 41, Price Street Business Centre, Price Street, Birkenhead, Merseyside CH41 4JQ

Responsible individual: Julie Collins

Registered manager: Post vacant

Inspectors

Rose Maddocks, Social Care Inspector
Genevieve O'Reilly, Social Care Inspector

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