

2545027

Discovered Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home offers care for two children/young people 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.

Inspection date: 30 March 2021

This monitoring visit

Ofsted is aware of the challenges that COVID-19 (coronavirus) is currently posing to those we regulate. During the visit, the inspector took into consideration the impact of any measures being taken to slow the spread of COVID-19 by the home. The inspectors balanced this with safeguarding duties. This monitoring activity was carried out through a combination of remote and on-site activity.

This monitoring visit was carried out following two anonymous complaints received by Ofsted. The complainants stated that staffing arrangements were not sufficient to meet the needs of children.

Very high staff turnover has meant that the workforce has not offered continuity of care for children. For example, every member of staff who was working at the home from September 2020 has now left, except for the registered manager. Despite inconsistency in staffing, children have formed some positive and trusting relationships with staff. Children say that they value these relationships.

The statement of purpose (SOP) for this home states that: 'The placement aims to offer specialist care and treatment and management by a highly skilled team made up of registered manager, residential care practitioners, and psychologists, child and adolescent psychiatrists, occupational therapists and other specialist therapists.' However, the home does not have access to a psychiatrist or mental health nursing staff. In addition, the SOP says that specialist educational support

will be provided to children. One child has been in placement since November 2020 and is still not accessing education.

Staff are not appropriately qualified. The registered manager and one deputy manager have the required qualifications. The remaining 12 staff currently working at the home do not hold the required basic qualifications.

Staff are also insufficiently trained. There is no evidence that staff have received training in any specialist therapeutic care or treatment. Most staff have not completed first-aid training. In addition, staff have restrained children despite the fact that they have not undertaken restraint training. In at least one incident, a child has complained that the restraint was not carried out appropriately.

In three incidents, concerns about staff practice have not been reported to relevant safeguarding agencies in a timely manner. This had the potential to hinder safeguarding investigations and delay actions that might be needed to protect children.

Recruitment processes are not fully in line with regulation. For example, the assessment of a staff member's previous employment history had not been fully completed several months after they started work in the home. The registered manager has not been involved in the recruitment of staff because the organisation uses a recruitment agency to supply staff. As a result, the registered manager is unable to verify that appropriate vetting has been carried out.

Local authority escalation processes have not been used successfully. A child, who is particularly vulnerable to risks associated with internet use via her mobile phone, always has access to her phone. Staff are not monitoring the child's online activity and are not aware of who is paying for the costs associated with the use of the phone. Although the manager has regularly communicated her concerns about the phone to social workers, this has not resulted in the development of appropriate strategies to improve the child's safety.

The manager is resilient and she is supported by a core group of skilled staff. Together they demonstrate a genuine commitment to the children in placement. This commitment has shielded children from many of the home's weaknesses and ensured that they feel valued. One young person has made particular progress in relation to her emotional health and well-being. She is also accessing education, and her social worker confirmed that she has become much safer since moving to the home.

This visit found significant weaknesses in practice. However, despite these shortfalls, children are settled and there is evidence of progress. Ofsted has issued two compliance notices in order to promote rapid improvement in safeguarding practice and management arrangements. In addition to this, two requirements have been reset from the previous assurance visit.

Recent inspection history

Inspection date
30/12/2019

Inspection type
Full

Inspection judgement
Requires improvement to
be good

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 educational provision in a timely manner.	07/05/2021
* The leadership and management standard is that the	07/05/2021

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.	
* 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	07/05/2021

risk of harm; 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. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)) In particular, ensure that staff have the appropriate safeguarding skills, knowledge and experience to keep children safe.	
The registered person must recruit 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— the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(a)(b)(d))	07/05/2021

In particular, ensure that any gaps in employment are fully explored and recorded before a person commences employment in the home.	
Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (5))	07/05/2021
The registered person must ensure that the employment of any person on a temporary basis at the children's home does not prevent children from receiving such continuity of care as is reasonable to meet their needs. 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 (1) (2)(a))	07/05/2021
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 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	07/05/2021

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.	07/05/2021
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)) In particular the registered manager should ensure that they are up to date with core training within the home.	07/05/2021

*These requirements are subject to a compliance notice.

Information about this inspection

This inspection was carried out under the Care Standards Act 2000.

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(s)

Bev Allison, Social Care Inspector

Mrs Murty, Social Care Inspector

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