

2662751

Registered provider: Holywell Children's Services Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private provider.

It is registered to provide care for up to one child with social and emotional difficulties. At the time of the inspection, one child was living in the home.

The registered manager has been registered since 12 September 2023. The manager is registered at another home within the organisation.

Inspection date: 30 January 2024

Date of last inspection: 13 September 2023

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At these inspections, the inspector 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

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

The child has positive relationships with staff. Staff know the child well and understand their needs. The child said, 'The staff are my family.' The child is settled and secure in the home.

Staff have made improvements in the home. There are photos in communal areas of the child enjoying activities. The child has made artwork that is displayed around the home. The manager has purchased new gym equipment for the recreational area, and areas of the home have been repainted. The child takes pride in the home.

Staff support the child to share their views and feelings. The manager implemented a picture system so that the child can share their feelings with staff easily. Staff record the child's views on their behalf. The manager acts on the child's views and shows the child that they have done so. Staff recently supported the child to attend their statutory review for the first time. The child felt listened to and valued.

Staff help the child to learn life skills. The manager identifies themes and staff plan sessions that are relevant to the child, such as home cooking and personal hygiene. Staff use opportunities to teach the child outside of the plan. For example, the child wished to learn about getting a driving license, and staff shared the relevant laws and processes with them.

The child does not yet have a suitable school place. Staff support the child to have tutoring in the home. The manager has challenged the relevant agencies regarding this and has escalated it to senior staff in the host local authority. The manager attends regular meetings to update the education, health and care plan, which will help to identify a suitable school place.

Staff support the child to attend appointments with health professionals. Staff completed work with the child about their medication and shared this with medical professionals. As a result, the child's dosage was amended. The child is being supported to understand their own health needs and how they will be able to manage them in adulthood.

The child does not go missing from the home. However, there are occasions when the child has run away from staff when in the community. Staff know the child well and locate them quickly. Staff speak with the child after the incidents to help them to understand about risk and identify any triggers for the behaviour.

Staff speak with the child when there have been emerging risks around safety in the home, particularly in the kitchen. Staff have amended the risk assessment to include emerging risks, with clear strategies in place to manage this new risk. Staff teach the child about fire risk. The manager has identified when the child has not fully

understood the information and directed staff to repeat the work. However, the work was not repeated. There have been further incidents in relation to safety in the home. A requirement has been made in relation to this. The manager has made a referral to fire safety services to complete additional work with the child.

The manager has introduced a behaviour management policy. The manager asked for the child's views about consequences and included their ideas in the policy. The manager has oversight of all consequences and reviews them for effectiveness. However, staff have imposed consequences that are not in line with the policy. The manager, through her oversight, has prevented these consequences from being implemented.

The manager has created individual trackers to ensure that they can monitor staff training. As a result, staff have completed mandatory training. The manager has also provided training on attention deficit hyperactivity disorder. Staff are better prepared to deliver the best possible care.

The manager now has allocated deputy managers and senior staff to this home. Previously, these staff worked across two homes. This increases management oversight in the home. The manager has also implemented daily checklists in the home and regularly checks that these tasks have been completed.

The manager has provided supervision training for senior members of staff. Senior staff provide supervision to other staff members. The manager has created a supervision tracker to maintain oversight. Staff have regular supervision and reflect on their practice. The manager undertakes additional ad hoc supervision with staff to address specific development needs.

The manager has made progress on completing staff appraisals. Two staff have yet to have their appraisal. A requirement has been restated in relation to this.

The manager holds regular team meetings. Staff have the opportunity to discuss their care of the children and share their ideas. Therefore, the child has greater consistency of care from the staff team.

The manager has made progress with all of the requirements and recommendations made at the last inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/09/2023	Full	Requires improvement to be good
25/10/2022	Full	Requires improvement to be good

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

Statutory requirements

This section sets out the actions that the registered person 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 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— help each child to understand how to keep safe; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(ii)(v))	12 March 2024
The registered person must ensure that all employees— have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(c))	2 April 2024

Recommendation

- The registered person should ensure that staff understand the behaviour management policy and how to use it. Consequences should be restorative in nature and positive behaviour should be celebrated and rewarded. ('Guide to the Children's Homes Regulations, including the quality standards', page 47-48, paragraphs 9.38-9.39)

Children's home details

Unique reference number: 2662751

Provision sub-type: Children's home

Registered provider: Holywell Children's Services Limited

Registered provider address: Scott & Wilkinson, Dalton House, 9 Dalton Square,
Lancaster LA1 1WD

Responsible individual: Jill Richards

Registered manager: Charlotte Pinder

Inspector

Sarah Huntbatch, Social Care Inspector

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