

2726012

Registered provider: Lonsdale Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It is registered to provide care for up to three children with social and emotional difficulties.

The home and the manager registered with Ofsted on 23 May 2023.

One child was living at the home at the time of this inspection.

Inspection dates: 26 and 27 September 2023

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

The home is decorated and furnished to a high standard. Children are encouraged to choose the colour scheme in their bedrooms and select accessories of their choice. When children move into the home, they are sensitively welcomed. Before moving in, children have transition plans which include opportunities to visit and meet staff.

When children are not attending an education setting, staff encourage them to participate in online learning. Children have education planners and there are incentives linked to education. However, when children do not access online learning, there are no alternatives offered by staff to promote a healthy and consistent daily routine. Consequently, children stay in their bedrooms until they choose to get up.

Children are encouraged to attend all health appointments. When children are worried about health appointments, staff work with them and their parents to find ways to encourage children to attend. Children are given advice and guidance about healthy eating and health risks, such as drug and alcohol misuse, during key-work sessions. Key-work sessions have not extended to all aspects of children's health. Therefore, there are missed opportunities to increase children's understanding in some areas.

Children's time with their family is valued and supported by the staff team. Family members and their pets visit children at the home. One child's family time has progressed to overnight stays at their parent's home. This helps to maintain children's identities.

Children enjoy activities in the home and in the local area. Children contribute to activity plans at house meetings where they also share their thoughts and feelings on the home environment and meal plans. Children are supported to build positive relationships with their peers, and their friends visit the home.

How well children and young people are helped and protected: good

Children are supported to manage their behaviours and feelings safely. When children struggle with their feelings and emotions, staff use de-escalation strategies in line with children's plans. However, staff have not received training linked to trauma-informed practice. As a result, the underlying cause of children's behaviours may not be understood.

When children go missing from home, staff respond in a coordinated way which is in line with children's plans. Staff understand the risks children face when they are missing. The manager meets with children to debrief on incidents and contacts social workers to request return home interviews. Leaders and managers review and

update plans with any changes which may reduce the likelihood of further missing-from-care incidents.

Staff are recruited safely. When issues present over the course of the recruitment process, these are considered robustly by managers.

The house is a safe and secure environment for the children. The home has bedroom alarms to manage and reduce risk in the home. However, the use of alarms is not routinely reviewed and there is no consent for their use from children's placing authority or parents.

The home's care plans for children align with local authority plans. However, some risks in children's risk assessments are recorded as high and have not been reviewed in line with changing behaviours. Furthermore, some risks have been included in children's risk assessments despite the child never displaying the behaviours.

The effectiveness of leaders and managers: good

The home is managed by a permanent registered manager who is suitably qualified. He is liked by the children and is involved and engaged in the daily care provided to them. External professionals speak positively about the manager.

The manager is aware of the home's strengths and areas for improvement. He regularly monitors the quality of care and practice in the home. This includes obtaining feedback from children. The manager has oversight of all aspects of children's care and there is clear management oversight of all incidents.

The manager responds to issues promptly. When necessary, he will carry out investigations and use informal and formal processes to address poor practice. However, the manager does not use the findings from investigations to deliver lessons learned to the staff in supervision sessions and team meetings.

The manager has effective working relationships with social workers and parents. The manager is in regular contact with those involved in children's care and seeks their feedback on staff practice. This ensures joined-up working with all those involved with children.

The manager ensures that all mandatory training is completed, and children have access to online training to support their understanding of risks. The manager does not arrange training that is specific to children's needs. This means that staff do not consider the impact that adversities such as neglect, trauma and grief can have on children.

Staff supervision takes place in line with the statement of purpose. All those who supervise staff are trained to do so. Staff feel supported by leaders and managers and say that supervision is a time to consider their practice; however, this is not always captured in supervision notes. The emotional impact of the work on staff is recognised and managed well by leaders and managers. Team meetings take place

regularly and are an opportunity to consider staff practice and the progress made by children.

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 must comply within 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— ensure that staff have the experience, qualifications and skills to meet the needs of 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and 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)(f)(g)(i)(ii)(h)) In particular, the registered person must ensure that: staff receive training which is specific to children's individual needs and experiences; any lessons learned from feedback are shared with all staff members in reflective supervision sessions and team meetings; monitoring of practice includes	31 December 2023

consideration of the quality of supervision being offered to all staff.	
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 understand, in a way that is appropriate according to the child’s age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful; help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship; 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; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same. (Regulation 11 (1)(a)(b)(c) (2)(a)(vi)(vii)(ix)(x)) In particular, the registered person must ensure that: each child is provided with key-work sessions based on their specific needs; children’s behaviours are considered in light of their childhood experiences.	14 November 2023

Recommendations

- The registered person should ensure that children’s risk assessments are regularly reviewed and updated to accurately reflect risks. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 41, paragraph 9.5)

- The registered person should ensure that each child is supported to learn and provided with resources and that staff are creative in providing opportunities for children to study and learn. ('Guide to the Children's Homes Regulations, including the quality standards', page 18, paragraph 5.18)
- The registered person should ensure that they have consent from those with parental responsibility and the placing authority for the use of any monitoring equipment. This should be regularly reviewed to ensure that this is a necessary and proportionate measure to keep children safe. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.16)

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: 2726012

Provision sub-type: Children's home

Registered provider: Lonsdale Care Limited

Registered provider address: 34 Broadacre, Caton, Lancaster LA2 9NH

Responsible individual: Paul McClintock

Registered manager: Jordan Wareing

Inspector

Sarah Jackson, Social Care Inspector

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