

2667363

Registered provider: City of York Council

Full inspection

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.

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

The manager registered with Ofsted in July 2023.

Inspection dates: 7 and 8 November 2023

Overall experiences and progress of children and young people, taking into account	inadequate
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How well children and young people are helped and protected	inadequate
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The effectiveness of leaders and managers	inadequate
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There are serious and/or widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded.

Date of last inspection: 8 June 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/06/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: inadequate

Since the last inspection two children have resided in the home who have had vastly different experiences. One child has made good progress and has successfully moved to independent living and continues to be supported by staff from the home. Staff do support children in purchasing household items, attending meetings and painting and decorating their new homes.

In contrast the child who has recently moved in has not had a positive experience. The child described a poor introduction to the home. They did not visit or see the home or meet all of the staff before moving in. They do not know the rules and expectations in the home. The child has not been provided with a copy of the home's statement of purpose or children's guide. No one-to-one discussions or key-work sessions have been carried out with the child since moving into the home. This has not given the child the message that they are important and valued and has prevented the child from settling into the home.

The child does not know how to make a complaint and has not been provided with the home's complaints procedure. Complaint forms are not readily accessible in the home, so if the child wants to make a complaint confidentially, they are unable to do so.

The home does not provide a warm and nurturing environment. Although the home is appropriately furnished, it is in need of redecorating, and the hallway and stairs carpet are dirty and threadbare in places. Some areas of the garden are in disrepair.

One child has moved on from the home. However, there is no specific written independent living programme that staff follow to support children to develop vital life skills before moving on to independent living. Children are also not provided with a clear transition plan to follow when they move on from the home.

How well children and young people are helped and protected: inadequate

The provider's response to how both children have been safeguarded in the home since the last inspection has been strikingly different. This has been acknowledged by the registered manager and senior leaders, and immediate action was taken to ensure the safety of the child currently living in the home.

The registered manager has revised the paperwork for physical interventions, however this does not meet the regulations. Although there have not been any physical interventions since the last inspection, the current guidance would not direct staff appropriately should physical intervention be required. As a result this requirement has been restated.

The registered manager has not completed any risk assessments before one child moved into the home. The registered manager did not evaluate the impact on the child

of moving into the home and whether staff could meet the child's identified needs. This left the staff unable to fulfil their roles properly and placed the child at risk.

There is no clear plan in place agreed in consultation with the local authority social worker as to how the home's day-to-day care is arranged and delivered to keep the child safe. The child has been allowed to sleep through the day and be awake through the night. There are no plans or activities arranged for the child. This has resulted in both the staff and the child not understanding the expectations placed on them.

Not all staff have completed fire safety training. On one occasion, there were no staff working who were trained in fire safety. The fire evacuation procedure has not been discussed with the child who is currently living in the home, and no fire drill has been undertaken. This places the child at risk should there be a fire in the home.

A previous shortfall about significant delays in notifying the regulator of serious incidents has continued. This means that Ofsted is unable to scrutinise information in a timely manner to ensure that children are kept safe. Therefore, this requirement has been restated.

For the child who has recently moved on from the home, staff worked hard to reduce any presenting risks. Consequently, frequent incidents of going missing from home and the use of physical interventions eventually reduced to zero. Risk assessments were in place and clearly identified the risks and actions for staff to take to reduce the risks. Feedback from the child's parent stated, 'Some staff went above and beyond, and without them, [name of child] wouldn't be in the position they are today.'

The effectiveness of leaders and managers: inadequate

There has been a lack of management oversight which has resulted in significant and widespread failures. This is due to the registered manager being absent from the home for significant periods of time and not having effective management oversight of the home.

Poor management monitoring systems mean that the registered manager has failed to identify or act on significant failings. For example, the most recent statement of purpose had not been received, the quality-of-care review report was received late and contained no feedback from children, and the lack of consultation in the independent visitor's report was poor. The registered manager was also unaware that two new members of staff who had not completed essential mandatory training were working together to support the child without supervision.

Staff do not receive regular supervision sessions in accordance with the organisation's own supervision policy. Staff report that morale is low, the home is in 'chaos' and that they do not feel that they have been supported by senior leaders and managers. This means children do not receive quality care from a motivated staff team.

Not all staff have completed essential mandatory training, including safeguarding children, first aid and fire safety. Not all staff have completed training specific to the child's individual needs, including self-harm and ligature training. Not staff are trained

to care for children with a learning disability. This means that staff do not have the skills and experience to fully meet the child's needs.

Serious and widespread concerns were raised throughout this full inspection. During the inspection the provider acted to reduce the likelihood of a serious safeguarding incidents occurring in the home. They also made changes to ensure the child's needs are met. Senior leaders from the local authority offered assurances that these actions are long-term. These assurances prevented Ofsted from taking higher enforcement action.

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 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— 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; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; 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)(ii)(iv)(b))	31 December 2023
*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;	31 December 2023

ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; and 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)(e)(h))	
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; and that arrangements are in place to— ensure the effective induction of each child into the home. (Regulation 14 (1)(a)(b) (2)(a)(b)(i))	31 December 2023
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;	31 December 2023

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 measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv))	
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; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	31 December 2023
The children's views, wishes and feelings standard is that children receive care from staff who—	31 December 2023

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))	
After consultation with the fire and rescue authority, the registered person must— make arrangements for persons working at the home to receive suitable training in fire prevention; and ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25 (1)(c)(d))	31 December 2023

The registered provider must appoint a person to manage the children's home if— the registered provider— is not, or does not intend to be, in day-to-day charge of the home. (Regulation 27 (1)(b)(iii))	31 December 2023
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* These requirements are subject to a compliance notice.

Recommendation

- The registered person should ensure that the home is a homely and domestic environment for children to live in. This specifically relates to redecoration and the stairs and hallway carpet needing to be replaced. ('Guide to the Children's Homes Regulations, including the quality standards,' page 15, paragraph 3.9)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This 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'.

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: Jamaila Hussain

Registered manager: Michael Cavan

Inspectors

Paula Shepherd, Social Care Inspector

Kate Jackson, Social Care Inspector

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