

2545027

Registered provider: Discovered Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for one child who may be experiencing emotional, social and behavioural difficulties.

There has been no registered manager since August 2021.

Inspection dates: 20 and 21 April 2022

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 30 June 2021

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/06/2021	Full	Requires improvement to be good
11/05/2021	Full	Inadequate
30/12/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The child continues to experience changes with the staff caring for her. She has not been appropriately supported to cope with these changes. Some staff have let her down by making negative comments about the quality of her home. Additionally, some have made good relationships with her, then subsequently left. There have been times when she has felt distressed by constant staff changes.

The child is not yet comfortable with some of the new staff. This affects her daily life. She does not want to go on family visits or on activities with staff whom she does not know. The new staff team members are kind, respectful and knowledgeable about the child's needs. However, new relationships with the child need to be embedded so that she can feel comfortable in her own home.

The child's educational arrangements have been unsatisfactory. This has gone unchallenged for several months. The new acting manager is committed to improving this situation. He has listened to the child, whose voice has now been heard. He has held other professionals to account and has been a strong advocate for the child. There are now improved plans to get the child back into education.

The child has very recently made some positive progress. Despite the negative influence of some previous staff, she has maintained a period of stability. She is slowly developing some independence skills. The child's social worker commented positively on the work in this area. She is also confident that the quality of care is improving.

There are some improvements to care planning with a new, more streamlined, practical approach. Some further improvement is needed on specific areas such as meeting the child's nutritional needs and personal hygiene.

How well children and young people are helped and protected: requires improvement to be good

Areas of risk are documented, and actions that staff should take are set out in risk assessments. Staff generally respond well when the child becomes unsafe. However, there has been an isolated incident where she became unsafe, and staff did not inform the manager. The issue was not responded to in a timely manner. There is a danger that staff will continue to make their own decisions rather than inform the appropriate people if this is not addressed.

Staff's knowledge about child protection is developing through a new training programme. However, further development is required. One member of staff did not fully understand how children can be exploited or the process for referring safeguarding concerns to external agencies.

Staff have been effective in helping the child to reduce self-harmful behaviour. The child has been harming herself less over recent months. This is good progress, despite coping with a lot of change. There have been very few significant events in the home and the child's safety is improving.

The safe recruitment of new staff has been managed well. However, one member of staff had gaps in their employment record, which were not accounted for. This increases the risk of unsuitable people working in the home because of the lack of robust checks taking place.

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

The new acting manager is committed. He is going through the Ofsted registration process. He is aware that the home has been poor at times, and he has a good understanding of what has gone wrong. He has worked tirelessly to develop some new systems and improve the overall quality of care. This is still a work in progress.

Multiple staff changes have been a longstanding issue. However, this is now an improving picture. The home has been through a transitional phase as new staff have been recruited. The staff team is starting to become more established. The new team is keen and has already started to develop some positive relationships with the child. Leaders have worked very hard to recruit the right people and are now confident in their team.

Not all staff have received regular one-to-one meetings with their manager. Some of the meetings have not been of good quality. For example, managers have missed performance issues.

The acting manager is working directly with the child himself. He is modelling good practice and working alongside staff to develop their skills, knowledge of the child and skills. He has a very good relationship with the child and is liked by her.

There are improved relationships between leaders and the child's social worker. The social worker reported that they get to know about key events and important information. However, there has been an isolated incident where a previous staff member's performance was poor, leading to the child becoming distressed. The social worker was not aware of this. This was resolved during the inspection.

The child did not receive her Ofsted letter after the last inspection informing her of the inspection judgement. She is confused and feels vulnerable about the inspection judgements because this provider has not shared information with her in relation to her own home.

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— 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; and ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(e)) This specifically relates to ensuring staff stability to provide consistent and good-quality care for the child.	26 May 2022
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 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. (Regulation 12 (1) (2)(b)) This specifically relates to staff responding appropriately to important safeguarding information.	26 May 2022

The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)) This is in relation to care planning with regard to health and personal hygiene needs.	26 May 2022
Ensure the registered person recruits staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2.	26 May 2022

(Regulation 32 (1) (2)(a)(b) (3)(a)(b)(c)(d))

This is in relation to gaps in employment found on a staff member's personnel file.

Recommendations

- The registered person should ensure that good employment practice is followed. They must ensure that recruitment, supervision and performance management of staff safeguard children and minimise potential risks to them. This is in relation to the regularity and thoroughness of staff supervision. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)
- The registered person should ensure that staff have the knowledge and skills to recognise and be alert for any signs that might indicate a child is in any way at risk of harm. The registered person should ensure that skills in safeguarding are gained, refreshed and recorded in the home's workforce plan. This is in relation to staff's knowledge about how children can be exploited and about who they should pass safeguarding concerns to. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.12)

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: Chris Leeman

Inspector

Caroline Brailsford, Social Care Inspector

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