

2721681

Oakland Support Services 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 require support with their social, emotional or mental health needs.

At the time of this visit, three children were living at the home.

There has been no registered manager since November 2024.

Inspection date: 20 November 2024

This monitoring visit

The focus of this visit was to review the notice restricting accommodation issued on 30 September 2024. The provider has complied with this notice and no new children have moved into the home.

Since the last full inspection, the registered manager has resigned. A new interim manager has been appointed and is in day-to-day charge of the home. The responsible individual has led the progress made since the last inspection in September 2024. There is capacity in the management team to continue with these improvements.

Since the last inspection, there have been further allegations against staff. The responsible individual has managed these well. They have shared these concerns promptly with partner agencies, such as the local authority designated officer. Ofsted has been notified of safeguarding incidents.

Staff say that they are well supported to carry out their role. They have received training in ligature prevention and physical interventions. The induction for new staff has been reviewed to strengthen their understanding of the role. The message from managers is clearer and more consistent, which has helped staff and children. Staff

feel able to share their views and know they will be listened to. Children's routines are more consistent, and children are happy and calm.

Leaders have strengthened monitoring systems. A new incident tracker ensures that actions are addressed following incidents. Some key documents have been reviewed to ensure consistent responses to safeguarding concerns. The senior manager who created a closed culture no longer works for the organisation. The management structure has been reorganised, so the responsible individual works closer with the director of the organisation. The managers do not always use the independent person reports effectively to identify areas to improve practice.

Recruitment practices have been strengthened. Changes have been made to recruitment forms to show when checks have been carried out with former employers. One member of staff has started to work in the home without a sufficient Disclosure and Baring Service check. This has had no impact on children's safety. This requirement has been restated.

No new children have moved into the home. Systems have been reviewed for moving children into the home. This places the manager at the centre of the process. Leaders have enhanced the assessment process to understand the new children's needs more fully. The requirement for care planning remains.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/09/2024	Full	Inadequate
07/03/2024	Full	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 with the given timescales.

Requirement	Due date
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)) In particular, managers must use the independent person's reports to improve the quality of care for children.	6 December 2024
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(a)(b)) In particular, the registered person must ensure that: the registered manager is involved in the assessment and decision-making around a new child moving into the home; children have a positive experience when leaving the home.	31 January 2025
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home;	6 December 2024

if the individual satisfies the requirements in paragraph (3).

The requirements are that—

the individual is of integrity and good character;

full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2.
(Regulation 32 (1) (2)(a) (3)(a)(d))

In particular, new staff must have a satisfactory Disclosure and Barring Service check before working in the home.

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: 2721681

Provision sub-type: Children's home

Responsible individual: Mark Forshaw

Registered manager: Post vacant

Inspectors

Mark Dawkins, Social Care Inspector
Shirin White, Social Care Inspector

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