

2575842

Registered provider: Eventus Achieves Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned by a private company. It provides short breaks for up to four children with learning disabilities.

The registered manager resigned in May 2021.

Inspectors did not meet or speak to any children during the visit.

Inspection dates: 15 and 16 December 2021

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 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: 29 July 2021

Overall judgement at last inspection: Inadequate

Enforcement action since last inspection:

An inspection on 29 and 30 July 2021 identified significant shortfalls in safeguarding practice and procedures, and poor leadership and management. Inspectors found that managers and staff did not always act to protect children from harm and not all child protection concerns are appropriately reported and investigated. This lack of understanding of safeguarding roles and responsibilities compromised children's safety and welfare. Three compliance notices were issued, under regulation 12 (the

protection of children standard), regulation 13 (the leadership and management standard) and regulation 23 (medicines).

A monitoring visit on 13 September 2021 found that the provider was unable to demonstrate that sufficient action had been taken to meet the notices. As a result, three further compliance notices were issued, under regulation 12, regulation 13 and regulation 23.

A monitoring visit on 3 November 2021 found that the provider demonstrated that they had made the required improvements to meet the compliance notices in relation to the protection of children and medicines. However, there were still significant weaknesses in the leadership and management of the home. Therefore, a further compliance notice was issued under regulation 13.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/07/2021	Full	Inadequate

Inspection judgements

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

Children's overall experiences and progress are not consistent. This is because of weaknesses in the leadership and management of the home. Nevertheless, children stay in a safe home. Staff provide children with individualised care that is helping them to settle and have positive experiences.

A parent said, 'My child loves it there. He is all smiles when he goes to stay overnight. He is getting out more and is really happy. I can see that the staff are working on his personal care and table manners because I can see a difference already at home.'

Staff know the children well and they understand their needs. Staff promote children's health, well-being and learning. Children are enjoying new experiences, including a wide range of activities in the community. This is providing children with opportunities to develop their confidence.

Staff understand how children communicate through their actions and know when children are feeling happy or upset. The interim manager and staff are encouraging and supporting children to use signs, pictures and objects of reference to express their wishes and feelings. A social worker said, 'The child is more settled because staff are getting to know him better and know how to meet his needs.'

The interim manager and staff have positive working relationships with parents and external professionals. Parents and social workers said that staff are good at letting them know about their child's experiences when they stay at the home.

However, the interim manager and staff are not aware of the local offer setting out the support available for children with special educational needs or disabilities.

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

Children's routines and day-to-day care protect them from harm. The interim manager continually assesses the risk to each child and the arrangements put in place to keep them safe.

Staff demonstrate a detailed understanding of the potential risks to each child, including risks from going missing from home and exploitation. They understand the strategies in place to reduce the risks, which are consistent with the child's current risk assessment and plan.

Staff understand the risks to children's health from epilepsy. Staff have received basic training to help them understand children's specific needs and plans. However,

staff would benefit from further advice and guidance from the children's specialist epilepsy nurse to update their knowledge and skills in this area.

The arrangements for managing children's medication are safe. Medication is securely stored. Staff keep detailed records of the administration of medication. The interim manager uses thorough monitoring systems to make sure that children get the medication and treatment that they need in line with their plans.

Due to the complexity of their health needs, some children require electronic surveillance at night to monitor their safety and use harnesses when they go out in the community. These measures have been agreed by parents, social workers and health professionals as part of children's plans.

Staff demonstrate a clear understanding of children's needs and how to help children when they are upset. They are helping children to express their needs and manage their emotions. Children are less anxious and less likely to show behaviour that may result in the need for physical intervention.

However, the handwritten records of physical interventions are difficult to read to help to understand what had happened. The manager's reviews of these incidents do not always evaluate the effectiveness of the measure used to safely support each child. Children and staff are not always given the opportunity to discuss their feelings about the incident. This requires improvement to ensure that all relevant information is recorded and discussed.

Repairs to the house have not been carried out promptly to reduce avoidable hazards to children's health. This is an area that remains outstanding from previous visits.

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

A lack of stable leadership and management is compromising the home's ability to provide and sustain a good standard of care that helps children to fulfil their potential and promotes their welfare. There have been several different management arrangements since the registered manager left in May 2021.

A new interim manager started at the home on 29 November 2021. She demonstrated that she has previous management experience and an understanding of the role and supporting children with complex needs and disabilities. The interim manager has applied to Ofsted for registration.

The responsible individual did not come to the home during the inspection and has not provided the inspectors with information to demonstrate the effectiveness of her supervision and oversight of the home. Furthermore, the responsible individual and managers have not undertaken a review of the quality of care provided by the home and the impact that the care is having on children's lives.

However, the interim manager demonstrated that they have taken steps to meet the compliance notice issued under the leadership and management standard and to address most of the weaknesses found at the last inspection.

The home is operating within the aims of its statement of purpose. It now provides only short breaks to children with learning disabilities and complex needs.

The leaders have recruited staff with suitable skills and experience to fill the vacancies at the home. Since November 2021, there have been enough permanent staff working at the home to provide the necessary level of care and support for each child as set out in the statement of purpose.

The new staff have been recruited following procedures and checks designed to minimise the risks to children from unsuitable people. Several of the new staff have previously cared for the children at the home, as agency workers.

The interim manager has reviewed children's plans to make sure that they reflect children's needs. Children's records are now up to date. Children's activity planners use pictures and photos to help them know what will be happening during the day. The records and comments from staff show that staff are working together to provide children with a consistent level of care in line with their plans.

Leaders and managers are not using supervision and team meetings effectively to evaluate staff's learning from training or to reflect on how they are caring for the children. This is a missed opportunity for leaders and managers to make sure that staff have the necessary expertise and the skills to safely support and manage children.

The interim manager, who at the time of this inspection had only just started working in the home, had a clear understanding of the areas for development. She demonstrated that she has the capacity and enthusiasm to make the necessary improvements.

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 the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(d)) This relates to the registered person making sure that damage is identified and repaired without delay.	30 January 2022
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 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(b)(c)(f)(h))	30 January 2022

This requirement was made at the last inspection and is restated.	
A responsible individual must— satisfy the requirements in paragraph (5)(a) to (c); and have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (7)(a)(b))	30 January 2022
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c)) This relates to ensuring that the registered person evaluates staff's learning following training and how they are using it to improve the care and support they provide for each child. The evaluation of staff's training should be recorded in the minutes from staff supervision and in their development plan. Staff providing supervision should have the necessary skills and experience in reflective practice and their competence should be evaluated.	30 January 2022
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the effectiveness and any consequences of the use of the measure; and within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and	30 January 2022

has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(vii)(b)(i)(ii)(c))	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))	30 January 2022

Recommendations

- The registered person should make sure that managers and staff are aware of the local offer setting out the support available for children with special educational needs or disabilities. ('Guide to the children's homes regulations, including the quality standards', page 26, paragraph 5.4)
- The registered person should make sure that staff are skilled in obtaining treatment for children in an emergency. Medication plans should be reviewed by the child's specialist nurse and clarify what staff must do if a child does not have their medication. In addition, make sure that the child's specialist nurse provides guidance and training for all staff in the use of rescue medication. ('Guide to the children's homes regulations, including the quality standards', page 35, paragraph 7.20)

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: 2575842

Provision sub-type: Children's home

Registered provider: Eventus Achieves Limited

Responsible individual: Nicola Kenny

Registered manager: Post vacant

Inspectors

Nick Veysey, Social Care Inspector

Rose Maddocks, 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 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: www.gov.uk/ofsted

© Crown copyright 2021