

2652939

Registered provider: Loyal Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

A private organisation runs this children's home. It is registered to provide care for up to five children with social and emotional difficulties, who may have suffered from severe trauma.

The interim manager was appointed on 10 May 2022.

Inspection date: 22 June 2022

This monitoring visit

Following a full inspection in May 2022, Ofsted served a compliance notice in relation to the leadership and management of the home. The purpose of this monitoring visit was to monitor the steps taken to meet the compliance notice served on 17 May 2022. The management team has failed to meet any of the steps in the compliance notice. As a result of these failings, Ofsted took immediate action to suspend the home's registration.

At the time of this visit, there were two children living at the home.

Widespread management failures have contributed to ineffective leadership. Managerial monitoring and oversight are inadequate, leaving children at risk of harm. The current management capacity provides no assurance that the necessary improvements will be made.

During a recent incident, the staff were unable to prevent the children entering the staff office. The children accessed the office without any supervision. This has resulted in a considerable amount of money being taken. Staff found some of the money in the garden and the local park, however, a large amount of money is unaccounted for. This does not provide confidence in the staff's ability to safely supervise the children.

The staff have failed to update children's risk assessments and behaviour support plans following significant incidents. There are gaps in the children's risk assessments and shortfalls in the managerial oversight of incidents. The lack of managerial oversight means that serious incidents have not been reviewed and action has not been taken to keep the children safe.

Managers have failed to follow safe recruitment procedures. This has resulted in a member of the management team starting work before full recruitment checks had been carried out. This lack of scrutiny has left children at risk of being cared for by unsuitable adults.

Children's individual health needs are not being met. One child's support plan fails to provide enough information and guidance for staff about the child's mental health and concerns about self-harm. Referrals to specialist services have not been actioned and follow-up appointments have not been made. The failure to prioritise health concerns has led to delays in treatment for the child.

Staff have failed to demonstrate sufficient curiosity in relation to a child's substance misuse. The failure to explore the concern means opportunities to protect and safeguard a vulnerable child may have been missed.

Managers have failed to ensure that serious incidents have been notified to Ofsted promptly. In one instance, a member of the management team was removed from working with the children. This incident was not notified to Ofsted. Failure to notify Ofsted without delay means that Ofsted's capacity to monitor incidents and safeguarding has been considerably reduced.

The four additional requirements that were raised at the full inspection in May 2022 will be reviewed at the next inspection. These requirements have been restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/05/2022	Full	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, 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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to secure the input and services required to meet each child's needs. (Regulation 5 (b)) In particular, ensure that staff make contact and referrals to external professionals to arrange assessments and support for children as soon as possible. This requirement was raised at the last inspection and is restated.	1 July 2022
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— support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; help each child to understand the importance and value of education, learning, training and employment; promote opportunities for each child to learn informally; help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1) (2)(a)(ii)(iv)(v)(viii))	4 July 2022

In particular, ensure that staff support educational activity throughout the day and advocate for children's return to educational provision as soon as possible. This requirement was raised at the last inspection and is restated.	
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. (Regulation 10 (1)(a)(b)) In particular, ensure that staff seek immediate medical advice in relation to children's health needs. This requirement was raised at the last inspection and is restated.	1 July 2022
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— 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; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding;	4 July 2022

strive to gain each child's respect and trust; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(ii)(iii)(iv)(v)(viii)(xi)) In particular, ensure that staff are consistent in their response to children's behaviour, challenge discriminatory behaviours and use restorative practices. This requirement was raised at the last inspection and is restated.	
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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; take effective action whenever there is a serious concern about a child's welfare; manage relationships between children to prevent them from harming each other. 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)(a)(i)(ii)(iii)(iv)(vi)(b)) In particular:	1 July 2022

■ ensure that staff receive training in the 'Prevent' duty, county lines and mental health awareness ■ update children's risk assessments and plans after incidents; and ■ understand and act on information in children's relevant plans. This requirement was raised at the last inspection and is restated.	
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; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; 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)(c)(d)(e)(h)) In particular: ■ review the leadership and management of the home to ensure that there is sufficient management capacity to provide effective management, oversight and monitoring of the home	1 July 2022

■ ensure that staff have the necessary skills and knowledge and receive appropriate training to provide effective care for children ■ ensure that individual children's risk assessments and behaviour management plans contain all relevant information and are kept up to date ■ ensure that all records contain accurate information and are up to date; and ■ ensure that the home is led and managed in accordance with the home's statement of purpose. This requirement was raised at the last inspection and is restated.	
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, undertake thorough matching assessments before a child moves into the home. This requirement was raised at the last inspection and is restated.	4 July 2022
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27 (1)(a)) This requirement was raised at the last inspection and is restated.	4 July 2022

The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that – full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (3)(d)) In particular, ensure that comprehensive recruitment checks are carried out before the appointed person starts work.	1 July 2022
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(b)(c)) In particular, ensure that Ofsted is notified of all relevant incidents. This requirement was raised at the last inspection and is restated.	1 July 2022

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: 2652939

Provision sub-type: Children's home

Registered provider: Loyal Care Limited

Registered provider address: 38c High Street, Leiston IP16 4EW

Responsible individual: Catalin Condurat

Registered manager: Post vacant

Inspector

Rachel Watkinson, Social Care Inspector

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