

2570084

Registered provider: Consistent Quality Support Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The children's home is owned by a private provider. It is registered to provide care for one child with emotional and social difficulties or learning disabilities.

The registered manager is suitably qualified and experienced.

Inspection dates: 15 and 16 June 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 2 February 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
02/02/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child who lives here is making good progress. The trusted relationships they have with staff have enabled them to feel happy and safe. Staff know the child well and spend lots of quality time with them. The nurturing and consistent care afforded to the child is helping them to recover from previous trauma and placement breakdowns.

The child now attends school and is making good progress in education. They have good attendance. The child is enjoying school after a long time away from education. Effective partnership working with the school is supporting the child's progress.

The child's emotional and psychological needs are being met through multi-agency arrangements. The manager is a strong advocate for specialist services to be made available. The staff have escalated concerns and challenged delays in service provision to ensure the child receives the support they need.

The child benefits from safe medication practices. Access to health services is supported. The child's independence has been promoted wherever possible; self-care skills have improved as a result of living at the home.

The child is being supported to explore their gender identity. This is being done in a dignified and respectful manner. Staff are helping the child develop a positive view of themselves. This sensitive care is helping the child overcome previous experiences of neglect and bullying.

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

Safeguarding practice is effective and has protected the child from potential harm. There has been a reduction in serious incidents and self-injurious behaviours. This is because all staff understand how to respond to potential incidents. The previous shortfalls in safeguarding are no longer apparent.

Communication with the placing authority social worker is good. There is regular contact about any safeguarding matters. The child's social worker said: 'I feel that my child is completely safe here. I have no concerns at all about safeguarding. The staff know her really well.' Good communication between the staff and other professionals results in effective partnership working and helps to reduce potential risks.

Restraint is only used as a last resort and when necessary to protect the child and/or staff from harm. Staff have had appropriate restraint training. Incidents of restraint have reduced over time, which shows that staff are effective in their use of behaviour management strategies. However, incident reports do not always include

an evaluation of the restraint used or the views of the staff members involved. This limits how the management team reviews incidents and evaluates the effectiveness of such measures. This also restricts the learning which can come from such incidents.

Recruitment practice is not yet robust and remains a requirement from the previous inspection. Full and satisfactory information is not readily available for all individuals who work in the home in respect of the matters in Schedule 2.

The effectiveness of leaders and managers: good

The home is managed effectively by a qualified and experienced manager. She is a passionate and driven individual. She has been instrumental in the improvements made since the last inspection. The manager will soon be leaving her post. Swift action has been taken by the directors to appoint a new manager. The home is now suitably staffed to meet the child's needs, which is an improvement since the previous inspection.

Effective action has been taken to address most of the previous shortfalls. The manager uses learning from practice and feedback from others to improve the care of children. As a result, the child's experiences have improved.

The manager and staff work positively with other agencies. They have built effective working relationships with social workers, parents and other professionals. This helps to promote positive outcomes for the child in their care. One professional said: 'Communication from the whole team is really good, especially the manager.'

Training and induction activities are effective. Staff receive training that is specific to the individual child's needs. Specialist training regarding children with autism and self-injurious behaviours has been commissioned by the company. This is to ensure that staff have the necessary skills to care for the child.

Since the previous inspection, the manager has challenged and escalated matters when necessary. This is no longer a shortfall in practice. As a result, the child now has a school place and has access to specialist mental health services.

Staff receive monthly supervision from a manager. This focuses on the child's needs and experiences. Staff speak highly of the leadership team and feel supported at work. The emotional intensity of caring for one child is recognised by the manager. Changes to the rota are being implemented to give staff a healthy work-life balance.

The manager has ensured that all notifications and documents are sent to the regulator in a timely way. This is no longer a shortfall as identified at the last inspection.

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 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)) This specifically relates to comprehensive recruitment checks being readily available as specified in Schedule 2.	29 July 2022
The registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate. (Regulation 35 (3)(b)(i)(ii)) This specifically relates to ensuring that all incidents of restraint include the views of the staff involved and are completed in a comprehensive manner.	29 July 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: 2570084

Provision sub-type: Children's home

Registered provider: Consistent Quality Support Ltd

Registered provider address: 6 Scarlet Way, Shirebrook, Mansfield,
Nottinghamshire NG20 8FW

Responsible individual: Laura Owen

Registered manager: Debra Dawson

Inspector

Rachael Sprigg, Social Care Inspector

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