

2662751

Registered provider: Holywell Children's Services Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. The home is registered to provide care for one child who experiences social and emotional difficulties.

The post for a registered manager is vacant. There is a manager in post, who is in the process of completing an application to register with Ofsted.

Inspection date: 26 January 2023

Date of last inspection: 25 October 2022

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

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

The inspector 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

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

Children have good relationships with the staff who care for them. Staff invest time in children. They listen to them, protect them and promote their welfare. Children can name trusted adults they can speak to if they have any worries. As a result, children develop a sense of permanence and belonging.

The child does not currently attend school. There is an ongoing search to identify a suitable school placement. Educational activity is supported throughout the day. The manager has escalated concerns regarding the length of time it is taking to identify a suitable school placement. As a result, additional tuition has been sourced to support home education while a search is ongoing.

The manager has created a clear induction plan to be used when children move into the home. The plan identifies specific topics that staff must discuss with children to ensure that their move into the home is positive. No children have moved into the home since the last inspection. As a result, the manager has not yet been able to fully implement the plan.

The safety of children

There have been occasions when children have displayed self-injurious behaviour. The records of these incidents are detailed and evidence the action that staff have taken to support children. Risks are managed by staff effectively, and children are kept safe.

There are individual and up-to-date risk management plans in place to support children's care. These plans have recently been updated. As a result, the plans now address the vulnerabilities of each child effectively and provide staff with clear strategies to mitigate risks.

Children's incidents are decreasing, and the use of physical holds has not been necessary. Staff use effective de-escalation strategies that are individualised to children. Incidents are recorded in detail and are reviewed effectively by the manager.

The effectiveness of leaders and managers

The manager has reviewed the safe area report, which considers the local risks and hazards. Risks are individually rated, and the report provides actions to take to

mitigate the identified risks. The manager has consulted with relevant agencies and included their views.

The staff make use of internal care plans that identify children's needs. The manager has recently implemented a child-friendly plan. This ensures that children's views, feelings and wishes are incorporated into their plans. The plans fully incorporate the placing authority care plan, and all plans are up to date.

Until recently, supervisions and team meetings have taken place regularly. The regularity of supervisions and team meetings has been affected by the sudden resignation of the registered manager. A manager has been appointed and there are two team leaders in post who will have a supervisory role.

Monitoring in the home is effective. The manager has implemented audit tools. This has supported her to maintain effective management oversight. As a result, the manager has a good understanding of the home's strengths and areas for development.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/10/2022	Full	Requires improvement to be good

What does the children's home need to do to improve?

Statutory requirement

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 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 an explanation is given to each child as soon as reasonably practicable after the child's arrival about— the children's guide; how to make a complaint or representations in relation to the home or the care the child receives and how any such complaint or representations will be dealt with; and what advocacy support or services are available to the child, how the child may access that support or those services and any entitlement the child may have to independent advocacy provision. (Regulation 7 (1)(a)(b)(c) (2)(d)(i)(ii)(iii)) Specifically, ensure that when children move into the home, there is a clear plan of introduction which covers the children's guide and other relevant topics to the home. This will ensure that children's experiences of moving into the home are positive.	10 March 2023

Recommendations

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs. This particularly relates to ensuring that team meetings take place more regularly. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)
- The registered person should ensure that systems are in place so that all staff receive supervision which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)

Children's home details

Unique reference number: 2662751

Provision sub-type: Children's home

Registered provider: Holywell Children's Services Limited

Registered provider address: Dalton House, 9 Dalton Square, Lancaster,
Lancashire LA1 1WD

Responsible individual: Sabe Connor

Registered manager: Post vacant

Inspector

Kimmy Feeley, Social Care Inspector

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