

2591499

Registered provider: Vcare – 24 Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private provider. It provides care for up to two children with a learning disability. The manager of the home became registered with Ofsted on 21 September 2020 and is suitably qualified for the role.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 17 and 18 January 2022

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: this is the home's first inspection

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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No inspection history		
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Inspection judgements

Overall experiences and progress of children and young people: good

The child is making sustained progress living at the home and has experienced attending soft play areas, going to a trampoline centre, and eating inside cafés for the first time. The child and staff have developed excellent relationships. Staff understand the child's complex needs and are able to work effectively to meet them. This has resulted in secure relationships forming, enabling the child to express their emotions verbally. Consequently, the child's emotional well-being is improving.

Staff make the child feel comfortable and safe in their home and when out in the community. Staff prepare the child through creative direct sessions to build resilience and raise their awareness when out in public. This work is effective for the child as they are now able to cope better in busy places. Behaviour management strategies are consistently applied. This has resulted in the child's self-esteem and social awareness developing.

Leaders and managers work with clinical psychologists for advice on how best to manage the child's behaviours. The strategies and advice given are merged into the child's plans. This means the child is receiving appropriate care that meets their identified needs.

Education for the child is a focus for the registered manager. While there is no identified provision in place, the registered manager works with multi-agencies, such as the virtual school, the child's placing authority and the host local authority to identify a suitable provision. Staff ensure that the child receives learning in a variety of ways, such as crosswords, sensory play, reading and writing, science, and trips. Consequently, the child is making progress with their speech and language skills. The child's parent said, 'I see lots of progress in [child's name], in his/her speech, and how they appear a lot calmer.'

The child is supported to attend their routine health appointments. Staff prepare the child for their health appointments through direct work. This gives the child a chance to ask questions and reduces any anxieties prior to their appointment. The child is up-to date with all routine health appointments and benefits from a balanced diet. Where there are identified needs, staff are creative in their approach to helping the child develop their skills. This has resulted in the child making progress with their self-care.

How well children and young people are helped and protected: good

The registered manager has a COVID-19 risk assessment in place. This helps reduce the risk of the child, and staff, contracting the virus. This risk assessment is supported by a detailed policy and procedures that staff work in line with.

High level of staffing means the child is well supervised and supported and does not go missing from the home. Staff are aware of safeguarding risks associated with missing children. Staff spoken to are aware of protocols to follow should the child leave the home.

The child responds well to behaviour management strategies, clear boundaries and routines. Staff identify the child's triggers and changes in their mood and act quickly to reduce escalation. As a result, the child's emotional stability and the ability for them to cope when angry is improving. Staff are effective when planning around self-harm. This has resulted in a reduction in these behaviours, and existing self-harm injuries are now healing.

Staff use physical intervention as a last resort. Through the positive relationships staff have with the child and direct work around how to cope when anxious, the child is learning to manage their emotions better when they become frustrated and/or angry. This has resulted in a reduction in physical interventions.

Allegations are not always managed in line with the provider's policy. Although leaders and managers have emailed and notified the local authority social workers, designated officers and emergency duty teams when allegations have been made, they have not followed these up when they have not had a response from the designated officer. However, the manager has explored the low-level allegations internally through the high staffing levels and the child's social worker has visited the child to ensure their safety. Furthermore, the issues are discussed in supervision with the relevant staff for transparency.

The effectiveness of leaders and managers: good

The registered manager is supported by an enthusiastic deputy. They are both respected by staff and lead by example. Staff feel supported by them and say that one of them is always available. Together, they create a culture where there are high aspirations for the child, and in staff development.

The registered manager does not have good oversight of the recruitment files. Gaps in employment have not been explored. Verification from previous employers has not been sought. This does not ensure the suitability of the staff working with the child.

Staff have the skills to meet the child's needs in placement through support from the child's placing authority. Nevertheless, staff are not working in line with the homes

statement of purpose, based on them not being appropriately trained in learning disability.

The registered manager has working relationships with health, education and social care professionals who recognise the work the registered manager, deputy and staff do for the child. The registered manager challenges others to get the resources the child requires to meet their complex needs.

Staff are supported through regular supervision and team meetings. Leaders and managers encourage research-based practice and reflection during team meetings. This means staff are evolving in their role and providing care that is consistent and child centred.

The child's care plans and risk assessments are individualised, but some of the other records are not clear. This is not helpful for the child, who may wish to access their documents at a later stage in life to read. The poor quality of the recording does not provide the child with a good understanding of the quality of care they received.

The registered manager knows the strengths of the service. They act on shortfalls without delay to make the service a better environment for the child to live in. The home's development plan supports leaders and managers to strengthen their service and to develop the premises further. This is intended to promote the child's experiences further.

Leaders and managers ensure that all health and safety checks are completed. This means that the child lives in a safe, well-maintained home.

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— 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 have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1) (2)(a)(c))	17 February 2022
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (3)(d))	17 February 2022
The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for liaison and co-operation with any local authority which are, or may be, making a child protection enquiry in relation to a child accommodated in the home; and provide for the prompt referral of an allegation about current or ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located. (Regulation 34 (2)(a)(b))	17 February 2022

Recommendations

- The registered person should ensure information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations, including the quality standards', page 62, paragraph 14.4)

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: 2591499

Provision sub-type: Children's home

Registered provider: Vcare – 24 Limited

Registered provider address: Unit 18, Becklands Park, York Road, Market Weighton, York YO43 3GA

Responsible individual: Victoria Simpson

Registered manager: John Alexander

Inspector

Gemma McDonnell, Social Care Inspector

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