

2561726

Registered provider: Vcare - 24 Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It provides care for one child who experiences social and emotional difficulties.

The manager registered with Ofsted on 12 May 2022 and is working towards the required leadership and management qualification.

Inspection dates: 2 and 3 August 2022

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

How well children and young people are helped and protected **requires improvement to be 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: 13 December 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/12/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The staff focus on providing a nurturing and homely environment for the child who lives in the home. Staff place the well-being of the child at the centre of their practice. As a result, the child is making sustained progress in all areas of their development.

In the past, education has been a struggle for the child. Staff have provided the child with continued support and encouragement. Now, the child is committed to learning and has secured a place at college. The child said, 'I have not been in school for two years. If it wasn't for these lot (staff), I definitely wouldn't be going to college.' Staff's commitment to engage the child in education is also recognised by another professional.

Staff speak to the child about sex education in addition to what they have learned at school. These sessions allow the child to discuss their views, which allows staff to offer non-judgemental advice and information. Consequently, the child is learning about relationships and how to keep themselves safe.

Staff promote the child's independence. The child takes part in a variety of work with staff to prepare for this, such as preparing for interviews, making meals and cleaning. This provides the child with the basic skills to live independently when they move on from the home.

The child expresses their wishes and feelings through regular one-to-one sessions with staff. The registered manager ensures that the child is listened to and appropriate action is taken to meet their needs. For example, the child wanted to spend time with friends. Through partnership working, this was achieved. The child now has occasional overnight stays at their friend's house.

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

The child was wrongly discharged from hospital due to an administrative oversight at the hospital. Staff at the home encouraged the child to go back to the hospital but the child refused. Staff monitored the child throughout the day to ensure their well-being. Nevertheless, staff failed to check on the child throughout the night. This action did not protect the child's welfare and exposed them to possible further health complications.

The allegations policy does not provide staff with guidance to follow should the child make an allegation through a third party. Although the child's social worker, police and Ofsted are made aware, the local authority designated officer is not. This does

not give the local authority designated officer information to monitor any safeguarding practices within the home.

Risk assessments in place for the child and are updated regularly and when new risks occur. The assessments provide staff with clear actions to follow to protect the child from harm. The use of an additional checklist from mental health services supports the self-harm risk assessment. Staff spoken to are aware of the child's risks and triggers and say that their approach is consistent. As a result, there have been no incidents of self-harm since February 2022.

Staff have established positive and meaningful relationships with the child. The child said, 'I can speak to staff when I feel sad or upset.' Through consistent boundaries and commitment from the staff, the child has not been missing from home. Since the last inspection, there have not been any physical interventions. Consequently, the child is settled and happy living in the home.

The effectiveness of leaders and managers: good

The registered manager is committed to delivering a high standard of care, which is filtered to the staff team. The registered manager is respected by the staff, who speak highly of her commitment and visibility in the home.

Staff receive high levels of support from the registered manager. This includes regular supervision and team meetings. During these meetings, staff and the registered manager reflect on the child's overall progress and areas of development. The care that is provided to the child is consistent and child centred. The child's social worker said, 'The outcomes for [name of child] are brilliant, I can tell that staff want the best for them.'

The registered manager welcomes feedback from the independent visitor and ensures that any recommendations made are addressed. The registered manager is clear about the progress the home has made and has a development plan in place. This demonstrates the home's capacity to improve.

The registered manager is aware of the home's strengths and weaknesses. Monitoring systems highlight any shortfalls. This enables the registered manager to act on these without delay.

Children communicate their views, wishes and feelings through discussions with staff. Any incidents of concerns are always followed up with discussions between the child and staff. These sessions are planned in a way so that the child does not feel blamed for the incident. The focus is on how reoccurrences can be avoided. Consequently, the child is learning to become more self-aware.

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 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— have the skills to identify and act upon signs that a child is at risk of harm. (Regulation 12 (1) (2)(a)(iii))	7 September 2022
The registered person must prepare and implement a policy which— sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for liaison and co-operation with any local authority which are, or may be, making a child protection enquiry in relation to a child accommodated in the home; and 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 (1)(b) (2)(a)(b))	7 September 2022

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: 2561726

Provision sub-type: Children's home

Registered provider: Vcare - 24 Limited

Registered provider address: Unit 10, Halifax Way, Pocklington Industrial Estate, Pocklington, York YO42 1NP

Responsible individual: Victoria Simpson

Registered manager: Laura Crossland

Inspector

Gemma McDonnell, Social Care Inspector

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