

2651405

Registered provider: Advanced Adolescent Care Solutions Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It provides care for one child who may have social and emotional difficulties.

The manager registered with Ofsted in December 2021. There was one child living at the home at the time of this inspection.

Inspection date: 10 December 2024

Date of last inspection: 16 April 2024

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspectors evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

This inspection was brought forward in order to address specific concerns or allegations received by Ofsted.

Ofsted identified the following serious and widespread concerns in relation to the care or protection of children at this assurance inspection:

- Failure to respond appropriately to allegations made by a child.
- Failure to ensure that staff understand professional boundaries and that they act in a way that safeguards the child.
- Failure to ensure that the child is helped and supported to raise any concerns with those caring for them and with external professionals, without fear of repercussions.

Leaders and managers have failed to respond appropriately to allegations made by a child. The manager and staff have not always recorded allegations made by the child. Furthermore, they have not been investigated in line with safeguarding procedures. The child has not been provided with the opportunity to talk about the concerns they raised about staff working at the home.

The manager and staff do not fully understand professional boundaries. Staff have not always acted in a way that safeguards the child, and the manager is dismissive of the concerns about staff conduct. This has led to shortfalls in staff practice not being fully investigated and addressed.

The child is not helped and supported to raise concerns with those caring for them and with external professionals without the fear of repercussions. There are lots of conversations recorded that describe the child as 'making threats' to complain to Ofsted about the care that they are receiving. The child has not been supported to contact the regulator. Instead, the director came to the home and spoke to the child about this, which led to the child becoming upset. The manager raised this as a concern with senior leaders, but it is unclear what happened because information is not recorded in the manager's supervision notes.

Records show that the child has spoken about feeling blamed for the turnover of staff working at the home. The manager said that the child had overheard conversations between staff. The child has not been reassured that they are not responsible for staffing sufficiency at the home.

Complaints have not always been responded to in line with the organisation's complaints procedure. One parent said that they had not received feedback about the outcome of a complaint that they made.

The manager's oversight of the child's progress, staff development and the child's records are poor. The systems in place to review the quality of care provided to the

child are not effective. The manager has not identified shortfalls in how some staff have responded to the child, the use of consequences, and the language used in records about the child. This means that poor practice is not always addressed.

The child has made progress in their education. The manager and staff understand the barriers to the child's education, and they advocate for the child to ensure that they have the right support in place. The child completed formal qualifications and they are now attending college.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/04/2024	Full	Requires improvement to be good
24/07/2023	Full	Good
10/08/2022	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, 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 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; manage relationships between children to prevent them from harming each other; 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; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(i)(iv)(v)(vi) (vii)) In particular, the registered person must ensure that effective systems are in place to review and investigate any concerns or allegations about staff. The registered person must ensure that there is an effective system so that children are helped to understand and know how to raise any concerns with those caring for them and with external professionals without fear of repercussions.	12 January 2025

The registered person must ensure that there are systems in place to test that staff understand professional boundaries and that any shortfalls in staff practice or conduct are addressed.	
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; 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. demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and 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)(f)(g)(ii)(h))	12 January 2025
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—	12 January 2025

meet each child's behavioural and emotional needs, as set out in the child's relevant plans; and 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. (Regulation 11(1)(a)(b)(c) (2)(a)(i)(ix))	
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare; help each child to express views, wishes and feelings; and ensure that each child— is enabled to provide feedback to, and raise issues with, a relevant person about the support and services that the child receives; and is given appropriate advocacy support. (Regulation 7 (1)(a)(b)(c) (2)(a)(i)(ii)(iii) (b)(i)(iii))	12 January 2025

*These requirements are subject to a compliance notice.

Children's home details

Unique reference number: 2651405

Provision sub-type: Children's home

Registered provider: Advanced Adolescent Care Solutions Limited

Registered provider address: 38 Sherwood Road, Worksop S80 1QW

Responsible individual: Donna McGreavy

Registered manager: Zowie Burley

Inspectors

Rachel Webster, Social Care Inspector

Angela Ross, Social Care Inspector

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