

2703431

Registered provider: SBL Careservices (UK) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. The home has been operating since November 2022. The provider states in its statement of purpose that it provides care for two children with social and/or emotional difficulties.

The manager registered with Ofsted in October 2022.

Inspection dates: 4 and 5 April 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: not applicable

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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Not previously inspected		
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Inspection judgements

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

There are two children currently living in the home. They are provided with a warm and welcoming home environment. Staff visit children before they move in. This helps children develop relationships with staff and supports them to settle into the home. Virtual tours of the home are provided to children when they are moving out of their home area. This helps to alleviate any initial anxieties they may have and familiarises them with the home.

The manager has developed an age-appropriate children's guide. However, records do not demonstrate that children have received a copy when they moved in. Furthermore, staff have not spent time explaining its content to children. This is a missed opportunity to explain to children about their home and the boundaries and structures in place.

Staff consult with children about some aspects of the home and their care. However, it was identified during the inspection that the culture within the home does not promote children's understanding that this is their home. This prevents children from gaining a sense of belonging and stability.

One child living in the home has settled in well and has developed positive relationships with the staff team. However, for the other child relationships are fragile. This is a result of a breach in the child's privacy. This has led to a lack of trust for the child regarding the staff team, including the manager. Children's relationships with each other are also fractious.

One child attends full-time education and is progressing well. They have been supported to attend their existing school. This has provided them with stability. They have been able to maintain their existing friendships and support networks. However, there has been delay for the other child in obtaining an educational placement. This means that they are not receiving the educational opportunities required.

Children enjoy a range of activities, including visits to trampoline parks, local parks and swimming. Staff encourage children to participate when they are reluctant to engage. They had recently enjoyed a day at a theme park. This was a new and exciting experience for them. Staff engage children in physical activities in the community to promote healthy and active lifestyles.

Children are supported to spend time with their family and those important to them in line with local authority plans.

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

Staff have some understanding of the children's risks and vulnerabilities. They recognise risks posed to children from internet usage and social media. Staff seek advice and guidance from social work professionals to manage these risks for children.

Staff understand children's daily practical needs. However, their responses to managing incidents of challenging behaviour do not demonstrate an understanding of children's previous experiences and trauma. On some occasions, staff responses have caused further emotional distress to children. Records do not evidence that staff are undertaking meaningful work with children. Furthermore, work has not been undertaken following incidents. This is a missed opportunity for staff to support children to manage and mitigate future risks.

Risk assessments include clear guidance and strategies for staff to follow. However, records do not include all relevant risks and do not include an accurate rating of all risks for children. Behaviour management plans include detailed information. They provide guidance for staff to follow to de-escalate situations for children. However, guidance was not consistently clear for when staff should use some of the strategies. This has led to confusion.

Incidents of being missing from home have increased for one child. Staff look for children when they are missing from home. However, missing-from-home protocols do not include all relevant information to support staff in locating children.

Incidents of children being physically held are rare. However, on one occasion a child has been prevented from leaving the home by staff restricting their movements. This was an inappropriate method of physical restraint.

Positive behaviour is promoted using incentives. However, these are not always effective. Furthermore, financial penalties had been given to one child following damage caused during a time of crisis and emotional distress.

A child reported an allegation of harm to the inspector during the inspection. This was managed appropriately by the responsible individual. Action was taken to safeguard the child.

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

The home is managed by an experienced manager. He maintains good communication with professionals involved in the children's care. However, for one child he has not ensured that there is an up-to-date local authority care plan on file.

Children are cared for a stable staff team. However, not all of the staff have had the experience of working in residential care previously. Furthermore, the staff have not

undertaken training specific to the children's needs. This means that they do not have the knowledge and understanding of the children's complex needs and how to support them.

Managerial oversight of incidents and work being undertaken with children is not evident. This limits the manager's ability to identify shortfalls in practice or where improvements are needed. The manager did identify to the inspector that the quality of recording by staff was not sufficient. He is seeking to address this within individual supervision sessions.

Staff receive regular supervision. They say that they are provided with opportunities to discuss and reflect on incidents. However, they do not find the frequency of these beneficial. Team meetings take place on a regular basis. The manager uses these to deliver bespoke workshops on topics relevant to the children's needs.

The manager values the role of the independent visitor and has recently requested an alternative independent person to visit the home. He is committed to obtaining thorough independent scrutiny of the home.

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person 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 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— help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; 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)(ii)(iii)(iv)(b)) Specifically, that risk assessment and behaviour management plans include all known risks, that records demonstrate an accurate risk rating, that missing-from-home protocols include relevant information to support staff to locate children and that children are provided with meaningful direct work.	18 May 2023
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff—	18 May 2023

meet each child's behavioural and emotional needs, as set out in the child's relevant plans; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; strive to gain each child's respect and trust; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children. (Regulation 11 (1)(a) (2)(a)(i)(v)(viii)(ix))	
Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (2)) Specifically, that a child is not deprived of their freedom of movement.	18 May 2023
No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child. The following measures may not be used to discipline any child— imposing a financial penalty, other than a requirement for the payment of a reasonable sum (which may be by instalments) by way of reparation. (Regulation 19 (1) (2)(f)) Specifically, that financial penalties are not imposed on children when damage is caused during a time of emotional crisis or distress.	18 May 2023
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them;	18 May 2023

engage 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 understand how the child's privacy will be respected and the circumstances when it may have to be limited; make each child aware of and, if necessary, remind them of each of the matters in sub-paragraph (d)(i) to (iii); ensure that each child— has access to the home's children's guide, and the home's complaints procedure, when the child's placement in the home is agreed and throughout the child's stay in the home; and ensure that an explanation is given to each child as soon as reasonably practicable after the child's arrival about— the children's guide. (Regulation (7) (1)(a)(b)(c) (2)(a)(v)(vii)(b)(ii)(d)(i)) Specifically, that children's privacy is respected; that children are provided with a copy of the children's guide when moving into the home and that staff spend time with children to discuss and explain its content.	
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—	18 May 2023

ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(c)(e)(f))	
In meeting the quality standards, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5(c))	18 May 2023

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: 2703431

Provision sub-type: Children's home

Registered provider: SBL care services (UK) Limited

Registered provider address: 6 Neptune Court, Hallam Way, Blackpool FY4 5LZ

Responsible individual: Anthony Wilding

Registered manager: David Harrison

Inspector

Claire Hobbs, Social Care Inspector

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