

2564769

Registered provider: The Hesley Group Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. It provides care and accommodation for up to four children and young people with learning disabilities.

The home and the manager were registered with Ofsted in March 2020.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 23 and 24 March 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 16 to 17 June 2021

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 **requires improvement to be good**

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

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
-----------------	-----------------	----------------------

Not previously inspected		
--------------------------	--	--

Inspection judgements

Overall experiences and progress of children and young people: good

Currently, there are no children living at this home. There is one young person, who has reached the age of 18 years, living here. The home consists of three separate interconnected properties. The provider is updating and redecorating the two unoccupied properties. The home where the young person lives is well maintained, personalised, and stocked with toys and books to appeal to the young person's interests.

Staff develop and implement individualised processes to enable children and young people to share their views and to encourage them to make choices. One young person said, in relation to their views being listened to, 'The staff are doing everything they can for me.' The approach of staff assists children and young people to develop strong bonds with their caring adults.

Children and young people are supported to pursue their hobbies and to take part in new activities, which helps them to discover different interests. Staff arrange outings so that children and young people have opportunities to develop skills that promote independence while having fun.

Staff support children and young people to feel prepared for health appointments, sensitively helping them to adjust to changes in their routine so that their health needs can be met. Staff work collaboratively with health professionals, sharing information so that they can understand each child or young person's current needs. The manager arranges training to enable her staff to gain a deeper insight into the diagnosis of those in their care, so that they become more skilled and in tune with children and young people's needs.

Staff support children and young people to be well equipped for school. One parent said, '[Name] has remained in education, which is no mean feat. This brings home how well the staff have done.' Staff consult with education professionals each day so that any potential issues or barriers to learning are known, supporting children's continued progression.

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

Children and young people understand the processes in place to raise concerns. Staff create individual children's guides, taking into consideration each child or young person's communication needs. When children and young people raise issues, the manager makes safeguarding referrals appropriately. The manager provides feedback to children and young people to help them understand that their safety is important.

Physical intervention to manage children and young people's behaviour is rarely used. Staff know the children and young people well and are often able to de-

escalate crisis behaviour. When physical restraint is necessary, children and young people are held by suitably trained staff. The manager oversees this practice effectively, helping to ensure that it is safe.

Children and young people receive help from consistent key workers who they identify as people they can talk to and trust. Staff provide regular feedback, where appropriate, to children and young people's family members. This helps to support family connections and to promote children and young people's emotional well-being.

Care-planning documents and risk assessments are linked, providing guidance for staff in how to care for children and young people and how to mitigate risk. The manager scrutinises incidents that occur, which helps her to identify patterns and new presenting behaviours. She promptly implements and adapts strategies to support children and young people. The manager alerts her team to any changes so that staff understand the measures in place to help protect children and young people from repeat incidents.

Health and safety checks of the home are completed routinely and are up to date. The manager invites external scrutiny, including regular medication audits. She uses any suggestions or shortfalls highlighted to drive improvement forward and raise the standard of care that children and young people receive.

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

There are a high number of vacant staff positions, including care staff and senior roles. The current occupancy level means that there are sufficient staff to meet the young person's needs. The manager has developed and implemented a new system which follows safer recruitment. However, the previous system did not include sufficient checks to ensure that individuals working in the home were suitably vetted. This has exposed children and young people to a potential risk of harm.

The manager arranges the rota so that her staff regularly practise with different team members, which provides staff with the opportunity to learn from each other's strengths and to identify areas for development. This approach helps the manager to avoid her staff becoming complacent, which is a protective measure for children and young people.

The manager has failed to ensure that the statement of purpose is reviewed. This document contains outdated information in relation to who to contact if someone wishes to complain or has a safeguarding concern regarding a child or young person.

Team meetings are held to reflect on practice and share learning. The manager encourages staff to contribute their views and they are reminded of the processes in place to help them to keep children and young people safe.

Staff do not always receive regular or in-depth supervision. Discussions recorded have little focus on children and young people. When staff have used this process to request additional support, this has not always been actioned. This lack of response demonstrates that there is not always a consistent approach to supporting staff to feel equipped to care for children and young people.

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 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— are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same. (Regulation 11 (1)(a)(b)(c) (2)(a)(x))	17 July 2021
The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))	17 July 2021
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (3)(d))	17 July 2021

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: 2564769

Provision sub-type: Children's Home

Registered provider: The Hesley Group Limited

Registered provider address: Central Services Hesley Hall, Tickhill, Doncaster,
South Yorkshire DN11 9HH

Responsible individual: Maryann Barton

Registered manager: Rebecca Rowe

Inspector

Paula Kelly, 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 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 2021