

2692118

Registered provider: Woodleigh Healthcare Children Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider. It can accommodate two children with learning disabilities.

The home has a registered manager who is suitably qualified and experienced.

Inspection dates: 27 and 28 June 2023

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: not previously inspected

Overall judgement at last inspection: n/a

Enforcement action since last inspection: none

Recent inspection history

Not previously inspected.

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The staff demonstrate a genuine commitment toward supporting children. The children have positive relationships with staff. This helps children to settle following their move to the home, and supports them to make progress. This has been important in enabling children to build secure and meaningful relationships with staff who children know, trust and rely on.

Staff have a good understanding of children's complex health needs. Children are supported to attend all their medical appointments. Staff liaise with relevant health professionals, and advice and guidance are followed to ensure that the health needs of children are met. This helps to maintain children's physical well-being.

Children attend education daily. The well-established daily routines mean that children are prepared for the school day. Staff work closely with school to ensure that there is effective partnership working to help children to make good progress. Children access activities in the community. As a result, children engage with learning, make progress, and grow in confidence.

The staff understand the needs of each child. They provide good, individualised care to children. Staff understand each child's unique way of communicating. Managers and staff are in the process of further developing methods of communication with the children. However, further work is required to capture children's wishes and feelings. This is an area for ongoing development.

The staff involve parents throughout the children's journey. Staff promote and support children in spending time with their families. Staff go above and beyond to make sure that family contact is supported where appropriate. Communication is strong, and staff understand the importance of this. This work contributes to the stability of the children's placements.

How well children and young people are helped and protected: requires improvement to be good

Staff complete the required safeguarding training. The topics covered in training are relevant to the children's needs. Safeguarding is discussed in each staff member's one-to-one meeting with their manager. Safeguarding matters are also discussed in team meetings. This supports staff to develop their knowledge and understanding of their roles and responsibilities.

The staff are diligent. This ensures that potential risks to children are understood by the staff. The staff know the underlying causes of more-difficult behaviours that the children can present. Risk assessments and plans are in place. However, there are

some plans and protocols that need to be further embedded, such as the missing-from-care and managing harmful behaviours protocol.

Staff use physical intervention when required, although this is minimal. This is to prevent children from placing themselves and others at risk of harm. Records show that interventions are necessary, proportionate and effective. However, records are not always complete. This limits the impact of reflection or learning outcomes on staff.

Multi-agency safeguarding practice is good. However, some safeguarding incidents have not been reported to Ofsted. This prevents the regulator from having oversight of safeguarding practice to ensure that children are being safeguarded.

The outside garden currently presents a potential health and safety risk for children. Parts of the garden are damaged, and the equipment is not suitable for the needs of the children. However, the managers are aware of this, and plans are in place to improve the garden and make it safe.

The effectiveness of leaders and managers: requires improvement to be good

A dedicated manager leads the home. She speaks with passion and is committed. This is instrumental in the good standard of care provided. The manager provides the best possible outcomes for children. She has a clear vision for the home and is fully aware of and understands the strengths and areas for development.

There are management systems in place. However, managers do not have oversight of all records, such as health and safety checks, activity records and observations. Monitoring does not yet provide sufficient oversight or demonstrate a full understanding of the impact and effectiveness of care. Consequently, continuous improvement is hampered.

Staff feel well supported by the manager. Staff receive regular formal one-to-one meetings with the manager. Staff are encouraged to reflect on their practice, and this promotes learning. Where shortfalls in staff practice are identified, these are challenged and addressed quickly. This promotes good standards of care and ensures that staff are supported to develop their practice.

Team meetings take place regularly and are well attended. Children's needs are reviewed and discussed. Managers and staff learn from each other. These meetings also promote team building and help to strengthen staff relationships. As a result, children enjoy a supportive home environment and coordinated care.

The staff have faced some difficult situations. They have had to manage some behaviours that are challenging, at times. Staff experience a high level of support from the manager. They also receive daily support and guidance from the management team and each other. As a result, staff are committed and feel that they are supported in influencing the care provided to children.

The manager works well with external agencies. She has built positive relationships with parents and professionals. Important information is shared, and decisions are made in consultation where appropriate. The manager has utilised expert advice to enhance children's safety and well-being. One parent said, 'The home is becoming like an extended family.' As a result, children's needs are well met by a cohesive staff team.

Information about this inspection

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 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 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. that the premises used for the purposes of the home are located so that children are effectively safeguarded. (Regulation 12 (1) (2)(b)(d)) This is specifically in relation to ensuring that protocols are in place to keep children safe and the outside garden is accessible for children.	14 August 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— 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))	14 August 2023
The registered person must notify HMCI and each other relevant person without delay if—	14 August 2023

a child is involved in or subject to, or is suspected of being involved in or subject to; sexual exploitation; 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)) This is specifically in relation to ensuring that notifications are completed in a timely manner.	
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Recommendations

- The registered person should ensure that children who cannot verbalise have their views, wishes and feelings heard and respected in the same way as other children. There may be children whose abilities and understanding are such that regulations 7(2)(a)(iv), (b)(i) and (c) will need interpretation according to their individual circumstances in consultation with their social worker. ('Guide to the Children's Homes Regulations, including the quality standards', page 24, paragraph 4.24)

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: 2692118

Provision sub-type: Children's home

Registered provider: Woodleigh Healthcare Children Services Limited

Registered provider address: 23 Woodleigh Close, Leicester LE5 2HW

Responsible individual: Paul White

Registered manager: Aleyah Butt

Inspectors

Thirza Smith, Social Care Inspector
Emma Dacres, Social Care Inspector

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