

2663221

Registered provider: Holywell Children's Services Limited

Monitoring visit

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 two children who may have social and emotional needs.

Two children are currently being cared for in this home and both spoke with the inspector during this visit.

There has been no registered manager since 15 March 2024. The interim manager is registered at another home within the organisation. There is an application in progress for this home and two others to become a multi-building home.

Inspection date: 22 August 2024

This monitoring visit

This monitoring visit was undertaken due to whistle-blowing concerns being made to Ofsted. These concerns related to safeguarding practice, gaps in recording and reporting, and the working hours and well-being of staff.

One child has been at risk of harm when outside of the home in the early hours of the morning. Staff were unaware of this incident. Leaders and managers failed to communicate promptly with external professionals about this incident. Additionally, there have been delays in identifying poor staff practice. These shortfalls have placed the child at further risk of harm.

Staff communicate regularly with the placing authorities of children. However, for one child, they have failed to explore risks relating to the child's previous home and

a specific location. Therefore, potential risks in the area have not been identified or addressed.

Risk assessments are clear and contain strategies for staff to follow to mitigate risk in the home. They are updated regularly and following any incidents. However, they do not contain strategies for staff to manage risks to children in their local community. Staff have not explored emerging concerns about the community with children or relevant professionals.

Staff are trained to hold children safely. Staff record any incidents of children being held promptly. However, on one occasion a child was held unnecessarily by staff. The manager's oversight of the incident does not question why other methods of behaviour management were used before the use of the hold. The manager's evaluation does not recognise that the hold was not effective in achieving staff aims. Leaders and managers spoke to the child following the hold to gain their views, but did not speak with the staff who were involved. This was a missed opportunity to identify and address practice shortfalls.

The home does not have a written vaping and smoking policy. However, children and staff are aware of the rules around vaping and smoking. Staff enforce the rules and challenge children when they do not stick to them.

Leaders and managers are available and supportive to staff. There are no staff shortages.

Staff were provided with information about a child moving to the home at the earliest possible opportunity. Staff were aware of the child's needs, interests and preferences prior to them moving to the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/11/2023	Full	Requires improvement to be good
30/11/2022	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 with 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; have the skills to identify and act upon signs that a child is at risk of harm; take effective action whenever there is a serious concern about a child's welfare; and 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)(iii)(vi)(b)) In particular, ensure that staff identify all known risks for children and have clear plans to manage risk. Specifically, ensure that concerns about potential criminal activity or exploitation are explored and reported to relevant professionals immediately. Ensure effective plans and links with relevant local agencies and professionals.	24 September 2024
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	24 September 2024

promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) In particular, ensure that management oversight of incidents and physical interventions identifies shortfalls in staff practice, and that these are then addressed.	
The registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so (“the authorised person”)— has spoken to the user about the measure. (Regulation 35 (3)(b)(i))	24 September 2024

Recommendation

- The registered person should ensure that staff appraisals take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home’s care. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 61, paragraph 13.5)

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: 2663221

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: Post vacant

Inspector

Sarah Huntbatch, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024