

2611667

Above and Beyond Residential Care limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It is registered for up to three children who may experience social and emotional difficulties.

There is no registered manager in post.

Inspection date: 14 September 2021

This monitoring visit

On 3 and 4 August 2021, a full inspection took place due to escalating concerns about children's safety. Inspectors found that managers and staff do not always act to protect children from harm and that the leadership and management of the home was poor. Three compliance notices were issued under regulation 12 (the protection of children standard), regulation 13 (the leadership and management) and regulation 14 (care planning.) The home was also issued with a notice to suspend the registration of the home, which took place with immediate effect.

The focus of this visit was to monitor and to review the actions taken by the provider to meet the three compliance notices and the notice of suspension issued, following the last inspection.

The visit found that the provider has complied with the notice to suspend their registration and there are currently no children living in the home. The registered manager is no longer working in the home.

Children's plans have now been revised to ensure that they will be individualised and identify each child's needs. The documents will also include information about what actions staff will take if children are at risk. Examples of the new documents have been discussed with the staff team, as there are no children living in the home.

The deputy manager is now acting as the interim manager. She has a clear vision about the improvements that are required to documentation in the home. Internal monitoring systems have been developed to improve the oversight of the quality of care. These will help managers understand the strengths and the weaknesses of the service that they provide.

The document that the provider uses to assess whether the provider can meet children's needs prior to them moving into the home does not consider if the staff team has the skills or experience to keep children safe. In addition, it does not include how the management team has evaluated its decision. The safety plan to reduce risks to children in relation to the location of the home is not robust. The plan does not assess how children will be safely cared for in the home prior to them moving into the home. Potentially, this could create further disruption for children. If they are not cared for by adults who can meet their needs, they may become unsafe in the area that they are living in.

Following the last inspection, the provider has arranged workshops with the staff team that include information about safeguarding to ensure that all staff understand their roles and responsibilities. However, not all staff have had training in exploitation and substance misuse. This does not ensure that children will receive effective care from an experienced and skilled staff team. Further training is planned but this has not yet taken place.

Managers have made changes to their arrangements for an independent person who will visit the home. The quality of the independent visitor's reports that have been provided as part of the recruitment process is more evaluative and captures external feedback as well as feedback from children to improve the quality of care afforded to children.

The work of the therapist and the mentor is now more accountable and structured, as a result of changes to procedures and the clearer management oversight.

The provider has taken sufficient action to meet two of the compliance notices. However, the compliance notice under regulation 14 is not met. A further notice under this regulation will be issued. The additional requirements raised at the full inspection in August were not reviewed as part of this inspection. A further monitoring visit will be carried out to review progress with the regulation 14 notice. The registration of the home remains suspended from providing care to children.

Recent inspection history

Inspection date
03/08/2021

Inspection type
Full

Inspection judgement
Inadequate

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, the 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 care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b) (2)(a)) In particular, the registered provider must ensure that a robust impact risk assessment process is in place to consider the suitability of any child moving into the home and that the staff team's skills can meet the child's needs prior to the child moving into the home. The registered person must also ensure that they can evidence good decision-making skills regarding children moving into the home that are underpinned by the impact risk assessment and the location risk assessment. The process includes consideration of the location of the premises as part of the impact risk assessment. The impact risk assessment must consider how identifiable risk factors will be mitigated to keep children safe. In doing so, the registered provider must ensure that the needs of existing and new children are fully considered.	17 October 2021

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— 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; and ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(a)(c)) The registered provider must ensure that all persons working in the home are clear in the statement of purpose and have been recruited in line with safer recruitment processes. The registered person must ensure that any learning, development and outcomes of work undertaken by the company's therapist and mentor is shared with the staff team.	1 October 2021
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to understand the importance and value of education, learning, training and employment;	1 October 2021

maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement; and help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8 (1) (2)(a)(i)(iii)(iv)(vi)(x)) In particular, the registered provider must ensure that the staff actively support children to attend and to engage with education and help them to overcome barriers to learn. They must ensure that children's personal education plans are obtained, and they challenge appropriately when children's educational needs are not met.	
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; and understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv))	1 October 2021

Specifically, the registered provider must ensure that children are helped to overcome barriers to accessing health provision and specialist services and that requests made by children are acted upon.	
In meeting the quality standards, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c)) In particular, the registered provider must ensure that any challenge is escalated when children's relevant plans and minutes from meetings are not provided.	1 October 2021
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; help each child to understand, in a way that is appropriate according to the child's age and understanding, personal,	1 October 2021

sexual and social relationships, and how those relationships can be supportive or harmful; help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship; strive to gain each child's respect and trust; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; de-escalate confrontations with or between children, or potentially violent behaviour by children; and that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)(vi)(vii)(viii)(ix)(xi)(b)) In particular, the registered provider must ensure that the staff build positive relationships with children so that they feel they are treated equally. The staff should ensure that any conflicts between children are managed and are addressed so that children understand and take responsibility for their actions. Children should be supported to recognise harmful relationships.	
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; and the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(a)(d)) Specifically, the registered provider must ensure that risk assessments for individual children are completed to demonstrate why door alarms are required to safeguard children.	1 October 2021

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— medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(b)(c)) In particular, the registered provider must ensure that the staff seek professional medical advice regarding the administration of medicines after a child refuses to take it for a period of time or following incidents when its administration may be contraindicated.	1 October 2021
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 a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;	1 October 2021

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))	
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 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. (Regulation 44 (2)(a) (4)(a)(b)) In particular, the independent person must consult with stakeholders, including children living in the home. There should be a clear opinion in the report about the safeguarding of children and whether their well-being is promoted.	1 October 2021
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; there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(a)(c))	1 October 2021

Specifically, the registered provider must ensure there is no delay in notifying safeguarding agencies, including any subsequent information that is reported.	
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. 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. 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 (2)(a)(b)(c) (4)(a) (5)) In particular, the review must focus on the quality of care provided and include the views of stakeholders. The report should be sent to Ofsted in a timely manner.	1 October 2021
A person may only manage a children's home if— 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. (Regulation 28 (1)(b)(i))	1 October 2021
A responsible individual must—	1 October 2021

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. (Regulation 26 (7)(b))	
The registered person must operate a disciplinary procedure which, in particular— provides that the failure on the part of an employee to report an incident of abuse, or suspected abuse, whether past or present, in relation to a child to the appropriate person is a ground on which disciplinary proceedings may be instituted. The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (2)(b) (4)(b))	1 October 2021

*These requirements are subject to a compliance notice.

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: 2611667

Provision sub-type: Children's home

Registered provider: Above and Beyond Residential Care Limited

Registered provider address: Suite 14 Foundry House, Waterside Lane, Widnes WA8 8GT

Responsible individual: Paul Clarke

Registered manager: Philip Slavin

Inspectors

Carly Quinn, Social Care Inspector

Michael Charnley, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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E: enquiries@ofsted.gov.uk
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