

2575713

CF Support Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to two children who are in the care of the host local authority and who are unable to be accommodated in either a mainstream residential care setting or a foster placement.

The registered manager left in November 2020.

Inspection date: 11 February 2021

This monitoring visit

Ofsted carried out an assurance visit in December 2020. The visit identified serious concerns about children's safety. Following the visit, Ofsted served two compliance notices on 21 December 2020.

This visit was undertaken to monitor the provider's progress in meeting the steps that were set out in the notices. At the time of the visit, one child was living at the home. No children have moved in or out of the home since the last visit. The visit was undertaken remotely.

The provider has made sufficient progress to address most of the steps in the compliance notices. However, a further serious concern was identified at this visit in relation to the protection of children.

The recruitment of some staff is poor. The management team has failed to ensure that all staff have sufficient checks. One member of staff has not declared their full surname on their Disclosure and Barring Service (DBS) check. Another staff member has no overseas check, despite working abroad for three months. Some staff have gaps and differing information in their employment history that have not been fully explored. Failure to thoroughly check potential staff could enable unsuitable adults to work with the child.

On 10 occasions since the last visit, the child has not received care from a core member of staff. On two occasions, the child received care from newly appointed staff. The bank staff have not had anti-ligature training, and the new staff are not trained in managing self-harm, fire safety and first aid. Consequently, the child has not benefited from consistent care from appropriately trained staff.

The manager took effective initial action to address a staff member's poor practice. However, the manager failed to ensure that the identified action continued, which meant that the risks remained.

The manager's monitoring does not consistently identify shortfalls or the changes that are needed to reduce the risk of recurrence. Some records lack detail of the actions taken in response to incidents.

The provider has appointed a new independent visitor to undertake monthly visits to the home. This appointment, along with the appointment of a consultant, has helped to drive some of the improvements in the care provided and record-keeping. However, the visitor is not independent, as they have also been providing support to the manager.

The manager has ensured that the child is kept safe during incidents such as self-harming. At times, the manager has deployed a waking-night staff member. However, the rota fails to include the details of the staff on duty. This does not provide a clear audit of staff working at the home.

The child's risk assessments have improved. However, not all training identified in the assessment has been implemented. Some risk assessments require more clarity on when the child needs to be checked.

The home is clean, tidy and welcoming. However, the living room currently has no curtains.

All staff receive monthly supervision. However, the supervisions do not reflect on the staff's practice and experiences. It is unclear what support the staff have received from the manager in response to events such as managing a ligature for the first time.

The provider has made improvements to the quality of care provided to the child. Records such as care plans provide clear detail of the actions required to meet the child's individual needs. The child is making progress and engaging with the tutor and the staff. The child's self-esteem is increasing. The child uses identified strategies such as accessing sensory items to help manage his anxiety and frustration. The child accepts support from external mental health agencies. The staff are supporting the child through the COVID-19 pandemic with activities such as

going for walks, using the trampoline, treasure hunts and playing board games. The structure in the child's day is helping him to manage his feelings and behaviours.

The provider ensures that all relevant professionals are informed of significant events and the actions taken to reduce the risk of recurrence. This enables up-to-date monitoring of the home. The child's social worker said that the child is beginning to mimic staff's happiness and their calm approach.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
N/A		

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(c)(i)) In particular, ensure that there are curtains in the child's living room.	31 March 2021
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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home.	31 March 2021

(Regulation 13 (1)(a)(b) (2)(a)(h))	
*The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; and full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(b)(d))	12 March 2021
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	31 March 2021
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; and ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b)) In particular, ensure that the rota contains details of all the staff working at the home.	31 March 2021

The registered provider must appoint, at the registered provider's expense, a person ("the independent person") to visit and report on the children's home carried on by the registered provider. (Regulation 43 (1)) In particular, ensure that the appointed independent person is independent of the home's day-to-day running.	31 March 2021
---	---------------

*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the provider's progress towards meeting the actions set out in the compliance notices.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2575713

Provision sub-type: Children's home

Registered provider: CF Support Services Limited

Registered provider address: 11 Three Rivers Business Centre, Felixstowe Road, Foxhall, Ipswich IP10 0BF

Responsible individual: Joanne Henderson

Registered manager: Post vacant

Inspector

Natalie Burton, 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 children looked after, 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

<http://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://reports.ofsted.gov.uk/>.

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: <http://www.gov.uk/ofsted>

© Crown copyright 2021