

2677302

North West Youth Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home registered in July 2022 and is operated by a private provider. The home provides care for up to three children who may experience social and emotional difficulties and/or have learning disabilities.

There is currently one very young child living at the home.

There is currently no registered manager. An interim manager is in post until a suitable manager is recruited. In the meantime, the interim manager has submitted their application to register with Ofsted.

Inspection date: 3 August 2023

This monitoring visit

The home was judged inadequate at the full inspection in June 2023. A case review was held. Ofsted issued a notice restricting accommodation and two compliance notices under section 22 of the Care Standards Act 2000. These were in relation to regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard).

This visit was carried out to assess the provider's progress in meeting the compliance notices. As a result of the actions taken by the provider, both notices have been successfully met.

The interim manager and responsible individual were both available on the day of the visit. The child and staff were away on a day trip, and they were not seen or spoken to on this occasion.

Suitable interim management arrangements are now in place. The management team has worked effectively to strengthen the systems and provide stability in the

home. Further staff training, team meetings and visible, hands-on management support ensure that the home is suitably managed in a way that is consistent with the aims and objectives of the statement of purpose.

Leaders and managers have implemented better monitoring systems and processes that enhance the management oversight of the home and childcare practice. This includes clear evidence that managers have evaluated and signed off documents. The improved monitoring systems also alert the leaders and managers to identify and notify significant incidents to Ofsted.

Staff now receive better-quality supervision, which is scheduled in advance. Feedback from staff following their supervision sessions indicates that they feel supported to carry out their role. No new members of staff have been working at the home since the last inspection. The newest member of staff's induction pack and supervision records demonstrate opportunities for them to develop their practice.

Leaders and managers have implemented appropriate safeguards to keep children safe when they watch television and online material. The child's care plan and risk assessment, including the lone risk assessments, are kept under regular management review. Risk assessments identify the child's known risks and the strategies for staff to use to minimise these.

Leaders and managers have taken adequate steps to monitor the small number of physical interventions and records to ensure that they comply with the regulations. Discussions in the staff team also help the staff to understand the possible reasons for the child's behaviour when they are in crisis, so they can promote consistent responses.

Managers and staff have made significant progress to engage the child in chats to help the child to learn how to behave in acceptable ways following incidents. This is apparent in the increased number of key-work sessions that have been carried out. Direct work has started that intends to help the child to understand their heritage and develop a stronger sense of their identity.

Safeguarding training and clear guidance help the staff to understand their safeguarding responsibilities. Allegations that have been made by the child are clearly documented and have been acted on promptly. The concerns are shared with the appropriate agencies to ensure that the action taken is in the child's best interests.

The interim manager's persistence with other professionals ensures that the child receives the necessary services and support. This area of progress addresses one of the requirements that was made at the last inspection. The remaining two requirements and one recommendation that were raised at the last full inspection are carried forward.

Children's progress and experiences can only be fully evaluated once permanent management arrangements are implemented and the improvements that have been made so far are fully embedded.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/06/2023	Full	Inadequate
27/02/2023	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(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 with the given timescales.

Requirement	Due date
The care planning standard is that children— have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(b))	31 August 2023
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	31 August 2023

Recommendation

- The registered person should ensure that they have a system in place that allows them to monitor the matters set out in regulation 45 and carry out a review of the quality of care at least once every six months. In particular, the registered person should ensure that the quality of care review report includes feedback from staff and parents/carers. ('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: 2677302

Provision sub-type: Children's home

Registered provider: North West Youth Services Limited

Registered provider address: Peine House, Hind Hill Street, Heywood OL10 1JZ

Responsible individual: William Mulvaney

Registered manager: Post vacant

Inspector

Jacqueline Malcolm, Social Care Inspector

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