

2590934

Registered provider: Zone Central Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to three children who have learning disabilities.

The home has not had a registered manager since December 2021. At the time of this monitoring visit, the newly appointed manager had not applied to register with Ofsted.

The responsible individual post is vacant.

At the time of this monitoring visit, there was one child living in the home.

Inspection date: 22 August 2022

This monitoring visit

The home was judged inadequate at the full inspection on 5 and 6 July 2022. Three compliance notices were issued under Regulation 12, the protection of children standard, Regulation 13, the leadership and management standard and Regulation 28, fitness of manager.

A monitoring visit was undertaken on 22 August 2022 to monitor the progress made against the compliance notices. The inspectors found that although there has been some progress made in meeting the compliance notices issued under regulations 12 and 28, shortfalls still continue in leadership and management, and staffing of the home. As a result, a further two compliance notices have been issued to address these shortfalls.

Since the last inspection, the proposed manager and responsible individual have resigned from their posts. Although a new manager has been appointed, they have not yet applied to register with Ofsted. The responsible individual post remains vacant.

The home is now fully staffed with a permanent staff team. The use of agency staff is no longer needed. Despite this, leaders and managers are still not ensuring that, at all times, at least one staff member on shift has a suitable first-aid qualification.

Leaders and managers have reviewed the staff training matrix and identified gaps in staff training. Although some additional staff training has been provided, some further training remains outstanding, such as physical restraint. Additionally, some shortfalls in the management and recording of physical restraints continue.

Leaders' and managers' monitoring and review of the operation of the home continue to be ineffective. The revised children's compatibility risk assessments are still not adequate. Leaders and managers have not enrolled eligible staff on the relevant children's residential care course. These continued shortfalls are undermining the home's improvement journey.

Staff receive regular supervision. Children's risk assessments and care plans have been updated. Children are now helped to understand their vulnerabilities and risks with regular one-to-one discussions with staff.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/07/2022	Full	Inadequate
08/06/2021	Full	Good

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 registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (3)(a)(b) (5))	09 October 2022
The registered person must ensure that an independent person visits the children's home at least once each month. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. The independent person must provide a copy of the independent person's report to— HMCI. (Regulation 44 (1) (4)(a)(b) (7)(a)) In particular, the independent person's report must be sent to HMCI without password protection.	09 October 2022
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.	09 October 2022

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))	
*The registered person must ensure that the employment of any person on a temporary basis at the children's home does not prevent children from receiving such continuity of care as is reasonable to meet their needs. The registered person must ensure that— at all times, at least one person on duty at the home has a suitable first aid qualification. (Regulation 31 (1) (2)(a))	09 October 2022
The protection of children standard is that children are protected from harm and enabled to keep themselves safe.	09 October 2022

In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child’s welfare; and are familiar with, and act in accordance with, the home’s child protection policies; that the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)) In particular, the registered person must ensure that compatibility and risk assessments are thorough and effective.	
*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.	09 October 2022

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; 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; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; 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)(b)(c)(d)(e)(f)(g)(i)(ii)(h))	
A person may only manage a children's home if— the person is of integrity and good character; having regard to the size of the home, its statement of purpose, and the number and needs (including any needs arising from any disability) of the children— the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children; and	09 October 2022

the person is physically and mentally fit to manage the home; and full and satisfactory information is available in relation to the person in respect of each of the matters in Schedule 2. For the purposes of paragraph (1)(b)(i), a person has the appropriate experience and qualification if the person has— within the last 5 years, worked for at least 2 years in a position relevant to the residential care of children; worked for at least one year in a role requiring the supervision and management of staff working in a care role; and by the relevant date, attained— the Level 5 Diploma in Leadership and Management for Residential Childcare (England) ("the Level 5 Diploma"); or a qualification which the registered provider considers to be equivalent to the Level 5 Diploma. (Regulation 28 (1)(a)(b)(i)(ii)(c) (2)(a)(b)(c)(i)(ii)) In particular, the registered person must ensure that the manager submits an application to register as the manager of the home.	
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 is of integrity and good character;	09 October 2022

the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; the individual is mentally and physically fit for the purposes of 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. For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. (Regulation 32 (1) (2)(a)(b) (3)(a)(b)(c)(d) (4)(a)(b))	
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 name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and	09 October 2022

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; 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 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)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv))	
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))	09 October 2022
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or	09 October 2022

there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	
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, leaders and managers must keep a record of the actual staff rosters worked.	09 October 2022
An individual may only carry on a children's home if the individual satisfies the requirements in paragraph (5). An individual may only carry on a home with another individual or other individuals, otherwise than in a partnership, if that individual and each other individual satisfies the requirements in paragraph (5). A partnership may only carry on a home if each partner satisfies the requirements in paragraph (5). An organisation may only carry on a home if— each director of the organisation, except for a director who is the responsible individual, who is involved in the carrying on of a home by that organisation satisfies the requirements in paragraph (6); and the organisation has notified HMCI of the name, address and position in the organisation of the responsible individual. The requirements are that— the individual is of integrity and good character; full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2; the individual is mentally and physically fit to carry on the home; and	09 October 2022

the individual is financially fit to carry on the home.

The requirements are that—

the individual is of integrity and good character; and

full and satisfactory information is available in relation to the individual in respect of the matters in paragraphs 1 and 3 to 6 of Schedule 2.

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.

An individual is not financially fit to carry on a home—
if the individual—

has been adjudged bankrupt, sequestration of the individual's estate has been awarded or a moratorium period under a debt relief order (within the meaning of section 251A of the Insolvency Act 1986(a)) applies in relation to the individual; and

has not been discharged from the bankruptcy or the sequestration and the bankruptcy order has not been annulled or rescinded; or

if the individual has made a composition or arrangement with the individual's creditors and the individual has not been discharged in respect of the composition or arrangement.

For the purposes of this regulation, "director" includes any individual who performs the functions of, or functions equivalent or similar to the functions of, a director, by whatever name called. (Regulation 26 (1) (2) (3) (4)(i)(ii) (5)(a)(b)(c)(d) (6)(a)(b) (7)(a)(b) (8)(a)(i)(ii)(b) (9))

In particular, the registered person must ensure that a responsible individual is appointed and Ofsted is notified.

*These requirements are subject to a compliance notice.

Recommendations

- The registered person should ensure that children's homes are nurturing and supportive environments that meet the needs of their children. They will, in most cases, be homely domestic environments. In particular, leaders and managers should ensure that the garden is well maintained and safe for children to play in. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that the children's home produces a children's guide. The guide must be age-appropriate and provided in an accessible format. ('Guide to the Children's Homes Regulations, including the quality standards', page 24, paragraph 4.21)

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 Ltd

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

Responsible individual: Post vacant

Registered manager: Post vacant

Inspectors

Victoria Jones, Social Care Inspector

Mr Andy Whippey, Social Care Inspector

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