

2575432

Registered provider: All Round Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider manages this home. The home is registered to provide care to one child.

The home's statement of purpose states that children cared for in this home are between the ages of 11 and 17 and may have social and emotional difficulties.

Inspection dates: 15 and 16 June 2022

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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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: 23 June 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/06/2021	Full	Good

Inspection judgements

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

The child living in this home is making progress. Unfortunately, the child's experiences are hindered by shortfalls identified in help and protection and aspects of leadership and management.

The child has made considerable progress in education since a recent school move. Attendance has increased and the child is now more engaged. The child is also participating in extra-curricular activities and attends several groups in the local area. Through these, the child is making a positive contribution to the community and has acted as an ambassador and a spokesperson for antibullying, as well as a support person for younger group members.

The child benefits from making a difference to the lives of others through charitable work and positive and kind interactions with others, which are supported by staff. For example, the child offered their companionship and time to an older neighbour who was isolated from others. Further positive activities undertaken by the child include raising money for the Save the Children charity and collecting food for the homeless.

Staff provide help and support to encourage good health. The child has good routines and is benefiting from the structure put in place by staff. Furthermore, the child has attended and engaged in difficult health appointments. Because of this, children have improved physical and emotional health.

Positive relationships formed between staff and the child have aided open discussions about recent traumatic events. Because of this, staff have been able to help the child to understand and process this experience and access medical attention and further support. However, sensitive health information relevant to the child had not been received at the time of the inspection and steps had not been taken to gather this information within an appropriate timescale. This has the potential to cause the child unnecessary worry and anxiety and has implications for physical and mental health.

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

The home is maintained to a good standard. However, not all health and safety risk assessments are up to date. Furthermore, the use of closed-circuit television (CCTV) across the exterior of the home has not been reviewed. This provides a view of the garden area and reduces the child's privacy. Inspectors were also unable to view evidence that the use of CCTV had been discussed with the child and the child's social worker.

Staff respond proactively when children are missing from home. The robust actions taken represent genuine care and concern for the child. Staff are clear about the expectations of them if the child is missing and they are familiar with the procedures to be followed.

Incidents are recorded in detail and there is evidence that staff complete detailed direct work with children following significant or serious events. Unfortunately, one serious incident occurred which required urgent attention from law enforcement and health professionals. There was an unnecessary delay in reporting this incident, which had implications for police investigations and the response from health services.

Risk assessments in respect of the child's risks and behaviours are detailed. They include clear protocols and procedures for staff to follow prior to, during and after incidents. However, other risk assessments held in the home are not up to date. Assessments relating to health and safety matters have not been reviewed and those relating to lone working are contradictory to other assessments held in the home.

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

Staff receive regular supervision and feel well supported by managers. Staff are happy in their roles and provide a stable, consistent and nurturing environment for the child. Because of this, the child feels safe and well cared for.

Effective multi-agency working ensures that this child has extensive support from relevant professionals. Managers and external agencies work together to monitor the child and take a proactive approach to signs that the child may be disengaging or struggling. This means that the child benefits from early intervention and support from the most appropriate person and service, supporting the child to continue to make progress and remain safe.

There have been no complaints made by children during this period. The child living in the home is fully aware of the complaints procedure and feels confident in using this if needed. Staff offer children the opportunity to make complaints and advocate for children on their behalf.

Staff working in the home are dedicated to supporting and helping the child but do not have adequate training. Staff who undertake lone working in the home have not received refresher first-aid training or fire safety training. During the inspection, the assistant manager and staff working with the child took action to rectify this. While this had not yet had any impact, shortfalls in staff training have the potential to hinder children's health, well-being and safety. A requirement was made to address this and shorter timescales for completion were also imposed.

At the time of the inspection, the registered manager was not available due to being on annual leave. An assistant manager and experienced staff member supported this

visit. Managers and staff were keen to take on board the feedback provided and to rectify the shortfalls identified to improve the quality of care for the child living in this home.

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
In meeting the quality standards, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (1)(c))	31 July 2022
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— 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; are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(v)(vi)(vii)) In particular, ensure that there is no delay in reporting crimes against children to the police.	31 July 2022
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—	31 July 2022

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. (Regulation 12 (1) (2)(a)(i)) Ensure that risk assessments relevant to health and safety are updated. Furthermore, risk assessments and the procedures included that are relevant to children should provide information which is consistent and not contradictory.	
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(h)) In particular, ensure that staff working with children have up-to-date first-aid and fire safety training. Staff skills and training needs should be reviewed effectively to identify gaps with regard to lone working practices. A short timescale was imposed on this requirement to reflect the immediate action required.	16 June 2022
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the child's placing authority consents in writing to the monitoring or surveillance;	31 July 2022

so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and

the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(a)(b)(c)(d))

Recommendations

- The registered person's reviews of the quality of care should enable the registered person to identify areas of strength and possible weakness in the home's care, which will be captured in the written report. The report should clearly identify any actions required for the next six months of delivery within the home and how those actions will be addressed. The whole review process and the resulting report should be used as a tool for continuous improvement in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.4)
- The registered person should ensure that the records on each child represent a significant contribution to their life history. The registered manager should ensure that children and their parents are supported to understand the nature of records kept by the home and how to access them. In particular, the language used in children's records should be considerate and appropriate. Records should refrain from including unnecessary opinion. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.5)

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: 2575432

Provision sub-type: Children's home

Registered provider: All Round Care Ltd

Registered provider address: 6 Renwick Square, Ashton-in-Makerfield, Wigan
WN4 9NF

Responsible individual: Paul Seddon

Registered manager: Kelly Torpey

Inspectors

Natalie Bennett, Social Care Inspector
Nicola Clements, Social Care Inspector

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