

2702129

Registered provider: Insight Care Group 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 four children who may have learning difficulties.

At the time of the visit, the home did not have a registered manager.

Inspection date: 11 September 2023

This monitoring visit

On 2 August 2023, an assurance inspection was carried out at the home. Inspectors found serious and widespread concerns in relation to the care and protection of children and the leadership and management of the home. Compliance notices under regulations 12 and 13 were issued.

The purpose of this visit was to review the progress made by managers in meeting the steps of the compliance notices. Requirements made at the last inspection will be reviewed at the next inspection.

No children were living at the home at the time of this visit. One child had moved on from the home since the assurance inspection. The responsible individual ensured there was positive communication with the child's placing authority during this transition.

The recently appointed responsible individual has carried out an investigation into an allegation that had previously gone unaddressed. Inspectors found that the provider had taken appropriate steps to liaise with local authority safeguarding professionals. A letter had also been sent to one child as a way of providing closure to their time living at the home.

Leaders organised a three-week training programme to induct new staff and provide existing staff with a refresher on all aspects of their mandatory training. This has

been completed by a large proportion of the team, with plans in place for the remaining staff to complete this before the end of September.

Training has also provided leaders with the opportunity to reflect on previous incidents that have occurred in the home. This process has resulted in identifying lessons learned for staff and managers to help improve future practice.

The responsible individual has completed a review of complaints that the home had previously received. This has led to improved communication with the wider network of external professionals and also with neighbours. The responsible individual recognises that continued improvements in community relationships are required for further progress to be made.

An audit of the recording systems in the home has also been completed. Learning taken from this process has resulted in policies being reviewed, with the aim of improving future care planning and, in turn, children's experiences of living at the home.

The provider has not yet appointed a registered manager but has been proactive in their recruitment processes.

As a result of this visit, Ofsted has lifted both compliance notices under regulations 12 and 13.

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. This requirement was made at the last inspection and is restated.	27 October 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—	27 October 2023

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 work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) This requirement was made at the last inspection and is restated.	
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. (Regulation 14 (1)(a)(b)(i)(ii)(iii)) This specifically relates to ensuring that managers demonstrate child-centred planning when children move out of the home. This requirement was made at the last inspection and is restated.	27 October 2023
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership; does not satisfy regulation 28; or	27 October 2023

is not, or does not intend to be, in day-to-day charge of the home. If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of— the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a)(b)(i)(ii)(iii) (2)(a)(b))	
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 carrying out supervision sessions with staff has the appropriate and relevant experience. This requirement was made at the last inspection and is restated.	27 October 2023

Recommendation

- The registered person should ensure that staff provide a nurturing environment that is welcoming, supportive and well maintained and that they provide appropriate boundaries in relation to children's behaviour. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.7)

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: 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: June Johnson

Registered manager: Post vacant

Inspector

Mark Dickinson, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2023