

# 2591501

Registered provider: Vcare - 24 Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned and managed by a private provider. It provides care for up to two children who may have social or emotional difficulties. One child moved out from the home since the last inspection, and a child recently moved in.

The home registered with Ofsted in July 2020. There is a new manager in post, who has not yet applied to register with Ofsted.

### Inspection dates: 14 and 15 November 2023

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| 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:** 7 June 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 07/06/2022      | Full            | Good                            |
| 25/03/2022      | Interim         | Declined in effectiveness       |
| 09/06/2021      | Full            | Requires improvement to be good |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children enjoy good relationships with staff who understand their vulnerabilities and needs. Children settle in quickly when they move to the home because of the efforts staff make to welcome them. Staff work well with other agencies and the children to ensure their move into the home is smooth. Careful planning includes children spending time with staff before they move in. This helps children to get to know their new home better and reduce any anxieties they may have.

Children's health needs are promoted well by staff. Staff monitor children's health and provide the necessary support to ensure that routine appointments and checks are up to date. In addition, children receive help when they struggle with their emotional well-being. Children trust staff and talk to them about any concerns. This helps staff to respond quickly and effectively to children's needs.

Children attend education settings that meet their individual needs. When barriers to learning occur, staff work closely with schools and teaching staff to address issues and overcome challenges. As a result, children benefit from clear plans to support them with their education.

Staff create a nurturing environment in the home. Staff support children to develop their self-esteem and confidence by encouraging them to participate in a range of activities. Children enjoy activities such as ice skating and arts and crafts. These opportunities help them to try new things.

Staff recognise the importance of family relationships. Staff promote family time for the children in line with their care plans. Children are supported to invite those who are special to them to visit the home. This helps children to develop a sense of belonging and enhance their positive identities and self-worth.

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

Children's well-being and safety are promoted by staff who complete detailed risk assessments and behaviour support plans. Staff regularly review and amend these documents as the risks that affect children's change. The use of these risk assessments ensures staff provide consistent care and know what actions to take to effectively safeguard children.

Staff help children to develop ways of managing their frustrations and anxieties. The home is generally calm and settled and there have been no physical interventions used since the last inspection. There have also been no occasions of children going missing from care. However, staff know what actions to take should a child go missing from care and are able to clearly describe the procedures in place to respond to children if they go missing.

Staff understand the children's trauma and their experiences. Staff complete focused work which offers a space for children to explore previous life events or feelings they have. This gives children space to talk and where staff promote good and positive behaviour. As a result, children understand what is expected of them and learn to behave well.

The manager follows safer recruitment practice and ensures that all checks and verification processes are completed before new staff can work with children. This provides assurance that staff are suitably vetted to provide the right care for children.

### **The effectiveness of leaders and managers: good**

The registered manager has recently left the home. A new manager is now in post but has yet to apply to register with Ofsted. The new manager is positive about outcomes for children and has a clear vision for the home.

Most of the staff have an appropriate qualification for their role or are working towards this qualification. They are committed to the children and understand their roles and responsibilities to provide good quality care for children.

There are monthly visits to the home by an independent person. The reports compiled following these visits provide sufficient external oversight of the quality of care provided by the home. Any recommendations are addressed by staff. This helps to improve practice and outcomes for children.

Staff say that they receive good support from their colleagues and managers. In the main staff benefit from regular training, team meetings and supervision sessions. However, there were some gaps in the formal supervision of staff. This does not provide staff with opportunities to discuss any issues or how they can improve their practice.

Most of the children's records are well documented, however there are some gaps in the recording on children's files. This means that the manager's oversight of case records is not always effective. This means that these records may not give children an accurate account of their time in the home should they request to view these records.

Liaison with other agencies is effective. The manager is developing positive relationships with members of the wider professional network. These close relationships ensure that children receive the help they need in a timely manner.

## What does the children's home need to do to improve?

### Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

| Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Due date       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(h))</p> | 5 January 2024 |
| <p>The registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a))</p>                                                                                                                                                                                                                                                         | 5 January 2024 |

## 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:** 2591501

**Provision sub-type:** Children's home

**Registered provider:** Vcare - 24 Limited

**Registered provider address:** Unit 10, Halifax Way, Pocklington Industrial Estate, Pocklington, York YO42 1NP

**Responsible individual:** Victoria Simpson

**Registered manager:** Post vacant

## Inspectors

Evelyn Chafota, Social Care Inspector  
Jo Cansfield, Social Care Inspector

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