

2599994

Registered provider: Hull City Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This is a local authority run home providing care for one child.

At the time of this monitoring visit, the registered manager had changed roles and temporary management arrangements were in place.

Inspection date: 27 March 2023

This monitoring visit

Following an assurance inspection on 1 March 2023, a compliance notice was issued under Regulation 12. This was because the provider failed to deliver care within the terms of a court directed deprivation of liberty (DLO) order.

The home's progress since the assurance inspection was monitored during this visit. The DLO order has been updated by the court and, therefore, the previous compliance notice under Regulation 12 has been met.

However, during this monitoring visit, further breaches were identified. These relate to widespread concerns that actions from staff to keep the child living in the home safely are ineffective.

Despite efforts to remove hazardous items from the premises, the child can access items that are used to harm themselves or others. This has happened on numerous occasions. Appropriate actions are not taken in response, and there are insufficient checks on the contents of the premises.

To promote safety, the child has few furnishings in their room, including window coverings. Attempts to obscure the child's bedroom window with internal 'frosting' material have been removed by the child. This means the child has no privacy as anyone outside can see into the child's bedroom.

Staff need to hold the child often to keep them safe. However, some holds being used are not those that staff are instructed to use on the relevant physical intervention training course. Additionally, some external staff involved in these incidents have not completed the training at all. These shortfalls are not picked up due to a lack of management oversight. Staff are frequently not debriefed or supported following a physical intervention.

While supporting the child, staff must follow multiple care plans and guidelines to keep the child safe. However, some staff have not seen all the plans and guidelines, nor are all relevant details included in these documents. This does not promote consistency and not all necessary steps to reduce risks to the child are implemented by all of the staff involved in the child's care.

The child requires an increased number of staff so they can be cared for. Agency staff work alongside the permanent staff in the home. Full risk information that the agency workers need in order to effectively support the child is not always shared with them. This leaves all involved parties at risk.

The rota of staff working to care for the child is inaccurate. This does not provide reassurances that there is sufficient oversight that staff have the right level of experience and knowledge at any one time to care for the child. There are periods when there is no manager in the home to provide advice and guidance to the staff should they need it. This leads to staff feeling unsupported and any poor practice goes by and is not identified by leaders and managers.

Medication records are not accurate, which leaves the potential for the over or under administration of essential medication for the child.

Serious and widespread concerns were identified throughout this monitoring visit. However, before the end of the inspection, the provider acted immediately to address the main shortfalls. These assurances prevented Ofsted from taking more stringent enforcement action.

However, in response to the findings, a new compliance notice has been raised, again under Regulation 12 of the Children's Homes Regulations 2015, and additional requirements have also been raised. These will be monitored in due course by the regulator.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/10/2022	Full	Requires improvement to be good
11/07/2022	Full	Inadequate
01/02/2022	Interim	Declined in effectiveness
01/09/2021	Full	Requires improvement to be good

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

Statutory requirements

This section sets out the actions that the registered persons 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 persons must comply with the given timescales.

Requirement	Due date
* The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— 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. (Regulation 12 (1) (2)(a)(v)(vi))	16 April 2023
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. In particular, the standard in paragraph (1) requires the registered person to— 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's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(b)(c)(e))	16 April 2023
The quality and purpose of care standard is that children receive care from staff who—	16 April 2023

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— ensure that staff— protect and promote each child's welfare; provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(b)(ii)(vii))	
The registered person must ensure that— the privacy of children is appropriately protected. (Regulation 21 (a))	16 April 2023
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(c))	16 April 2023
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;	16 April 2023

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 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. (Regulation 36 (1)(a)(b))	16 April 2023

*These requirements are subject of a compliance notice.

Recommendations

- The registered person should ensure that if a child is restrained, a record is made of the attempts made to ascertain the child's wishes and feelings, even if they decline to engage. ('Guide to the Children's Homes Regulations, including the quality standards', page 50, paragraph 9.60)

- The registered person should ensure that no more than half the staff on duty at any one time by day or night at the home should be from an external agency. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.17)
- The registered person should ensure that children's care plans are kept up to date and that information aligns with that in other plans. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)

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: 2599994

Provision sub-type: Children's home

Registered provider: Hull City Council

Registered provider address: Kingston upon Hull City Council, The Guildhall,
Alfred Gelder Street, Hull HU1 2AA

Responsible individual: Michele Colthup

Registered manager: Charlene Martin

Inspector

Rachel Ruth, Social Care Inspector

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