

2545027

Registered provider: Discovered Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home offers care for two children with social and emotional difficulties. The home is owned by a private company.

The registered manager has been in post since the home was registered in September 2019.

To meet the needs of the two children living at the home, the building is currently split into two separate accommodation areas.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 30 March 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 11 to 12 May 2021

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

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

The effectiveness of leaders and managers **inadequate**

There are serious and/or widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded.

Date of last inspection: 30 December 2019

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection:

A monitoring visit was carried out on 30 and 31 March 2020 and serious and widespread concerns were noted. Ofsted subsequently issued two compliance notices, relating to safeguarding practice and the management of the home. These have been considered at this full inspection.

Inspection history

Inspection date	Inspection type	Inspection judgement
30/12/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: inadequate

Although steps have been taken to address serious shortfalls identified at a monitoring visit that Ofsted carried out in March 2021, and some improvement is noted, there are still weaknesses in relation to the management of safeguarding incidents. As a result, a child has not been adequately protected from harm. The overall progress and experience of children are, therefore, inadequate.

One young person does not enjoy consistently positive, nurturing relationships with staff. When asked about her safety at the home she replied: 'It depends who is on shift.'

However, another young person's emotional health and well-being are improving. Specialist support and therapy have been accessed in a timely manner. This young person has positive relationships, and her incidents have significantly reduced. The young person has been involved in important decisions about her care, including the review of a legal order that places restrictions on her liberty. The child now has greater freedom and more autonomy.

Progress in education is also mixed. There has been significant delay in identifying a suitable school place for one young person, and she has remained out of education. Managers have not done enough to ensure that the young person's education needs are met. However, a plan to provide education has recently been developed. The second child is making steady progress in a stable education placement.

Despite the challenges of the COVID-19 pandemic, young people are being well supported to maintain contact with people who matter to them. Young people are also taking part in some stimulating and fun activities, such as visits to theme parks and arts and crafts.

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

Risk assessments are not fully understood or fully implemented by staff. This leaves young people at risk. For example, a risk assessment clearly states that a young person should not be left alone in the garden and that the young person should always be within sight and sound of staff. There have been two incidents when the young person has sustained injuries while in the garden unsupervised.

Staff are insufficiently trained to ensure that children stay safe. No staff members have completed first aid training. This leaves the two young people, who are particularly vulnerable to injury, at risk.

Staff are not effectively monitoring children's online activity and have not responded robustly to safeguarding risks. Local authority escalation processes have not been used successfully. Although the registered manager has communicated regularly with the one placing authority and shared safeguarding concerns, this has not resulted in the development of appropriate strategies to improve a young person's safety. This is an ongoing concern that had been identified at the last monitoring visit. Communication in other instances is better, and one social worker reported good working relationships with staff and good levels of communication.

Recording of safeguarding incidents is inconsistent and in some cases poor. Information is not always shared with relevant safeguarding agencies in a timely manner. Such practice prevents effective monitoring of the home by safeguarding agencies and limits the ability of agencies to protect children.

Some incidents of self-harm have been responded to poorly. Possible injuries are not always subject to a close visual check to evaluate whether medical attention is required. In one case, a record of the injury was not made, and information was not shared with the child's social worker at the earliest opportunity or with other members of staff.

The effectiveness of leaders and managers: inadequate

Shortfalls in leadership and management have contributed to safeguarding failures.

Staff do not receive regular supervisions. One staff member has received no formal supervision. This is particularly poor practice in light of significant shortfalls in practice identified at the home's last monitoring visit.

An action plan, created by the provider in response to shortfalls identified at the last monitoring visit, states that the responsible individual will closely review any safeguarding incidents. This has not been the case.

The manager has not completed a quality of care review as required by regulation. Since the home became operational, these have not been routinely provided to Ofsted. There is little evidence of regular management monitoring.

The home's independent visitor does not provide robust external scrutiny of the home. As a result, they do not promote improvement.

Although, clear shortfalls remain in the leadership and management of the home, managers have taken steps to improve the home since the last monitoring visit. For example, they have made a concerted effort to stabilise the staff team and offer consistent care to young people. One young person told the inspector that the consistency of care 'has definitely got better'.

Managers have delivered a suite of up-to-date training that is designed to address some of the previously identified shortfalls. For instance, staff have had training in restraint, safeguarding and mental health awareness. In addition, training has been commissioned to consider children's emotional health needs.

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; support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; promote opportunities for each child to learn informally; maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement; raise any need for further assessment or specialist provision in relation to a child with the child's education or training provider and the child's placing authority; help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8 (1) (2)(a)(i)(ii)(v)(vi)(vii)(x)) In particular, ensure that children are supported to access education provision in a timely manner.	29/06/2021

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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; 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. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)) In particular, ensure that there is an appropriately qualified and trained workforce that offers continuity of care to children and that there is robust day-to-day management oversight.	29/06/2021
*The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— 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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm;	29/06/2021

manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; 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; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(e)) In particular, ensure that staff have the appropriate safeguarding skills, knowledge and experience to keep children safe.	
The registered person must ensure that— at all times, at least one person on duty at the home has a suitable first aid qualification. (Regulation 31 (2)(a))	29/06/2021
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or	29/06/2021

there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e)) In particular, staff should notify relevant safeguarding agencies of significant events and promote good lines of communication with key agencies.	
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child’s placing authority effectively in the child’s care, in accordance with the child’s relevant plans; seek to secure the input and services required to meet each child’s needs; if the registered person considers, or staff consider, a placing authority’s or a relevant person’s performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child’s needs are met in accordance with the child’s relevant plans; and seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children’s home is to provide care and accommodation. (Regulation 5 (a)(b)(c)(d)) In particular, the manager should develop strategies to promote effective escalation of concerns with safeguarding agencies.	29/06/2021
The registered manager must undertake such continuing professional development as is necessary to ensure that the registered manager has the skills needed for managing the home. (Regulation 29 (4))	29/06/2021
The registered person must complete a review of the quality of care provided for children (‘a quality of care review’) at least once every 6 months. The registered person must—	29/06/2021

supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. 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 (1) (4)(a)(b))	
The registered person must ensure that all employees— undertake appropriate continuing professional development; and receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a))	29/06/2021

* These requirements are subject to a compliance notice.

Recommendations

- Managers should ensure that any individual appointed to carry out visits to the home as an independent person makes a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care. ('Guide to the children's homes regulations including the quality standards', page 65, paragraph 15.5)

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: 2545027

Provision sub-type: Children's home

Registered provider: Discovered Limited

Registered provider address: 4–4a Blackburn Road, Accrington, Lancashire BB5 1HD

Responsible individual: Thomas Mayer

Registered manager: Michelle Jackson

Inspector

Bev Allison, Social Care Inspector

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