

2575432

Registered provider: All Round Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The provider cares for up to 1 child aged between 11 and 17 years who is experiencing emotional and behavioural difficulties.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 29 October 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 23 to 24 June 2021

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: Not applicable

Overall judgement at last inspection: Not applicable

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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Not previously inspected		
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Inspection judgements

Overall experiences and progress of children and young people: good

The staff provide a nurturing, loving and aspirational environment for the child. This is evident in the secure relationships the child has with her staff team. The child told inspectors, 'I finally feel cared for and loved.' These relationships have enabled her to thrive in all areas of her life, with noticeable progress made in her emotional health and education.

The staff team have a very good understanding of the child's needs. Good-quality plans inform their ability to provide individualised care to her. This has supported the child to de-escalate quickly when she is emotionally struggling. The staff are also ensuring that the child's health needs are met. The child has made significant, positive changes to her lifestyle which she is really proud of, and this has boosted her self-esteem.

The child was previously not in full time education. However, since moving into the home, she has been supported to increase her education attendance to full time. The staff team have good relationships with the child's education setting and strategies to support her are often shared. She now feels happy with her educational attainment and is confident, as well as aspirational, about her future.

Staff support the child to make lifelong memories through lots of activities and personalised memory books. The staff team and manager ensure that positive memories are made with the child and her family by celebrating special occasions together and promoting good-quality family time.

Staff do not always ensure key-work sessions are meaningful to specific events or topics. Although staff have very good relationships with the child, they are solely reliant on verbal communication as a tool for direct work. Staff do not use other resources or learning styles to ensure that the child has received the most meaningful education. This has resulted in specific pieces of learning and reflection not being undertaken with the child.

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

The child is safeguarded by the staff team and the managers. Risks in her life are well known and documented, and the team work together to ensure that risk is reduced. Staff have a good understanding of the child's needs and triggers, which creates a culture of preventative practice to ensure that situations do not routinely escalate.

When the child goes missing, staff proactively search local areas and known addresses to ensure that she returns home safely. Staff have a good understanding of why she has gone missing, which informs future risk management plans and has been instrumental in reducing missing incidents.

There are clear safeguarding policies and procedures in place that are used by management and the staff team. There is regular communication with the local authority and the police regarding any safeguarding issues. Staff have received safeguarding training and are confident in the procedures that they would follow in the event a child was at risk.

Staff have completed comprehensive training to boost their knowledge and awareness of child exploitation. Child exploitation is risk assessed using external expertise. The staff team have also supported the child to complete vital education that was recommended by an external exploitation professional. This has reduced the potential risks to the child.

The effectiveness of leaders and managers: good

The manager has been in post since May 2020, and she has suitable experience for the role. The manager leads a child-focused team of staff who focus on achieving positive outcomes for the child. The manager has developed a learning culture and as a result the requirements that were set at the last assurance visit have been met.

The staff team and manager have good relationships with other professionals supporting the child. The social worker said: 'The staff team and manager are amazing and are completely committed. They always go the extra mile which makes such a difference.' These relationships support the child's progress and also provide a platform for the manager to offer healthy challenge when required.

The staff feel well supported by managers. They are receiving supervision and appraisals, and taking part in team meetings in line with the provider's policy. Staff value the support they receive, which includes emotional and developmental support. There is often an over-reliance on the manager to de-escalate situations that staff should have the skills to resolve. This has the potential to create a de-skilled and disempowered workforce.

The manager reviews the quality of care that is provided; however, the reports lack evaluation and do not set clear goals to plan for the future. This is also a theme within team meetings. The lack of evaluation and planning results in the staff team not having clear, common goals that they plan to achieve.

The independent person visiting the home has not requested feedback from family, professionals or the staff team. The lack of feedback from these important people reduces the opportunity for improving the care provided. A further lack of feedback, in the review of the quality of care and Ofsted surveys, means that the manager is unable to identify areas of development and growth for the team.

Although consistent staff work with the child, rotas do not include information required to meet regulation. The manager and the staff members' full names, experience and actual hours are not recorded. This system makes it difficult to track who has been working in the 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, the 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
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must maintain in the home the records in schedule 4; ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b)) In particular, ensure that copies of staff rotas reflect the actual hours worked, including the manager's hours.	30 July 2021

Recommendations

- The registered person should ensure that the review of the quality of care enables them 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, in line with their individual health plans and the ethos of the home, children are offered advice, support and guidance on health and well-being to enhance, and supplement that provided by their school through Personal, Social and Health Education (PSHE). Staff should have the relevant skills and knowledge to be able to help children understand, and where necessary work to change, negative behaviours in key areas of health and well-being such as, but not limited to, nutrition and healthy diet, exercise, mental health, sexual relationships, sexual health, contraception and use of legal highs, drugs, alcohol and tobacco. ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.18)
- The registered person should actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring (including

under regulations 44 and 45) to ensure continuous improvement. They are responsible for proactively implementing lessons learned and sustaining good practice. ('Guide to the children's homes regulations including the quality standards', page 55, paragraph 10.24)

- The registered person should ensure that all staff working at the home understand their roles and responsibilities and what they are authorised to decide on their own initiative. There should be clear lines of accountability. Each home must have clear arrangements in place to maintain effective management when the manager is absent, off duty or on leave. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.20)

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 Limited

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

Responsible individual: Paul Seddon

Registered manager: Kelly Torpey

Inspectors

Carly Quinn, Social Care Inspector
Sylvia Eboigbe, Social Care Inspector

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