

2570084

Registered provider: Consistent Quality Support Ltd

Full 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.

At the time of inspection, one child was being cared for in the home.

There has been no registered manager since 20 March 2024. The acting manager of the home has submitted their application to become registered with Ofsted.

Inspection dates: 24 and 25 April 2024

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be 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: 8 August 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

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

Inspection judgements

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

This home is judged, at this inspection, to require improvement. This is due to poor and inconsistent management oversight of incidents. Some incidents involving children have not always been managed well. Although one child was residing at the home at the time of inspection, during this inspection period, two children have been cared for.

Children enjoy spending time with staff and choosing the décor for the home. One child, with the help of staff, has created a mural on their bedroom wall of their favourite cartoon and film characters. The garden is one of the child's favourite areas of the home. The child enjoys bouncing on the trampoline and playing bat and ball games with staff. The child also enjoys day's out with staff to explore new places of interest.

Staff regularly seek children's wishes and feelings. Children are encouraged to be a part of their care planning. To support this, children have access to their own advocate, who staff encourage children to talk to. The manager has not made the Office of the Children's Commissioner details available for children.

Staff give children lifts to and from their educational provisions. Staff have regular communication with education provisions regarding school and home life. When at home, staff encourage learning through play and life skills. One child recently enjoyed learning about the different layers of the Earth.

Staff support children to learn age-appropriate independence skills. One child has learned to shower independently and make their breakfast. One child has also been supported to try new foods and build a nutritious and balanced diet. Staff have a good understanding of the children's health needs. One child has been supported to overcome his fear of having blood tests at the doctors' surgery.

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

Staff do not ensure that children's risk assessments and care plans are up to date. As a result, staff use differing techniques that they feel work. This creates inconsistent care responses for the child. On one occasion, staff locked several doors within the home to reduce where the child could go. This included locking a door between staff and the child. At times, inconsistent responses from staff lead to an escalation of a situation.

The recording of physical interventions lacks detail and effective management oversight. For example, one record states that the child was 'redirected'. The record does not state whether this was a verbal or physical redirection. On another occasion, the record does not state where the physical intervention took place. However, the manager believed this to be on the side of the bed. Records do not always include details of the de-escalation

techniques attempted. The manager and responsible individual have regular oversight of the records. Such oversight lacks challenge to practice or reflection with staff to drive improvements.

Staff do not always support children to learn about possible risks. For example, a learning opportunity was missed after a child tried to confront peers in a park. Staff spoke to the child about being polite and having 'kind responses'. Staff failed to discuss what may happen if the child tries to provoke peers or how the child could avoid such conflict.

Staff support children to understand their emotions. They help children to feel comfortable in expressing how they feel. To encourage this, staff make creative game-like discussions about scoring one another's mood. This supports children to recognise when their mood is changing. In turn, it supports their ability to self-regulate or ask for support. Professionals who know the child well feel that this is a contributing factor to physical restraints reducing.

On two occasions, significant notifications to Ofsted have been sent with delay. This resulted in Ofsted not being aware of the situation.

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

Although the registered manager post is currently vacant, an application has been received by Ofsted. The manager is open to receiving feedback to further develop in her role. Staff feel highly supported by the manager.

The manager's decision-making is not always recorded. For example, on one occasion, staff told a child that he could not attend church or his planned activity. This was the day after an incident. The child was also told that instead he would have a 'boring day' at home. There is no evidence in documents of this being discussed with staff or challenged by the manager.

Although the manager has regular oversight of records, she does not yet evidence how this supports the development of her staff or the quality of care for the child. It is not always clear whether the manager and responsible individual recognise areas for staff development through overseeing records. Although staff receive regular supervision, these also do not show practice reflection.

The manager does not yet ensure that the independent visitor gains feedback from the children's family to support their reporting on the quality of care in the home.

The child's family, social worker and education staff state that the manager keeps them thoroughly informed. One family member commented on the child feeling 'happy and safe' and that they hope the child can remain living at the home long term. The manager has a sound understanding of the needs of the child and is a strong advocate for him

No shortfalls were found in how the manager handles children's complaints. However, other shortfalls were found under regulation 13 and, therefore, a new requirement has been set. One of the prior recommendations has been restated in relation to reflective supervision. The recommendation in relation to restraint records has been replaced with a requirement due to the shortfalls found.

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 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— 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; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(b)) In particular, this relates to ensuring that staff can identify when a child is at risk of harm and how to appropriately respond to de-escalate the situation. It also relates to staff having the skills	7 June 2024

and knowledge to support children to understand how to keep safe by learning from their previous experiences.	
Restraint in relation to a child is only permitted for the purpose of preventing— injury to any person (including the child); serious damage to the property of any person (including the child); or restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(a)(b) (2)) In particular, this relates to the manager ensuring that restraint and deprivation of liberty are only used when absolutely necessary and are proportionate to the risk. This also relates to the manager ensuring that staff do not lock doors to prevent the child entering certain areas of the home unless this is agreed within their care plan. It also includes staff not locking doors between themselves and the child.	7 June 2024
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— meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans; help each child to develop socially aware behaviour; communicate to each child expectations about the child’s behaviour and ensure that the child understands those expectations in accordance with the child’s age and understanding;	7 June 2024

understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; 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)(i)(ii)(v)(ix)(x)) In particular, this relates to ensuring that staff care for children in line with their agreed plans, while ensuring that staff have an agreed level of expectation from the child. It also relates to ensuring that staff can recognise how their own feelings may impact on their responses to children.	
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter; must be made or confirmed in writing. (Regulation 40 (4)(c) (5)(a)(ai)(ii)(iii)(b)) In particular, this relates to the manager ensuring that any notifications relating to an allegation of abuse against the home or a person working there are sent to Ofsted without delay.	7 June 2024
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— promotes their welfare.	7 June 2024

In particular, the standard in paragraph (1) requires the registered person to—

ensure that staff work as a team where appropriate;

ensure that staff have the experience, qualifications and skills to meet the needs of each child;

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;

demonstrate that practice in the home is informed and improved by taking into account and acting on—

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(b) (2)(b)(c)(f)(g)(h))

In particular, this relates to the manager ensuring that their oversight supports continuous improvements to the care that children are provided, and that their oversight of records recognises any improvements or amendments required. It is also important that the manager ensures that feedback is sought through the regulation 44 visitor from children's family members.

Recommendations

- The registered person must 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. ('Guide to the Children's Homes Regulations, including the quality standards', page 61 paragraph 13.2)
- The registered person should ensure that the children's guide helps children to understand how to contact the Office of the Children's Commissioner. ('Guide to the Children's Homes Regulations, including the quality standards', page 24 paragraph 4.22)

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: Unit C1, Mill 1, The Business Park, Pleasley Vale,
Mansfield NG19 8RL

Responsible individual: Debra Dawson

Registered manager: Post vacant

Inspector

Ellen Monk, 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 looked after children, 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 <http://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 2024