

2570084

Registered provider: Consistent Quality Support Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for up to one child who may have a learning disability or have social and emotional difficulties.

At the time of the inspection, one child was living in the home.

An interim manager is in place while the registered manager is not in work.

Inspection date: 5 December 2024

Date of last inspection: 24 April 2024

Judgement at last inspection: Requires improvement to be good

Enforcement action since last inspection: None

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The child has made progress in their development since the last inspection. The child has formed positive, trusting relationships with staff and benefits from the individualised care and support they receive. Staff understand the child's needs very well and are knowledgeable of what approaches work best for the child.

Staff support the child to explore their wishes and feelings, especially at more challenging times. Staff understand the child's preferred methods of communication and support the child to express themselves with the support of visual aids.

The child has made good progress in their education compared to their starting point. Staff help the child to complete homework and additional learning to help them catch up with missed learning opportunities. Staff have developed positive working relationships with the child's school. Staff support a flexible approach to the child's school timetable, which has supported their emotional and behavioural needs. The manager attends regular education meetings, which supports a multi-agency approach to promoting the child's educational and social development needs.

Staff support the child's health needs by encouraging and supporting them to attend health appointments. There has been a marked improvement in the child's willingness to attend health appointments. This has meant assessments to explore the child's additional needs have been able to take place.

Staff encourage the child to experience a wide range of activities, which the child enjoys. Staff plan activities that support the child's social and behavioural development.

Risk assessments and support plans are clear, relevant and reflect the child's risks and support needs. The child's support plan details strategies and responses, using examples, to ease understanding of the child's presenting behaviours.

Staff understand the child's risks and understand how to best respond. When issues have arisen, the manager has been proactive to address them with the staff team and ensure learning from any incidents. This consistent approach to the child has seen a reduction in the frequency, length and severity of incidents over the past four months.

Staff only use physical intervention practice when necessary to protect the child and others. Records of incidents are detailed, with reflective manager oversight. The manager and responsible individual review incidents and monitor the use of physical intervention to ensure that practice is appropriate. Staff understand what

approaches work for the child and can use de-escalation techniques effectively to support the child in times of crisis.

The manager has followed due process in managing allegations and works in partnership with safeguarding professionals, including the local authority designated officer. On one occasion, additional oversight from the responsible individual highlighted some shortfalls in the manager's internal investigation. The responsible individual addressed the shortfalls in a timely and effective manner, which supported a lessons learned activity completed by all managers within the company. The responsible individual has ensured that managers have acted on the actions identified from the activity.

Although the registered manager has been absent from work, the interim manager has provided consistent support to the staff team and child. Staff report feeling supported by leaders and managers.

The manager has good oversight of the day-to-day care of the child. The manager records their review and reflection of incidents, assessments and plans. The manager has ensured that additional training and support have been provided to staff and managers when areas for development have been identified.

Staff report positive learning experiences from reflective practice meetings. The manager provides staff with regular supervision. Supervision lacks the reflective practice that is seen in other areas, and recordings of supervision are limited in the detail of support provided to staff.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/04/2024	Full	Requires improvement to be good
08/08/2023	Full	Good
15/06/2022	Full	Good
02/02/2022	Full	Requires improvement to be good

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

Recommendation

- The registered person should have systems in place so that all staff, including the manager, receive supervision of their practice which allows them to reflect on their practice and the needs of the children assigned to their care. This particularly relates to the registered person ensuring that staff supervision is reflective in nature and the detail of supervisions is reflected in the recording. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

Children's home details

Unique reference number: 2570084

Provision sub-type: Children's home

Registered provider: Consistent Quality Support Limited

Registered provider address: Mill 1 Unit C1, Pleasley Business Park, Mansfield
NG19 8RL

Responsible individual: Debra Dawson

Registered manager: Amanda Marshall

Inspector

Chloe Harvey, Social Care Inspector

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