

2562678

Registered provider: Flourish Children's Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider owns and manages this home.

It provides care for up to four children with social and/or emotional difficulties.

The home does not have a registered manager, but there is a manager in post who has applied to register with Ofsted.

There were three children living at the home at the time of the inspection.

Inspection dates: 6 and 7 June 2023

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: 14 March 2023

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

This children's home was judged inadequate by Ofsted at a full inspection on 14 March 2023. Following this inadequate judgement, Ofsted issued a notice restricting accommodation at the home and three compliance notices under regulations 12, 13 and 20.

A monitoring visit took place on 19 April 2023. The provider had met the compliance notice for regulation 12 and 20. The provider had not met all the steps within the compliance notice for regulation 13, so this was reissued. The notice restricting accommodation at the home remained in place.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/03/2023	Full	Inadequate
15/03/2022	Full	Outstanding

Inspection judgements

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

Children sometimes experience conflict in their relationships with each other. Staff talk to children about these relationships, but the child's feelings about the conflict are not always captured.

There are times when children use discriminatory language towards staff members. Staff respond to this in a sensitive way and seek to improve children's knowledge and understanding of the language they use.

Children's daily experiences are captured in recordings by staff. However, there are inconsistencies in how these are recorded, and the language used is not always sensitive, which can lead to children feeling unvalued.

When children move out of the home on an emergency basis, efforts are made to minimize the impact and try and make the ending more positive.

Children attend school regularly, and staff maintain contact with school to ensure continuity. They advocate for children to ensure that the right support is in place. Staff understand the barriers to education for some children. School staff explained that one child is the most settled they have been since they moved into the home.

The children have different needs and interests. They are supported to access activities that they enjoy. They are supported to enjoy individual and group activities to help them have one-to-one time, as well as time with their peers.

The home has been redecorated. It is homely, and the children's personalities are reflected throughout the home. There are photos of children and staff throughout the home. Children are involved in decorating their bedrooms in line with their personal choice.

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

Some children have indicated that they feel bullied. One child made a complaint about this, but there is no record of any conversations between staff and the child to explore this with them further. Children do not always get the help and support to manage their conflicts.

An increase in challenging behaviours from one child led to them moving out of the home quickly as the staff could not keep them and others safe. The manager was aware of the incidents, but they have not all been recorded by staff. Information about the incidents was not available at the inspection, including whether debriefs with staff and the child took place.

The use of the restraint is rare. However, when it has been needed, records do not provide full information about the lead-up to the incident and the steps taken by staff to avoid the measure being used.

Children are not formally reprimanded for their behaviours, and there were no records of consequences being used. However, records of discussions between staff and children show that staff speak about using consequences as a way of helping children to manage their behaviours. It is unclear if these are applied, but the type of consequences discussed with children are disproportionate.

Staff responded appropriately to a serious incident involving a child who had possession of unsafe items and was making threats to harm staff. The police were alerted but no bedroom searches took place to ensure the ongoing safety of staff and others.

Detailed risk assessments identify all known risks to children. They provide staff with clear guidance on how to respond to children's behaviours. Risk assessments are reviewed, but they have not always been shared or discussed with the child's placing authority. This has led to an inconsistent approach regarding how one child's family time is supported.

Children do not go missing from the home. There are clear procedures in place for staff to follow should this happen, and staff understand their responsibilities to children who go missing from the home.

Allegations are taken seriously. Investigations are completed, and appropriate safeguarding professionals are informed.

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

This home was judged inadequate at the last full inspection. Since then, a newly appointed manager has started in post. She is aware of the shortfalls in the leadership and management of the home and has a plan to develop the home. The new manager's auditing tool is helping to improve the monitoring and oversight of staff practice and the care provided to children. This is still in its infancy and has not yet achieved the desired outcome of being embedded in practice.

The quality of children's records is still inconsistent, and there are ongoing concerns that have not been identified by the manager about how staff respond to children's behaviour.

Leaders and managers have not completed a review of the quality of care provided for children. This is a missed opportunity for the manager to have a full understanding about the care that children are receiving and the progress that they are making.

The induction plan for newly appointed staff does not identify timescales for mandatory training to be completed. There are gaps in training for newly appointed staff. These staff have not completed all core training. For some staff, the outstanding training that should have been part of their induction has not yet been booked several weeks on.

Not all staff who have worked at the home for at least two years have completed the requisite qualification for the role.

The manager was not aware of an escalation procedure and therefore has not escalated concerns in relation to missing documents from the local authority. This could mean children's most up-to-date plans are not followed.

Staff receive regular supervision. Records show that the children are discussed. Staff have received single-subject supervision specific to the risks for children who live at the home. Team meetings take place regularly. They provide staff with the opportunity to discuss the risks to children and the children's plans.

The manager knows the children and is developing her relationships with them and the staff. She knows the importance of positive relationships between staff and the children, and she is committed to wanting the best outcomes for children. She values her staff and provides them with support and positive role modelling. This positive environment has meant that children have become more settled and have started to make progress.

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
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. (Regulation 5 (c)) In particular, the manager should escalate concerns when other professionals have not provided the information needed about children. This specifically relates to ensuring children have an up-to-date local authority care plan held on their file.	28 August 2023
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— understand and communicate to children that bullying is unacceptable. (Regulation 11 (1)(a)(b)(c)(2)(xii))	28 August 2023
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—	28 August 2023

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; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; and take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1)(2)(a)(i)(ii)(v)(vi)) In particular, ensure that: children's risk assessments are in line with the child's plan; staff understand what bullying is and respond to children when they feel bullied; bedroom searches take place when there is a concern about a child's safety; and staff record all incidents that involve the children and that staff and children.	
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— 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. use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(f)(h))	28 August 2023

The registered person should recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform. For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home. (Regulation 32 (1)(3)(b)(4)(a)(b)(5)(a))	28 August 2023
The registered person must ensure that all employees— undertake appropriate continuing professional development. (Regulation 33 (4)) In particular, the registered person should ensure that there is a plan for the induction of new staff to the home that includes timescales for the completion of mandatory training. They should ensure that staff complete all core training within those timescales.	28 August 2023
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 the child's behaviour leading to the use of the measure;	28 August 2023

details of any methods used or steps taken to avoid the need to use the measure. (Regulation 35 (3)(a)(ii)(v))	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. (Regulation 45 (1))	28 August 2023

Recommendation

- 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. Information about the child must always be recorded in a way that is helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 623, paragraph 14.4)

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: 2562678

Provision sub-type: Children's home

Registered provider: Flourish Children's Services Ltd

Registered provider address: Flourish Children's Services Limited, 96 Blacker Road, Birkby, Huddersfield HD1 5HN

Responsible individual: Faryal Mohammed

Registered manager: Post vacant

Inspectors

Rachel Webster, Social Care Inspector
Cat Clasper, Social Care Inspector

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