

2680559

Registered provider: New Path Residential Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home registered with Ofsted in July 2022. The home provides care for up to four children who have experienced childhood trauma and have social and emotional difficulties.

The manager registered with Ofsted at the time the home opened.

Inspection date: 22 November 2022

This monitoring visit

The purpose of the visit was to assess the provider's response to the steps set out in the two compliance notices that Ofsted served following the full inspection in October 2022. The compliance notices were in respect of the help and protection of children and the leadership and management of the home. This visit also monitored the provider's adherence to the notice restricting accommodation, which Ofsted served on 14 October 2022.

The provider has addressed all the steps that were set out in the two compliance notices. The nine requirements that were raised at the full inspection have also been met. The provider has not admitted any children to the home since the last inspection.

There was one child living at the home at the time of this monitoring visit. The child said that they feel safe and very happy living there. The child said that staff are fair and consistent with their expectations. The child feels that staff treat them respectfully, helping them to build trust.

The manager has implemented a training programme for all staff delivered face to face by experienced and accredited professionals. This includes development sessions delivered by local specialist police officers and fire service staff. This has

helped the staff to develop working relationships with those professionals who help children when they are most at risk. The manager has led reflective workshops with staff, referring to real incidents that they have been involved in. Staff said that this has helped them to review and reflect on their practice and highlight what changes they could make in future. This is helping them to build their confidence.

Since the last inspection, staff have not been added to the home's rota until they have fully completed their induction period and training. After this time, new staff have an extended period of shadowing experienced staff until they are assessed as competent and confident. Staff are enthusiastic, and motivated by the additional training that they have completed.

Staff now receive regular and comprehensive supervision and support. This is given as individual reviews, group conversations and reflective workshops. The manager has provided intensive support to the rest of the management team to guide good practice. Senior staff are assessed to ensure that their supervisory work meets the expected standards.

Out-of-hours support for staff is much improved. The manager has reviewed the roles and responsibilities for on-call staff, who are all clear on what is expected. Briefings for on-call staff members take place either side of weekends. Points of discussion and actions needed are recorded for future reference. Staff are now confident that, should they need support out of hours, a prompt response will be given.

Staff can explain the importance of good safeguarding practice and what they should do if they have a concern. They know who to speak to escalate any issue, and which external bodies they can whistle-blow to. Staff know the child's individual safety plans and have had training to understand the risks to children who have been subject to exploitation.

The manager has reviewed records and systems relating to children's safety. Staff can all describe in detail the actions that they need to take should a child go missing from care, and what they should be vigilant for that indicates this is likely. When a child has been missing from care, staff's recording of the incident and actions taken is detailed and clear. This information is used to review the event by the management team and informs any changes needed to be made in risk assessments and plans.

The manager has reinstated the previous model of care used to encourage positive behaviours. Staff have all completed specialist face-to-face training that includes previous themes and incidents at the home. Staff have found this useful to build their confidence and to encourage open and reflective thinking about their practice. Staff said that it has helped them to understand the importance of adherence to behaviour support plans.

The use of rewards and consequences is clearly understood by staff, who know the detail of what has been agreed for the child living at the home. Staff were observed during the inspection to challenge constructively when they felt that an agreed plan had not been followed by other staff. This gave the opportunity to clarify and understand a miscommunication. This open approach helps to bring consistency.

The manager has a comprehensive improvement plan to meet the shortfalls identified at the last inspection. They have put in place a workforce development and overarching service development plan. The aim is to enable the manager to track children's progress in their education, independence development and enjoyment. The provider has appointed a new responsible individual for the home.

The management team members have worked together with honesty to improve professional relationships and trust. There is now a clear structure for escalating concerns or seeking clarification. The manager and her senior team have regular meetings to monitor the progress of their improvement plan and share views and ideas. There is a positive spirit among the senior team members to work together to make improvements.

Improvements have been made in meeting safer recruitment guidance. Records show that relevant checks are in place before staff start in post. Staff involved in recruitment have now completed suitable training.

External monitoring of the home is not strong enough and does not provide sufficient scrutiny. The independent person's report has not been submitted to Ofsted, as required, since September 2022. The provider has not had sight of the report written for September 2022. A new independent person has been appointed. However, their recent draft report does not include the views of the child or external professionals. The new independent person has notified the home of the date of their intended next visit. Notifying the home of visits by the independent person several weeks in advance does not foster a culture of open scrutiny of the quality of care.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/10/2022	Full	Inadequate

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 within the given timescales.

Requirement	Due date
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. A visit by the independent person to the home may be unannounced. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. The independent person must provide a copy of the independent person's report to— HMCI; the registered provider and, if applicable, the registered manager.	31 December 2022

(Regulation 44 (1) (2)(a)(b) (3) (4)(a)(b) (5) (7)(a)(d))	
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Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the provider in respect of the compliance notices served by Ofsted, and to monitor the provider's adherence to the restriction of accommodation notice.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2680559

Provision sub-type: Children's home

Registered provider: New Path Residential Limited

Registered provider address: Cumberland House, 24–28 Baxter Street,
Southend-on-Sea, Essex SS2 6HZ

Responsible individual: Position vacant

Registered manager: Chelsea Hilder

Inspector

Jamie Cousins, Social Care Inspector

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