

2590934

Zone Central Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home registered with Ofsted in June 2020 and is privately run. It provides care for up to three children with learning disabilities.

The manager registered with Ofsted in September 2023 and is suitably qualified.

At the time of this inspection, two children were living in the home.

The inspector was aware during this visit that a serious child protection allegation was being investigated by the appropriate authorities. While Ofsted does not have the power to investigate allegations of this kind, actions taken by the home in response to the allegations were considered alongside other evidence available at the time of the inspection to inform the inspector's judgements.

Inspection date: 3 September 2024

This monitoring visit

The home was judged to be inadequate at the full inspection on 24 to 26 July 2024. As a result, two compliance notices were issued under Regulation 12 (the protection of children standard) and Regulation 13 (the leadership and management standard) of The Children's Homes Regulations (England) 2015.

This visit was carried out to monitor the progress made against the compliance notices. Progress has been made and the compliance notices are met.

Since the last inspection, the home has been refurbished, including all the bedrooms. Children have chosen their own furniture, decor and accessories. The rest of the home has been made to be more homely and welcoming.

Children's daily experiences are improving. New strategies and incentives have been introduced. Children now receive a shopping budget to buy some of their own groceries, which supports their independent living skills. The children are now involved in planning their menu and activities. These strategies, while recent, are effective.

The leadership and management team has changed. A new responsible individual has recently been appointed. The registered manager has resigned from the organisation and is due to leave soon. The new responsible individual will have oversight of the home in the interim period until a permanent manager is recruited.

Risk assessments for the children have been reviewed and updated. A new colour-coded system for assessing children's risks is being developed. This update aims to streamline staff's understanding of children's current risks and concerns. The new risk assessments also benefit the children as they are able to be supported to understand the risks themselves. Leaders are reviewing the process and want to make it clear and efficient for everyone.

Safeguarding practices have improved through training and better management oversight. Leaders and managers now carry out various practice checks on staff, such as unannounced spot check visits to the home and joining handover meetings. Clearer guidance from leaders has helped the team's practice to improve. Children's daily logs show improved record-keeping. While some gaps remain in documentation, children's overall care and experiences are improving.

Leaders and managers have acted on a key safeguarding concern from the last inspection. An external human resources company carried out an internal investigation, and recommendations were made. These were being addressed at the time of this visit.

Staff have not received regular supervision. While some supervision has taken place since the last inspection, staff say that informal conversations with managers are still being used as supervision notes, instead of dedicated supervision time. These issues highlight the need for improved quality and structure for staff supervision.

The provider has met the compliance notices. Requirements from the previous inspection have been restated and will be reviewed at the next full inspection. One recommendation has been raised following this visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/07/2024	Full	Inadequate
01/11/2023	Full	Good
12/10/2022	Full	Requires improvement to be good
05/07/2022	Full	Inadequate

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 with the given timescales.

Requirement	Due date
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; promote opportunities for each child to learn informally; help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible; that each child has access to appropriate equipment, facilities and resources to support the child's learning. (Regulation 8 (1) (2)(a)(i)(ii)(v)(viii)(b)) In particular, children should be provided with structured routines during school hours and have opportunities for educational activities when they are not in formal education.	4 October 2024
The quality and purpose of care standard is that children receive care from staff who—	4 October 2024

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— understand and apply the home's statement of purpose; ensure that staff— protect and promote each child's welfare; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. The conditions are— that the care is approved, and kept under review throughout its duration, by the placing authority; that the care meets the child's needs. (Regulation 6 (1)(a)(b) (2)(a)(b)(ii)(iii)(iv)(v)(vi)(ix) (3)(a)(b)(c)) In particular, staff must support children to develop skills to improve their well-being, and children should have consistent daily routines so that they can sleep and eat well and are alert during the day to take part in meaningful activities.	
The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural,	4 October 2024

intellectual, physical and social interests and skills.

In particular, the standard in paragraph (1) requires the registered person to ensure—

that staff help each child to—

develop the child's interests and hobbies;

participate in activities that the child enjoys and which meet and expand the child's interests and preferences; and

that each child has access to a range of activities that enable the child to pursue the child's interests and hobbies.

(Regulation 9 (1) (2)(a)(i)(ii)(b))

In particular, leaders and managers must ensure that children are offered meaningful activities.

Recommendation

- The registered person should ensure that a record of supervision is kept for all staff, including the manager. The record should provide evidence that supervision is being delivered in line with regulation 33 (4)(b). ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.3)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

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

Children's home details

Unique reference number: 2590934

Provision sub-type: Children's home

Registered provider: Zone Central Limited

Registered provider address: Zone Central Limited, 4 Cedar Park, Cobham Road, Ferndown Industrial Estate, Wimborne BH21 7SF

Responsible individual: Post Vacant

Registered manager: Sarah Bonner

Inspector

Jo Tarbie, 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 looked after children, 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 www.gov.uk/government/organisations/ofsted.

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 2024