

2594189

Registered provider: North East Lincolnshire Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A local authority owns and manages this home. The home is registered to provide care for up to four children who have behavioural, emotional and/or social difficulties and/or learning disabilities.

This home was registered on 25 June 2020. This registration enabled a group of children to move into a new home, improving their home environment. The registered manager and the staff team moved to the new home with the children.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 22 to 23 September 2021

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 **requires improvement to be good**

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

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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Not previously inspected		
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Inspection judgements

Overall experiences and progress of children and young people: good

Nurturing and supportive care helps the children to form positive and trusting relationships with the staff. These strong relationships help the children to thrive because they feel secure and content in the presence of staff. One child said, 'I really enjoy living here, the staff in the home are nice and treat me fairly and with respect. They are always there to help me.'

Children make good, measurable progress. The specific needs of each child underpin the individualised, responsive and extremely child-focused care they receive. Children are helped by the staff to recognise their own challenges and how they can overcome these, and to celebrate their achievements and progress.

Children all have individual educational needs and these are reflected in their schooling arrangements. Children's commitment and positive attitudes to education mean that they are making progress. During the COVID-19 pandemic, staff have advocated for children to remain in school, and this has helped them to maintain their routines.

Children's physical and emotional health needs are met. Any outstanding or identified health issues are addressed by the staff. Occasionally, children misuse illegal substances, and the staff's caring responses mean that the children get immediate help and attention. Staff encourage the children, and work with them, to get help and specialist guidance to prevent further misuse.

There are occasions when children's admissions into and discharges from the home are not well planned. Although the manager tries to ensure that the children moving into the home are introduced to staff and other children, this is not always the case.

For some children moving on from the home, there has been little or limited opportunity to establish suitable plans to prepare the children for this change. This causes children to feel uncertain and can result in them mistrusting staff. When children's discharges are planned, they are involved in these decisions and feel equipped for the next step of their journey.

The children's home is homely and welcoming. The children love their new home and how this change of environment has helped them through the COVID-19 pandemic. The children have more internal open space and a large garden to play and relax in. The inspector identified that the bathroom floor tiles need replacing, and that window-blind cords around the home need securing. These actions will address potential hazards for children.

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

Staff understand the potential risks to children's safety. They receive clear practice guidance that enables them to mitigate risk and help children to understand the concerns for their safety and welfare. A recent increase in incidents of children going missing from home has been met with an effective response. Staff have gone above and beyond to understand, prevent and disrupt missing-from-home episodes. In partnership with other agencies, they have taken immediate action to help children to return safely to the home.

The staff understand the impact of depriving children of their liberty. The manager and staff help children to learn how to behave safely in the community. Clear plans demonstrate how children's risks and vulnerabilities can be managed through the care and attention of staff.

Sanctions are used in the home, but these are adapted to help the children reflect on their actions. Staff recognise that a restorative approach has a greater impact than a monetary sanction in effecting change for children. Children were able to talk to the inspector about their sanctions, although the children's written records do not consistently evidence their views.

There are occasions when staff physically restrain children to protect them or others from harm. Although physical restraint records include management oversight, they lack evidence of reflection and the details of debriefs with children and staff.

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

An interim manager was in post for a period that exceeded 90 days. The authority did not register another manager, as required by regulation. The registered manager is now back in day-to-day charge of the home.

The manager and staff embed a culture of inclusiveness. The atmosphere is both warm and nurturing, and the children are thriving. The staff achieve the home's stated aims and objectives of providing a medium-to long-term home for the children, some of whom have lived here for several years. Consequently, the children have a stable and nurturing childhood home.

Professional relationships and engagement are strengths of this home. The common themes are how fantastic this home is and how the staff go above and beyond for the children. Managers and staff want the best for the children and work in partnership with all agencies to help them to thrive, enjoy life and make progress.

Children are involved in making decisions and plans regarding their care and futures. The children are encouraged by the staff to express their views to ensure that their voice is heard. Children have been active members of participation groups and have experienced interviewing candidates for senior positions in the local authority.

The staff advocate for the children and ensure that their care plans are progressed based on children's wishes. As a result, children's family relationships have been promoted to enable long-term rehabilitation plans.

The manager has internal systems to monitor and have oversight of the home. The manager guides the staff to ensure that the language being used in the children's records is meaningful, appropriate and helpful to the children. Nevertheless, shortfalls in the recording of incident debriefs were identified. In addition, weaknesses in the storage of children's records were highlighted when confidential information about the children was misplaced. These errors could cause children emotional distress.

The absence of good external monitoring means that managers are not alerted to possible practice shortfalls. Further, this failure means that Ofsted and senior managers within the local authority are unable to continually review the quality of care for children living in this 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. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) (2)(h)) In particular, the manager's oversight of the children's records must identify and address shortfalls in recording practice.	19 November 2021
The care planning standard is that children— have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(b))	19 November 2021
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. The independent person must provide a copy of the independent person's report to— HMCI. (Regulation 44 (1) (2)(a) (7)(a))	19 November 2021
Any person who carries on or manages an establishment or agency of any description without being registered under this	19 November 2021

Part in respect of it (as an establishment or, as the case may be, agency of that description) shall be guilty of an offence. (Section 11 (1) Care Standards Act 2000)

In particular, the registered person must ensure that the person in day-to-day charge of the home registers with Ofsted.

Recommendation

- The registered person provider should ensure that the home meets children's basic day-to-day needs and physical necessities. Staff should seek to meet the child's basic needs in the way that a good parent would. In particular, fix damage to the bathroom floor tiles and secure the window-blind cords to reduce potential hazards for children. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.7)

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: 2594189

Provision sub-type: Children's home

Registered provider: North East Lincolnshire Council

Registered provider address: Civic Offices, Knoll Street, Cleethorpes,
Lincolnshire DN35 8LN

Responsible individual: Yvonne Shearwood

Registered manager: Claire Quickfall

Inspector

Jennifer Fenlon, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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