

2650054

Courtyard Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is one of several owned by a private provider. It is registered to provide care for up to six children with learning difficulties.

Since the last full inspection, the manager has resigned. A senior manager has been appointed to oversee the day-to-day management of the home, and they were present during this visit.

Inspection date: 4 January 2023

This monitoring visit

This monitoring visit was carried out to assess whether the registered person has done enough to meet the two compliance notices issued at the last full inspection in November 2022. This was a focused visit, so not all of the requirements made at the previous inspection were reviewed. Therefore, these have been carried forward to the next inspection. However, some requirements fell into scope and have been assessed as met and removed. Additional requirements have been made because further breaches in regulation were identified.

Compliance notices had been issued in relation to regulation 12, the protection of children standard, and regulation 13, the leadership and management standard. At this visit, it was found that all of the steps in regulation 12 had been met. Regulation 13 had not been met in full, and so is reissued.

Staff do not always provide nurturing care that meets each child's physical and emotional health needs. For example, staff insisted that a child complete his morning routine before he came out of his bedroom. This meant having a shower and getting dressed. This child had been recently diagnosed with an ear infection and so probably felt unwell. He may have appreciated time in the lounge in his pyjamas, but was not given this choice. Furthermore, staff would not allow this child to have the

drink of their choice until they had consumed the drink prepared for them. The child, who does not use verbal language, continually pointed to his ear, but staff did not think to give him any pain relief.

Another child, who was also ill with a chest infection, asked for pain relief but staff said he could not have any because they had run out. The managers and staff have not ensured that there is enough pain-relief medication in the home when children are ill. Additionally, the manager believed that the over-the-counter pain-relief medication needed to be prescribed because it has been prescribed previously. Furthermore, staff had the opportunity to get a prescription for pain relief the day before, when the child was prescribed antibiotics. Poor planning meant that the child did not get pain relief when he asked for it.

Another child almost missed his morning dose of medication because he had gone to his school taxi before staff had realised that he had not had his medication. This was because of poor communication between the staff.

Children's risk assessments are not accurate. A child's risk assessment stated that they require one-to-one staffing when he is in the home. This requirement was changed in March 2022. Another risk assessment assesses the risks associated with horse riding but also details risks associated with swimming which causes confusion. The manager said that she has already identified shortfalls in risk assessments and care planning, and she plans to address them imminently.

Staff are not consistently taking the temperature of hot food. This could put children at risk of food poisoning.

The home is, for the most part, continually understaffed. The home has six children, of whom five children are staffed on a one-to-one basis. The home usually has five staff on duty and occasionally more. The manager and the staff all said that the sixth child does not have any staff who specifically support him. This is not correct or appropriate. The child is living at this home because he needs support from staff 24 hours a day, seven days a week.

There are several staff vacancies at the moment, which means that permanent staff are working with agency staff a lot. This is putting a strain on the team and may mean that children are not receiving consistent care. Nevertheless, the manager is actively recruiting for staff and has started to fill vacancies.

There is no permanent manager in post. A senior manager is currently in day-to-day charge of the home. Senior managers are in the process of recruiting for a new manager.

Staff say that they feel well supported by each other and the management team. They receive regular supervision that helps them to reflect on their work with the children.

The manager is working hard to drive forward change and introduce more-robust monitoring systems. New systems, checks and balances are planned and should ensure that management oversight is more robust.

Children say they are happy and that they get on well with the other children. They also say that they like the staff. Staff speak warmly about the children and enjoy supporting them and watching them grow into young adults.

Children are currently settled and there have been very few incidents. Oversight of incidents has been good, although neither staff nor children have been given the opportunity to discuss the incidents. Although no physical intervention occurred, it would be good practice to reflect on incidents because this will help to prevent them from occurring again.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/11/2022	Full	Inadequate
16/11/2021	Full	Good

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 quality and purpose of care standard is that children receive care from staff who— 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; treat each child with dignity and respect; make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(b)(ii)(iii)(ix)) In particular, this relates to ensuring that children are provided with sufficient resources to meet their care needs, and that care is arranged to ensure that these needs are met. Additionally, ensure that staff provide nurturing care that meets each child's physical and emotional needs.	13 February 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.	13 February 2023

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; ensure that staff work as a team where appropriate; 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(f)(h)) In particular, this relates to improving management monitoring and oversight of the home. It also relates to staff working together to address concerns around practice.	
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 the home has sufficient staff to provide care for each child. (Regulation 13 (1)(a)(b) (2)(d)) In particular, this relates to ensuring that there are a sufficient number of staff on duty to meet the assessed needs of the children.	13 February 2023
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—	13 February 2023

that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(b)) In particular, this relates to consistently taking the temperature of hot food to ensure the safety of the food provided for children.	
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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i)) In particular, this relates to ensuring that written risk assessments are accurate.	13 February 2023

*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: 2650054

Provision sub-type: Children's home

Registered provider: Courtyard Care Limited

Registered provider address: 3 Siskin Drive, Middlemarch Business Park,
Coventry, West Midlands CV3 4FJ

Responsible individual: Gary Thompson

Registered manager: Post vacant

Inspector

Joanne Vyas, Social Care Inspector

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Piccadilly Gate
Store Street
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M1 2WD

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