

2544219

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 who may have 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 of staff and to assess the quality of training. The visit also explored the admissions of children to the home, the thresholds about when to inform Ofsted about significant incidents and the management oversight of the independent visitor reports.

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.

On one occasion, crucial information about risk was not shared with the registered manager or the staff team before a child was admitted to the home. The impact of the missing information on the child's safety and welfare was kept to a minimum due to the action of staff. The registered manager challenged the placing authority appropriately and has since undertaken some learning. This learning has ensured that full information is shared prior to accepting any new children to the home.

The child currently living in the home is settled, well cared for and has very good relationships with the staff, who know the child very well. The child is engaging with their plans effectively. They are responding well to the structure and routines put in place by staff. This is helping them to make good progress and develop independence skills in preparation for the next stages of their life.

The staff apply the learning from the safeguarding training to protect children from harmful situations. In addition, risk management plans guide the staff about the strategies to follow in relation to specific risks. Effective risk-management practice by staff has resulted in a significant reduction of risk, such as missing-from-care incidents. The child rated their safety as '10 out of 10'.

The staff have responded sensitively to the child's emotional needs when the child has been anxious, angry and sad. The child's positive engagement with the nurse, who is employed by the provider, ensures that the child gets the right advice, support and prompt access to health services. The nurse also ensures that everyone at the home is updated about the COVID-19 government guidance, in order to reduce the risk of them contracting the infection.

The child is re-engaging with their education after a significant period of time out of school. The support from the staff team and the education consultant, who is employed by the provider, is improving the child's future employment prospects.

The staff facilitate family time for all children, which has resulted in a child's return home to their family.

The registered manager is qualified and experienced. He also manages another home for one child, and he visits both of the homes regularly. The staff receive good management and peer support. The staff member's access to training informs their practice. However, the provider has faced difficulties in meeting the targets required to ensure that children are cared for by a fully qualified workforce. There is no impact on the care of the child and the provider is addressing this matter.

The registered manager and responsible individual have oversight of the reports from the independent visitor. This enables the registered provider to respond to any recommendations. The registered manager has completed his first internal monitoring of the home since it was registered with Ofsted. However, the registered manager has not obtained the views of children, staff and stakeholders first-hand. This hinders his ability to make continuous improvements to the quality of care.

The manager has not notified Ofsted about a serious incident that involved the child needing medical attention. Although action has been taken, the gap in Ofsted being notified has prevented the regulator Ofsted from monitoring the home's safeguarding practice.

The child's social worker expressed satisfaction with the quality of care at the home and the good communication from the registered manager and the staff team.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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There is no inspection history, as this is the homes first visit following registration.		
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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)) The 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: 2544219

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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