

2695213

Registered provider: Liv Children Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to two children. The aim of the home is to support children who experience social and emotional difficulties due to their early childhood experiences.

At the time of this inspection, there was one child living at the home.

The home registered with Ofsted in October 2022. The registered manager post has been vacant since April 2023. An acting manager has been in post since August 2023.

Inspection date: 12 February 2024

This monitoring visit

The home's first full inspection in May 2023 resulted in a judgement of requires improvement to be good. An assurance inspection was carried out on 31 October 2023. A monitoring visit was completed in December 2023, following concerns raised regarding the quality of care provided by staff and the safeguarding of children in the home. This monitoring visit was undertaken to address further concerns reported to Ofsted. These concerns relate to the safeguarding of, and quality of care provided to, a child living at the home.

This visit found significant concerns regarding safeguarding practice and a lack of effective oversight by the manager. As a result of these shortfalls, a restriction of accommodation order has been issued. This means that no new children can be admitted to the home while this order is in place.

Staff have not been able to manage a child's complex behavioural and emotional needs. Staff do not have the skills, knowledge and experience to manage challenging situations effectively. Consequently, staff have called the police to assist them. However, some of these incidents did not warrant police involvement. This has resulted in the child's arrest on a number of occasions.

Staff do not always take effective action to support and safeguard the child. Staff understand that the child has had difficult past experiences, and at times they attempt to use de-escalation techniques to support the child when incidents occur. However, actions taken by staff are not always effective in safeguarding the child. For example, an incident occurred in which the child was able to access alcohol while out shopping, despite being supported by two staff members. The staff were aware that the child had the alcohol. However, the child subsequently became intoxicated.

The provider has completed some repairs in response to significant damage caused to the home. However, there remains a broken kitchen drawer, two broken windows and a broken toilet seat. One of the broken windows is boarded up while awaiting replacement.

The kitchen door is bolted shut while awaiting repair. This has not been assessed for risk and poses a health and safety risk.

Staff are supported and guided in caring for the child through reflective group discussions and sessions with the home's clinical lead. Staff have been provided with relevant training. However, some training is overdue for several staff. Some staff feel overwhelmed by the challenges faced in caring for the child.

Staff attempt to do meaningful work with the child. Staff physically intervene to keep the child and others safe. Staff have reflective conversations with the child following these incidents. The child is encouraged to think about the effect their behaviours have on themselves and others. The manager undertakes discussions with staff after each restraint. However, these conversations with children and staff do not take place consistently.

The child has made some progress since living in the home. They are forming positive relationships with some staff and engaging with mental health services and the home's clinical lead. They are also accessing tutoring.

The current monitoring systems in place are not effective. Incidents involving the child are not always recorded. Some incidents have not had management oversight. These are missed opportunities to improve practice. Staff report that complaints have been received. However, records of complaints and how they were managed are not available.

Since the last inspection, senior leaders have taken steps to provide the staff with additional training and clinical input. However, the staff remain unable to meet the child's needs effectively. Staff have not been able to secure good outcomes for children or influence sustained progress. Since the home's registration, there has been slow progress to address identified shortfalls and make improvement.

The requirements and recommendations raised at the previous inspection have not been fully reviewed as part of this monitoring visit. Therefore, these requirements and recommendations are restated and have been updated as appropriate, in line

with the findings from this visit. New requirements and recommendations have been added.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/05/2023	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, The 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 staff— take effective action whenever there is a serious concern about a child's welfare; 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)(vi)(b)) In particular, ensure that staff take prompt, effective action in responding to concerns about the child's welfare and that staff are well supported to carry out their roles. This requirement was made at the last inspection and is restated.	1 April 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— 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; ensure that staff have the experience, qualifications and skills to meet the needs of each child;	1 April 2024

ensure that the home has sufficient staff to provide care for each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(b) (2)(a)(c)(d)(h)) This requirement was made at the last inspection and is restated.	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to develop socially aware behaviour; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; strive to gain each child’s respect and trust. (Regulation 11 (1)(a)(b)(c) (2)(a)(ii)(iv)(viii)) This requirement was made at the last inspection and is restated.	1 April 2024
After consultation with the fire and rescue authority, the registered person must— provide adequate means of escape from the home in the event of fire. If the Regulatory Reform (Fire Safety) Order 2005(1) applies to the home— paragraph (1) does not apply; and	1 April 2024

the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (1)(b) (2)(a)(b))	
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))	1 April 2024
The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard). (Regulation 46 (1)) This requirement was made at the last inspection and is restated.	1 April 2024

Recommendations

- The registered person should ensure that staff follow up with the responsible local authority regarding independent return home interviews being carried out for children following their return to the home, after being missing from care or away from the home without permission. They should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.30)
- The registered person should ensure that records of restraint are kept and enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly when any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure it meets the needs of each child. Records should be kept of discussions with staff about the use of the measure and discussions with the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)
- The registered person should ensure that records demonstrate that staff can access appropriate facilities and resources to support their training needs and that the registered manager understands their key role in the training and development of staff in the home. Staff are to complete training when due. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

- The registered person should ensure that the home is a nurturing, well-maintained and supportive environment that meets the needs of the children. The home is to also comply with relevant health and safety legislation, as well as the home's related practices. Repairs in the home are to be carried out in a timely manner. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

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: 2695213

Provision sub-type: Children's home

Registered provider: Liv Children Care Ltd

Registered provider address: 128 City Road, London EC1V 2NX

Responsible individual: Sharon Teasdale

Registered manager: Post vacant

Inspector

Sasha Reid, Social Care Inspector

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