

2557064

Registered provider: A-Triangle Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for two children who may have social and emotional difficulties and learning difficulties.

The registered manager post has been vacant since 2 December 2023.

At the time of this inspection, two children were living in the home.

Inspection dates: 30 and 31 January 2024

Overall experiences and progress of children and young people, taking into account	good
---	-------------

How well children and young people are helped and protected	good
---	------

The effectiveness of leaders and managers	good
---	------

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 23 August 2022

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
23/08/2022	Full	Requires improvement to be good
10/05/2022	Full	Inadequate
23/11/2021	Interim	Improved effectiveness
16/06/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff know the children well and speak warmly and knowledgeably about them. They build good and meaningful relationships with the children. This enables the staff to respond appropriately to the children and promote their welfare.

Staff support the children to maintain good physical health. The children are encouraged to eat healthy foods and attend all health appointments.

The staff have been proactive in supporting the children to engage in education. This has helped both children access alternative provision for part of their school week. This flexibility enables the children to explore subjects of interest, develop confidence and gain new knowledge and skills in preparation for further education.

Staff consultation with the children is a real strength. The children are involved in decisions about their day-to-day care, and their views are acted on when appropriate.

Staff support the children to see their family, including facilitating overnight stays. The staff maintain regular communication with family members and keep them updated. This helps the children to maintain their identity and continue to see the people who are important to them.

The children's placement plan documents show on a day-to-day basis how they will be cared for and how their needs will be met by staff. The plans are child-focused and consider the local authority care plan for each child. However, on occasion, the plans include information that is not up to date.

Individual work is completed with the children on important issues, such as school, relationships and sexual health. Some issues are revisited, which helps to keep the lines of communication open. This work is focused and specific to the children's needs and daily experiences.

Staff support the children to carry out daily tasks independently, in line with their individual needs, for example cooking, housework and managing their personal care. This helps the children to prepare for adult life.

The children do not have memory books of their time in the home. This limits the children's opportunity to reflect on their experiences and progress.

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

Individual assessments of risk are in place and updated regularly. The staff understand the children's vulnerabilities and risks, and the strategies used to mitigate the risks are effective. This ensures that staff take the right action when

children go missing from the home. For example, staff make every effort to contact and locate the children, working closely with the police and the placing authority. Independent return home interviews are offered; however, these do not always take place in a timely way.

The children receive help and support to manage their behaviour and feelings safely. Staff understand the children's experiences and respond by putting in place appropriate boundaries about what is safe and acceptable. The children understand that the boundaries are there to protect them.

Positive behaviour is consistently promoted, and the children receive incentives for doing well. Staff use effective de-escalation techniques, and there have not been any physical interventions. This helps to create a positive environment where the children can flourish.

Searches of children's bedrooms are carried out sensitively by staff. All searches are recorded appropriately. The reasons for the search are clear, and there is management oversight.

Safer recruitment is followed for new staff working in the home. This helps to maintain a safe and positive environment where children are protected from harm.

The effectiveness of leaders and managers: good

The registered manager post is currently vacant; however, an interim manager has recently joined the home on a temporary basis. The interim manager is known to most staff as she already works for the company. An experienced service manager is actively supporting the home until a permanent manager is appointed.

There have been several staff changes since the last inspection, and one vacancy remains. Staff work hard to cover the gaps in staff rosters, and agency staff are not used. This helps to promote continuity of care for the children so they can develop ongoing relationships with trusted adults.

The rosters do not always record the actual hours worked by all staff members. This does not provide an accurate picture of when staff are working at the home.

Effective monitoring and review systems are now in place. Managers complete monthly audits to ensure that they have regular oversight of what is working well for the children. The interim manager and service manager have a good understanding of what needs to be improved, and they have already started to implement positive changes.

Staff say that the managers are supportive and that they enjoy working in the home. Staff receive regular supervision, and records demonstrate that supervision is of good quality with opportunities for reflection. The interim manager has introduced practice observations to provide a holistic overview of staff strengths and

development. Team meetings take place each month, which allow for feedback and discussion.

The managers within the company meet regularly to share information, make decisions and solve problems. This helps to coordinate the leadership of the home so that the children receive high-quality care from staff.

Managers have not notified Ofsted of all significant events that have occurred at the home, for example when a child attended hospital following a serious incident. This impacts on the regulator's monitoring of children's safety and welfare.

Not all staff have completed training to enhance their skills and knowledge to understand and meet the children's individual needs. For example, some staff have not completed training on topics such as protecting children from exploitation, online safety and recording and reporting. Most staff have received training in the PACE (Playfulness, Acceptance, Curiosity and Empathy) model of care.

The external monitoring provided by the independent person requires improvement. The views of the children are not routinely captured to ensure that there is a balanced view of the 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, The 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— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) In particular, the registered person must ensure that all staff complete mandatory and child-specific training in a timely way.	25 April 2024
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a)) In particular, the registered person must ensure that all hours that staff work are recorded on staff rosters, including managers and bank staff.	25 April 2024
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;	28 March 2024

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, the registered person must ensure that regulation 40 notifications are sent to Ofsted when a significant incident has occurred. This includes when a child attends hospital.	
The registered person must ensure that an independent person visits the children’s home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (1) (2)(a)) In particular, the independent person should regularly consult with the children to gain their opinions about the quality of care provided in the home.	25 April 2024

Recommendations

- The registered person should ensure that staff support children to keep appropriate and up-to-date memorabilia of their time living at the home. ('Guide to the Children’s Homes Regulations, including the quality standards', page 62, paragraph 14.5)
- The registered person should ensure that the children’s individual placement plans are streamlined so that they are easier to follow and reflect the child’s current situation. ('Guide to the Children’s Homes Regulations, including the quality standards', page 9.5, paragraph 42)

- The registered person should ensure that an independent return home interview takes place within 72 hours of a child returning home when they have been missing. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.30)

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: 2557064

Provision sub-type: Children's home

Registered provider: A-Triangle Care Limited

Registered provider address: 5 Crescent East, Hardhorn Road, Thornton-Cleveleys, Lancashire FY5 3LJ

Responsible individual: Mandy Teale

Registered manager: Post vacant

Inspector

Dawn Walker, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024