

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.

There has been no registered manager since 31 October 2020.

Inspection date: 18 March 2021

This monitoring visit

Ofsted conducted an assurance visit in December 2020 following concerns raised about children's safety. Ofsted served two compliance notices as a result of the findings from the visit. A monitoring visit in February 2021 was undertaken to review the provider's progress in meeting the steps set out in the two compliance notices. The compliance notices were in relation to the protection of children and the leadership and management of the home. The visit concluded that the provider had sufficiently met most of the steps set out in the two compliance notices. However, a further serious concern was identified, in relation to recruitment and training of staff. As a result, Ofsted served a further compliance notice.

This visit was undertaken to monitor the provider's actions in meeting the steps set out in the compliance notice, in relation to the recruitment and training of staff. The visit combined on-site and remote work. The on-site activities included a review of records and discussion with the responsible individual and the interim manager. The remote activities included further discussion with the responsible individual and review of records. The visit identified that the provider has sufficiently met the steps set out in the compliance notice. At the time of the visit, there was one child living at the home.

The management team has undertaken a full audit of all staff working at the home. Gaps in employment and differing information in employment history have been

checked and additional appropriate references have been sought and verified. The provider has appointed individuals in the organisation to undertake all further required recruitment checks. These staff, alongside the interim manager, have received safer recruitment training from an external agency. Two staff are waiting for the return of their overseas checks. Risk assessments of these staff are in place until the checks are received. The audit, training and an informed awareness ensure that the staff working at the home and new staff who are appointed are suitably checked prior to working with the child.

The management team has provided the staff with training to meet the child's identified needs. All staff have training in self-harm awareness, managing ligatures and fire safety. All but one member of staff have undertaken training in physical intervention and awareness of harmful sexualised behaviours. The interim manager ensures that staff who do not have specific training provide care to the child alongside a trained member of staff. This approach ensures that the child receives care from a staff team with sufficient knowledge.

The interim manager ensures that the rota includes at least one member of core staff. When required, a selection of non-core staff from the organisation provide support. This allocation of staff ensures that the child receives care from a consistent staff team.

The interim manager has met three of the requirements made at the last visit. The rota clearly details the names of the staff working each day. The child's living room has curtains, providing a warm and welcoming environment to the home. The appointed independent person no longer provides support to the interim manager and is now independent of the home.

Since the last visit, the manager has withdrawn her application to register with Ofsted. The responsible individual is due to advertise the position. To provide consistency for the staff and the child, the manager will remain in post until a suitable person is appointed.

The child is making progress at the home, through engaging with their education mentor and making steps to return to formal education. Incidents of self-harm and aggressive behaviour have reduced in frequency and severity. The child engages well with the staff and uses the strategies identified to reduce their anxiety and frustration.

The child has started to engage with hobbies of interest, including fishing and horse riding. The staff's approach to providing a structure and routine to the day benefits the child and has contributed significantly to their progress.

Recent inspection history

Not previously inspected

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 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. (Regulation 13 (1)(a)(b) (2)(a)(h))	31 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

Information about this inspection

The purpose of this visit was to monitor the progress that the provider has made in meeting the steps set out in the most recent compliance notice.

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: Three Rivers Business Centre Unit 11, Felixstowe Road, Ipswich, Suffolk IP10 0BF

Responsible individual: Joanne Henderson

Registered manager: Post vacant

Inspector

Natalie Burton, Social Care Inspector

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