

2667363

Registered provider: City of York Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a local authority. It provides care for one child who may have social and emotional difficulties or a learning disability.

At the time of the inspection, the home was providing care for one child.

The manager registered with Ofsted in July 2023.

Inspection date: 4 January 2024

This monitoring visit

Ofsted judged this children's home inadequate at the full inspection on 7 November 2023. Two compliance notices were issued under regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard). This was because of serious concerns relating to the safety and protection of children and the widespread failings in the leadership and management arrangements of the home.

The purpose of this monitoring visit was to review the progress and actions taken by the provider to meet the two compliance notices.

Leaders and managers have reviewed the home's admission procedure. There are now clear expectations in place about processes the registered manager must follow when considering a new child moving into the home.

The current child's risk assessment and 'presenting behaviours support plan and individual crisis management plan' are now in place. These documents are detailed, reviewed regularly and identify the actions for staff to take should risks or concerns emerge. However, staff spoken to struggled to identify the known risks for the child and what steps they should take to manage them.

Home conditions have improved. A new hallway and stair carpet have been fitted and soft furnishings have been purchased. The child who is living in the home has chosen new bedroom furniture and staff have decorated their bedroom to the child's likes. While it is acknowledged that more work still needs to be done in the home, it is now a more homely environment for children to live in.

Regular key-work sessions now take place. These are specific to the assessed needs of the child or in response to an incident. This helps the child to increase their knowledge and awareness of issues that are relevant to their needs.

All staff have now completed both mandatory training and training specific to the child's individual needs. This means that the staff have all the necessary knowledge and skills when managing related incidents and issues.

All staff have now completed fire safety training. A fire evacuation plan has now been completed and discussed with the child and a fire drill has been carried out.

All members of the management team have completed supervision training. Supervisions are now taking place on a regular basis and are described by staff as being 'more thorough'. This means that the staff are provided with regular opportunities to reflect on their practice.

Since the last inspection, the registered manager has been present in the home daily, ensuring effective management oversight. New management and auditing tools have been created. However, some of these have yet to be implemented. It is, therefore, too early to identify what impact these tools will have on assessing and improving the standard of care that the child receives.

The quality-of-care review does not evidence what feedback has been received from children about the home, its facilities and the quality of care they receive in it. This means that children's views are not considered in the development of the service.

Following this monitoring visit, it was decided that both compliance notices have been met. The requirements previously issued under regulations 7, 12, 13, 14 and 35 were not reviewed during this visit. For this reason, they are restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/11/2023	Full	Inadequate
08/06/2022	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, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person 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— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(v)) This requirement has been restated.	4 February 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 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)) This requirement has been restated.	4 February 2024
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.	4 February 2024

In particular, the standard in paragraph (1) requires the registered person to ensure— that arrangements are in place to— ensure the effective induction of each child into the home. (Regulation 14 (1)(a)(b) (2)(b)(i)) This requirement has been restated.	
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; 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; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the	4 February 2024

measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii) (b)(i)(ii) (c)) This requirement has been restated.	
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— help each child to express views, wishes and feelings; ensure that each child— has access to the home's children's guide, and the home's complaints procedure, when the child's placement in the home is agreed and throughout the child's stay in the home; and 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)(a)(ii)(b)(ii)(d)(i)(ii)(iii)) This requirement has been restated.	4 February 2024

Recommendation

- The registered person should ensure that there is a system in place which allows them to undertake a review that focuses on the quality of the care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. ('Guide to the Children's Homes Regulations, including the quality standards,' page 64, paragraph 15.2)

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: 2667363

Provision sub-type: Children's home

Registered provider: City of York Council

Registered provider address: West Offices, Station Rise, York YO1 6GD

Responsible individual: Martin Kelly

Registered manager: Michael Cavan

Inspector

Paula Shepherd, Social Care Inspector

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