

# 2567806

Registered provider: Laska Care and Education Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned and operated by a private organisation. It is registered to provide care for up to two children who may experience emotional and social difficulties. One child was living in the home at the time of the inspection.

The manager registered with Ofsted in May 2020.

### Inspection dates: 24 and 25 July 2023

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| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>requires improvement to be good</b> |
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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 June 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            |
|-----------------|-----------------|---------------------------------|
| 14/06/2022      | Full            | Requires improvement to be good |
| 21/06/2021      | Full            | Good                            |

## Inspection judgements

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

Since the last inspection, one child had a positive move out of the home and one child moved into the home. Staff work to forge strong relationships with children. However, several shortfalls in the way the child is helped and protected, and the effectiveness of leaders and managers were found during this inspection.

The child is experiencing challenges and has said they do not always feel safe and happy in the home. Staff try to engage the child and reassure them appropriately. Staff support and encourage the child to share their views, and the child knows how to make a complaint.

The home has not been maintained to an acceptable standard. There has been a delay in undertaking some essential repairs, such as the tap in the kitchen and a water leak in the utility room. The child's bedroom would also benefit from being redecorated. The responsible individual commissioned some immediate work during the inspection.

Staff struggle to encourage the child to access social activities other than Cadets, which the child enjoys. The child spends time in their bedroom and watching TV. This does not provide the child with opportunities to develop other hobbies and skills, although the staff are working to address this.

Staff use incentives to support and encourage the child to develop their independent self-care skills.

Staff meet the child's health needs. The child's social worker said, 'Staff work hard to ensure the child attends health appointments.' Staff access support from a psychotherapist, and this is helping them gain a better understanding around for supporting the child's emotional needs.

The child has experienced some challenges with education. The registered manager worked with education effectively to secure an appropriate education provision, and the child has recently started a new school that they enjoy. A education professional said, 'The staff and the manager work hard to make sure [name of child] has positive outcomes in care and education, and it is a pleasure to work with them.'

When children move on from the home or move into the home, this is managed sensitively and in the children's best interests. One child who recently moved was supported to have a positive experience and said, 'Staff helped me move my things and kept saying there was no need to rush things.'

The child is supported to have time with their family and significant people in their lives. The child's social worker said, 'Staff understand who is important and would

drop everything to support [name of child] seeing important people in their life.'

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

Physical interventions are minimal, but records are unclear on whether the actions taken by staff have been necessary and proportionate. Care staff's actions during a physical intervention that took place in the child's school were not clear. The physical intervention failed to provide the child with the opportunity to understand positive behaviours to support their emotions and was upsetting for the child.

Staff follow the protocols in place to support children when they go missing from home and ensure that all professionals are notified. Staff take action to find the child and return the child home. However, the records of these incidents are not always clear. On an occasion when a child left the home, recordings are not clear regarding whether a physical intervention was used to support the child's safety or used as a means to return the child home.

Staff use one-to-one time to support children to understand positive behaviours and risks associated with online safety. This means children are supported to better understand how to keep safe online as well as manage their emotions.

Children's risk assessments are up to date and clearly identify any risks and actions staff should take to support children.

Staff have an understanding of how to escalate concerns appropriately in line with the home's whistle-blowing policies.

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

The home is run by a permanent, suitably experienced and qualified registered manager. The registered manager is committed to the home and has aspirations for the children.

Management monitoring systems are in place to review the quality of care provided. However, these systems have not been successful in identifying shortfalls in safeguarding records.

The registered manager failed to inform the appropriate authorities in a timely manner of a historical concern that the child shared. Delay also occurred around the registered manager having oversight of an incident when the child shared some concerns about living in the home.

Some of the child's care plans and records are inaccurate. This does not provide staff with the information they need to have a clear understanding of the child's needs.

Staff do not receive supervision in line with the provider's supervision policy. This does not provide staff with the opportunity to reflect on their practice and their work with children. Gaps in team meetings impact on opportunities for staff to regularly and consistently discuss children.

Staff are not all familiar with the home's statement of purpose, and the most recent version is inaccurate. This means that professionals cannot be assured that staff provide care for children in line with the home's statement of purpose.

The home's location risk assessment does not include feedback from relevant professionals about risks in the local area. This means staff are not able to consider how this will affect children who live in the home.

The registered manager reviews and monitors children's progress and seeks children's views about their care. However, the quality of care review report does not fully explore the feedback and opinions of the children regarding the quality of care they receive.

Staff talk positively about the support from the registered manager. The registered manager has challenged individual practice in the team. This has helped to build confidence among the wider staff team.

The registered manager and staff have developed positive working relationships with external professionals. A social worker, therapist and a school representative all spoke of the quality of communication and the commitment of the registered manager.

## What does the children's home need to do to improve?

### Statutory requirements

This section sets out the actions that the registered persons 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 persons must comply within the given timescales.

| Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Due date          |
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| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>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;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(v)(vii))</p> <p>In particular, the registered persons must ensure clear recording of significant incidents, evidencing that actions used are necessary, proportionate and in children's best interests.</p> | 15 September 2023 |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 15 September 2023 |

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| <p>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;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>feedback on the experiences of children, including complaints received and</p> <p>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)(g)(ii)(h))</p> <p>In particular, the registered persons must ensure that arrangements are in place to support appropriate responses to children's worries and offer staff consistent supervisions and team meetings to assist them in meeting children's needs.</p> |                          |
| <p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff —</p> <p>understand and apply the home's statement of purpose;</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child; and</p> <p>enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(b)(i)(c)(i)(ii))</p>                                                                                                                 | <p>15 September 2023</p> |

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| In particular, the registered persons must also ensure that the statement of purpose includes up-to-date and relevant information.                                                                                                                                                                                                                                                                                  |                   |
| <p>The registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date. (Regulation 36 (1)(a)(b))</p> <p>In particular, the registered person should ensure that all children's records and care plans are updated and that any relevant plans are shared with children.</p> | 15 September 2023 |

## Recommendations

- The registered person should ensure that the suitability and location of the home are reviewed and that they include all updated information about any identified risks. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.1)
- The registered person should ensure that when carrying out a quality of care review, the experiences of children living in the home and the impact the care is having on their outcomes are considered. Reviews should be underpinned by the quality standards as described in regulations 5 to 14. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.2)

## 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:** 2567806

**Provision sub-type:** Children's home

**Registered provider:** Laska Care And Education Limited

**Registered provider address:** Euroway House, Roysdale Way, Bradford BD4 6SE

**Responsible individual:** Garfield Binns

**Registered manager:** Simone Binns

## Inspector

Gina Lightfoot, Social Care Inspector

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