

2633026

Registered provider: TRULY CARE SERVICES

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private provider. It cares for one child with a learning disability.

The registered manager is suitably experienced and has been in role since 2021.

Inspection dates: 27 to 28 February 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 11 January 2023

Overall judgement at last inspection: Good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/01/2023	Full	Good
02/03/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

One child has lived at this home for three years. He has made excellent progress in all areas of his development. The foundations of such progress are built on secure and trusting relationships he has with the staff team. There are no unnecessary barriers to the child's independence resulting in a life which is fulfilling.

Staff speak about the child with genuine warmth and compassion. Some have cared for him for several years offering stability and a sense of belonging. Memories of fun times together, and special occasions, are captured lovingly in photograph albums and on the child's iPad. He enjoys spending time looking through his memory books and sharing these with family when they visit.

The child does not communicate verbally. He uses a specialist electronic communication system. This is always available to him. This resource investment has enabled the child to have a voice in his care. The ability to communicate effectively with others has opened the world to this child. He enjoys a wide range of fun social opportunities and chances to meet other children.

The child's education provision is a real asset to his care. A specialist alternative provision provides him with four days of education per week. His teacher is an expert in her field and has developed a wonderful relationship with the child over the years she has known him. His progress is remarkable, with the child now working towards a specialist qualification for those learners with special educational needs.

The child does not yet have a bank account or a savings account, despite being in care for several years. The manager does not have sufficient understanding of the child's disability allowances and how this is spent. This area of the child's care and welfare should be addressed without further delay to ensure he is in receipt of all he is entitled to as a looked after child.

The home has been designed and furnished for this child. It has over time been enhanced by personal touches and photographs of the child. The inspector observed the child to be comfortable in his home, making good use of the spaces available. The shortfalls with the environment identified at the last inspection are no longer visible.

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

Staff keep the child safe. There are several restrictions placed on the child through a deprivation of liberty order. Staff use this in the permissive way it was intended and contribute to regular reviews of such. A reduction of restrictive practice is a constant consideration throughout the staff team. Despite the restrictions, staff are working hard to ensure the child is as prepared as possible for adulthood.

Staff understand the particular risks for disabled children. Risk assessments and care plans are thorough and do not include unnecessary content. They include all known behaviours for the child and detail the best way to respond. These plans are live working documents and are easy to read. As a result, staff are continually aware of risks and how to keep the child safe.

Behaviour management is effective. Staff are well trained in de-escalation techniques and use these to good effect. As a result, there are very few significant incidents. There have been no examples of physical restraint in this inspection period.

Risks associated with the location of the premises are not adequately considered. Relevant people have not been consulted with, and some content is not current and up to date. The risk assessment document produced by the manager does not meet the required regulatory standard.

The effectiveness of leaders and managers: good

The manager is dedicated to his role and has been integral to the child's progress. He is experienced and working towards the required leadership qualification. He is a good role model to the staff team who speak highly of their leader.

Teamwork is a strength of the setting. Staff enjoy working at the home and morale is high. Colleagues support one another and cover any rota shortfalls amongst themselves, meaning the child is always cared for by adults he knows well.

The manager has systems in place to monitor the quality of care. This ensures good management oversight of how the child is being cared for. Regular audits of records take place however, the inspector found the manager did not have adequate oversight of the child's deprivation of liberty order and a copy of the current order was not available. Whilst there has been no direct harm to the child caused by this oversight, it has the potential to impact on care delivery and care planning if not rectified.

The manager offers staff professional supervision. This does not take place at regular intervals, and for some staff they are without such practice for months. This limits the manager's ability to evaluate staff development and restricts opportunities for reflective practice.

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 care planning standard is that children— receive effectively planned care in or through the children's home; In particular, the standard in paragraph (1) requires the registered person to ensure— that each child's relevant plans are followed. (Regulation 14 (1)(a)(2)(c)) This relates to ensuring a child's legal status is accurately recorded in the home and understood. Copies of any legal orders should be always retained in the home. This also relates to ensuring the child's financial matters are considered at each review and progressed without delay, for matters such as disability allowances and access to bank accounts.	30 April 2024
The registered person must ensure that all employees— undertake appropriate continuing professional development; and receive practice-related supervision by a person with appropriate experience (Regulation 33 (4)(a)(b)) This relates to ensuring all staff receive professional supervision at regular intervals, as informed by the providers own policy.	30 April 2024
The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard).	30 April 2024

When conducting the review, the registered person must consult, and take into account the views of, each relevant person.

(Regulation 46 (1)(2))

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: 2633026

Provision sub-type: Children's home

Registered provider: TRULY CARE SERVICES

Registered provider address: Olive House, Blake Street, Mansfield Woodhouse,
Nottinghamshire NG19 9NT

Responsible individual: Shekainah Moley

Registered manager: Ntshuxeko Bandi

Inspector

Rachael Sprigg, social care inspector

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