

2547967

Registered provider: Empower Residential Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The statement of purpose states that the home can provide care for two children who may have social and emotional needs or learning disabilities. At the time of this inspection, one child was living in the home.

The post of registered manager has been vacant since November 2021. The responsible individual is closely overseeing the setting.

Inspection date: 2 September 2022

This monitoring visit

This children's home was judged inadequate at the full inspection on 26 and 27 July 2022. At that inspection, it was assessed that the managers' safeguarding knowledge and practice were weak. Following the inspection, six requirements and three recommendations were made.

Following the full inspection and in consultation with senior leaders, the manager withdrew her application to register with Ofsted. Senior leaders have devised a support plan and appointed a mentor who is working with the manager to help her to improve her safeguarding knowledge and develop her skills for the role.

Senior leaders and the manager provided Ofsted with a plan documenting the action that they proposed to take to safeguard the child and remedy the weaknesses. During this visit, the inspector found that leaders and managers were making steady progress to address the points on their action plan. However, changes remain in their infancy and are yet to be fully embedded.

Leaders and managers have completed a review of the home's safeguarding procedures. The responsible individual reviews the effectiveness of the new process

regularly, and areas identified that require further improvement are shared with the staff.

Leaders and managers have sourced specialist training for the staff team. The training courses completed to date have been well attended and have provided the team with an improved understanding of how to manage and respond appropriately to the child's needs. Consequently, the child is benefiting from more positive interactions with the staff and incidents have reduced. During the inspection, the child and staff were enjoying a day out swimming at the beach.

Bi-monthly supervision sessions and team meetings have been introduced. Staff attendance at these sessions has improved. Records of these meetings are of a better quality; they now reflect the discussions held and agreed actions. Further work is planned to review children's care plans and risk assessments. Management oversight of these records has improved.

Leaders and managers have taken effective action to strengthen the staffing arrangements. A deputy manager has been appointed. The manager and deputy are supporting and guiding the staff, by working alongside them on alternative evenings and weekends. This current arrangement is helping the team to develop its confidence and skills.

Leaders and managers are committed to making ongoing improvements for the safety and protection of children. They have invited external professionals to complete quality assurance visits, and they have also reviewed the independent person's monitoring activity. Time is needed for new processes to be implemented and embedded into daily practice. Ofsted will conduct a further full inspection of this home, when the requirements and recommendations from the previous inspection will be reviewed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/07/2022	Full	Inadequate
11/01/2022	Full	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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— protect and promote each child's welfare; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect; make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(b)(ii)(iv)(v)(ix)) This directly relates to leaders and managers ensuring that the staff team is sufficiently skilled and experienced to understand and support children's needs and promote their welfare effectively.	14 September 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—	14 September 2022

that staff— 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; 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; are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(ii)(iii)(v)(vi)(vii))	
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 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 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; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;	14 September 2022

demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(d)(e)(f)(g)(ii)(h)) In particular, leaders and managers must ensure that the monitoring of care is effective in safeguarding children and promoting their well-being.	
The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety. 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. (Regulation 32 (1) (2)(a)(b)) This specifically relates to the provider ensuring that staff who care for the child are experienced and skilled to meet the child’s needs. The registered person must ensure information gathered in exit interviews is used to help improve staff retention.	14 September 2022
The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for the prompt referral of an allegation about current or ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located. (Regulation 34 (2)(b)) This specifically relates to the provider ensuring prompt referral of safeguarding concerns and allegations to the LADO.	14 September 2022
The registered person must prepare and implement a policy (“the behaviour management policy”) which sets out the	14 September 2022

measures of control, discipline and restraint which may be used in relation to children in the home.

The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—

details of any methods used or steps taken to avoid the need to use the measure;

the effectiveness and any consequences of the use of the measure. (Regulation 35 (1)(b) (3)(a)(v)(vii))

This refers specifically to the registered person ensuring that discussions held with staff and the child following incidents provide them with an opportunity to reflect on their actions, explore how the child felt about being held, and consider alternative behaviour management approaches.

Recommendations

- The registered person should ensure that a record of supervision provides evidence that supervision is being delivered in line with regulation. In particular, ensure that formal supervisions and team meetings provide staff members with the opportunity to reflect on their practice individually and as a team. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.3)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 14.4)
- The registered person should ensure that best use of information from independent and internal monitoring is made, to ensure continuous improvement. This particularly refers to ensuring that the written development plan is formalised to include ideas that the management team have to improve the quality of care. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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: 2547967

Provision sub-type: Children's home

Registered provider: Empower Residential Limited

Registered provider address: Unit 2 Prockters Farm Offices, West Monkton, Taunton, Somerset TA2 8QN

Responsible individual: Jupiter McVeigh

Registered manager: Post vacant

Inspector

Sharron Escott, Social Care Inspector

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