

2641767

Registered provider: Real Care Support Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It is registered to provide care for up to five children who may experience social and emotional difficulties.

At the time of the inspection, there was one child living in the home.

The home is currently without a registered manager. A manager is in post and has submitted an application to register with Ofsted.

Inspection dates: 10 and 11 January 2023

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 18 October 2022

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

This home was judged inadequate at the last inspection. Following this inspection, Ofsted issued three compliance notices under section 22A of the Care Standards Act 2000. These related to regulation 12, the protection of children standard; regulation 13, the leadership and management standard; and regulation 14, the care planning standard.

Ofsted also issued a notice restricting accommodation at the home. This notice had immediate effect from 19 October 2022 until 11 January 2023.

A monitoring visit was carried out on 29 November 2022 to monitor the provider's progress towards meeting the compliance notices. Following that visit, two further notices were issued under section 22A of the Care Standards Act 2000. These related to regulation 12, the protection of children standard, and regulation 13, the leadership and management standard.

The actions taken by the provider were considered at this visit. In Ofsted's opinion, the provider has demonstrated that they have met the steps in the compliance notices.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/10/2022	Full	Inadequate
26/04/2022	Full	Inadequate
01/02/2022	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The child lives in a spacious home which is furnished and maintained to a very high standard. The child is making progress in a number of areas and has had some positive experiences.

The child living at the home provided positive feedback about their care and experiences. They report that they feel happy and safe in the home and have consistent staff who they can talk to if they are worried.

The child has regular support from an assistant psychologist, who works in the home on a full-time basis. This support enhances the staff team's understanding of the child's individual needs. The manager and responsible individual have identified some barriers to the implementation of the home's therapeutic model and have taken steps to address these.

The child's care plans are individualised and have been updated with important information. However, some plans lack guidance on how to consistently meet the child's education and health needs. Managers recognise the improvements that are required so that all staff understand the child's individual needs.

The child has maintained excellent attendance at school. A recent school report indicates that the child is making good progress in most of their subjects. The child's progress would be enhanced by improved oversight from staff of all aspects of the child's education, such as homework. The manager and responsible individual took immediate action to support these improvements.

Staff help the child to understand how to stay safe in the community, and there is a plan in place to support them in enjoying independent time with friends. Planning, in relation to developing the child's independent living skills, requires some improvement to ensure that it is in line with directions given by the local authority.

How well children and young people are helped and protected: requires improvement to be good

Safeguarding incidents are being managed appropriately by staff. The staff have now received extensive training and are better equipped and skilled to meet the needs of the child. Improved staff knowledge and practice have supported a reduction in safeguarding incidents.

Risk management plans and risk assessments have been updated. Managers and staff have a clear understanding of their roles and responsibilities in protecting the child.

Risk management plans have been improved to provide clear strategies for staff to follow. An omission in the child's risk management plan was rectified by the manager during the visit. This omission did not have an impact on the safety of the child. However, it reflects a shortfall in the manager's consistent evaluation of the child's plans. A requirement has been made to support further improvements in this area.

There is a detailed positive behaviour support plan. This includes input from the therapist and an evaluation of some of the child's known behaviours. This plan did not contain guidance for staff on how to support the child with some emerging concerns around eating patterns. Action was taken to address this during the visit.

Positive behaviour is consistently promoted through the use of praise and positive rewards. However, positive rewards include takeaway food and access to confectionery. This is not in line with the plans for promoting a healthy lifestyle for the child. Action was taken by the manager to address this during the visit.

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

Currently, the post of registered manager is vacant. A manager has been appointed and has submitted an application to register with Ofsted. The manager demonstrates a good understanding of the child's needs.

Staff members who were spoken to talked positively about the improvements in the support from leaders and managers. This support has improved staff practice. Improved supervision practice enables staff to reflect on day-to-day practices in the home and supports their professional development.

Management oversight of practice has been strengthened with new audits and monitoring systems. These include management audit tools and daily, weekly and monthly reviews.

There are some shortfalls relating to the manager's evaluation of the quality of care provided to the child. One shortfall is with the evaluation of the plans for the child's care, which have some inconsistencies in the recording of the child's current needs. These shortfalls are not limiting the child's progress currently; however, they need to be addressed to ensure continuous improvement.

Leaders and managers have identified areas for further improvement and have implemented a robust development plan for the home. This includes a process for more effective evaluation of the training that staff have received.

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 that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f)) In particular, leaders and managers must ensure that they evaluate the plans for the child's care, such as the placement plan, risk management plan and behaviour support plan. Leaders and managers must evaluate the actions that are set during multi-agency meetings and ensure that these are carried out by staff. In addition, leaders and managers must evaluate the effectiveness of training that is undertaken by staff.	9 March 2023

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: 2641767

Provision sub-type: Children's home

Registered provider: Real Care Support Limited

Registered provider address: 1st Floor, West Wing, Derby House, Lytham Road, Fulwood, Preston, Lancashire PR2 8JE

Responsible individual: Debra Hesford

Registered manager: Post vacant

Inspectors

Emma Thornton, Social Care Inspector
Catherine Fargin, Regulatory Inspection Manager

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