

2702129

Registered provider: Insight Care Group Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and cares for up to four children who may have learning difficulties.

The home does not have a registered manager.

Inspection date: 2 August 2023

Date of last inspection: 13 June 2023

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector(s) evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

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

Findings from the inspection

We identified the following serious and widespread concerns in relation to the care or protection of children at this assurance inspection.

- Managerial oversight is ineffective and monitoring systems used in the home are inadequate.
- When concerns have been raised against staff practice, the managers have not always taken action to safeguard the child living in the home.
- Staff repeatedly fail to record physical interventions in line with the regulation.
- Staff supervision is poor and does not review staff practice effectively to improve the quality of care for children.
- Managers fail to respond to children's wishes and feelings.
- Staff fail to demonstrate that they have the skills to respond to children's needs.

The care of children

This visit took place in response to concerns that had been raised with Ofsted and concerns from safeguarding notifications.

At the time of inspection, there was one child living in the home. Since the last inspection, one child had moved out of the home.

Processes to support this child to move out of the home were not effective. For example, inspectors found no transition plans or records that indicated that the child's wishes had been considered. This practice fails to demonstrate child-centred practice.

The managers and staff do not effectively consider children's wishes and feelings. For example, the managers were informed that the child living in the home had said to his social worker that he did not feel safe. Despite knowing this information, managers did not explore these views to understand the child's feelings and to consider how to improve his experiences. This poor oversight leaves children vulnerable and compromises their well-being.

The child is attending school full time and is supported to take part in a range of activities suited to his interests.

The home environment is welcoming. The child has personalised his room and has a range of toys that he likes to play with. During the inspection, the child was observed to have positive relationships with staff.

The safety of children

Managers have failed to ensure that appropriate action is taken when concerns are raised about staff practice. For example, when a child has made an allegation against a staff member's conduct, there has been no assessment from managers to determine if it is safe for the member of staff to continue to work with children. In addition, there are no records of investigation to identify any poor practice, assess any risk to children or identify any learning. This means that all necessary action to protect children has not been followed. This lack of action leaves children at risk of harm.

Managers do not take sufficient action to consider and respond to feedback about the care provided in the home. For example, a child's social worker informed managers of their concerns about staff practice. This has not been discussed with the member of staff concerned to prevent this practice from taking place again.

Furthermore, managers are aware that there have been complaints made to authorities about the care provided in the home. The managers have not applied professional curiosity to seek information about what these complaints relate to. This does not provide assurances that managers act on issues of concern and make changes to bring about improvement.

Managers do not sufficiently scrutinise physical intervention records to ensure that the use of restraint is necessary. Physical intervention records do not provide sufficient or clear information. The records do not always indicate why restraint was required and if the intervention was effective. In addition, children and staff are not always spoken to about the measure. This practice fails to safeguard children and staff and ensure effective oversight. As a result of this disorganised approach, it is not always clear if physical interventions are appropriate.

The effectiveness of leaders and managers

At the time of the inspection, the home had no registered manager. The provider has taken steps to recruit and appoint a manager. However, this appointed manager is no longer deemed suitable for this position. The responsible individual and deputy manager are providing managerial oversight in the interim.

Despite the training received, staff have demonstrated that they do not have the skills to respond to children's needs. For example, there have been times where staff have not supervised a child in line with his plan. In addition, staff fail to record incidents and children's experiences. For example, there has been one occasion where police have attended the home. It is not clear from records why the police attended and the outcome of this visit. Managers have failed to identify and respond effectively to these shortfalls.

The supervision sessions held with staff are ineffective. Managers told inspectors that they have concerns about staff practice and that this was being addressed.

However, the staff members' supervision records do not demonstrate that they have received guidance to improve practice or been informed of the concerns. In addition, supervision is not always carried out by a person who has relevant experience.

A director of the service is completing managerial tasks and influencing the day-to-day operation of the home. This director has not submitted the required application to Ofsted in line with regulation. This does not ensure that Ofsted has a clear overview of current management arrangements.

Managers have demonstrated poor leadership and management and a lack of ability to take effective action. The monitoring and review systems in place remain poor. Little improvement has been made to address the requirements made at the previous inspection and there are repeated regulatory shortfalls. These failures have not promoted improvements to the quality of care afforded to children.

As a result of the shortfalls found at this visit, Ofsted issued compliance notices under regulation 12, protection of children and regulation 13, leadership and management. Ofsted will undertake a further unannounced visit to monitor the home's progress.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/06/2023	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 children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships 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; and regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7 (1)(a)(c) (2)(a)(ii)(iv)) This specifically relates to the managers and staff supporting children to share their views about the care provided in the home and that any feedback provided is considered.	10 September 2023
*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— take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(vi))	10 September 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—	10 September 2023

helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; 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)(c)(g)(ii)(h))	
The care planning standard is that children— receive effectively planned care in or through the children's home. In particular, the standard in paragraph (1) requires the registered to ensure— that arrangements are in place to— ensure the effective induction of each child into the home; manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. (Regulation 14 (1)(a) (2)(b)(i)(ii)(iii)) This specifically relates to ensuring that managers demonstrate child-centred planning when children move out of the home.	10 September 2023
An organisation may only carry on a home if—	10 September 2023

each director of the organisation, except for a director who is the responsible individual, who is involved in the carrying on of a home by that organisation satisfied the requirements in paragraph (6). (Regulation 26 (4)(i))	
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) This specifically relates to managers ensuring that all staff working in the home receive practice-related supervision. In addition, managers should ensure that that the person completing supervision sessions with staff have the appropriate and relevant experience.	10 September 2023
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. 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 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	10 September 2023

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 (1)(a)(b) (3)(a)(vii)(viii)(b)(i)(ii)(c) In particular, that records meet regulatory requirements.	
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) This specifically relates to managers ensuring that all staff working in the home receive practice-related supervision. In addition, managers should ensure that the person completing supervision sessions with staff has the appropriate and relevant experience.	10 September 2023

*These requirements are subject to a compliance notice.

Children's home details

Unique reference number: 2702129

Provision sub-type: Children's home

Registered provider: Insight Care Group LTD

Registered provider address: Ace House, 22 Chester Road, Sutton Coldfield,
West Midlands B73 5DA

Responsible individual: Lena Graham

Registered manager: Post vacant

Inspectors

Sophie Hills, Social Care Inspector
Melissa McMillan, Regulatory Inspection Manager

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