

2739597

Registered provider: Guidance Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and operated by a private provider. It is registered to provide care for up to two children who experience social and emotional difficulties.

At the time of the inspection, there were two children living in the home.

There is no registered manager. A manager has submitted their application to register with Ofsted.

Inspection date: 1 October 2024

This monitoring visit

This home was judged to have serious and widespread concerns at an assurance inspection on 3 September 2024. Following that inspection, Ofsted issued two compliance notices under section 22A of the Care Standards Act 2000. These related to Regulation 12, the protection of children standard, and Regulation 13, the leadership and management standard.

This visit was carried out to monitor the action taken by the provider to meet the compliance notices.

Children's plans and risk assessments are detailed and comprehensive. They now contain clear strategies to reduce risks to children. They are specific for each child. Staff review and update strategies in positive behaviour support plans and risk assessments to reflect current risks or reduction of risks.

Children have individualised missing-from-home protocols. These provide clear strategies for staff to follow when children go missing. These include actions staff should take to search for children and support them to return home. Staff understand these plans and have put them into practice.

The manager and deputy manager have continued to cover a large number of shifts. This takes their time away from their management responsibilities. As a result, records of staff development, reflection and practice-related discussions are not recorded.

The manager reviews incidents and adds her comments to the report. The manager's comments don't always make it clear whether staff actions were effective, and the records don't identify lessons learned. The manager has put in place an incident reflection form to complete following each incident; however, this system is not yet fully embedded. This is a missed opportunity to support staff to reflect on their actions following significant events.

Supervision processes have improved. Staff now receive regular supervision sessions. However, these are not used to review and reflect on staff practice, although they have been used as a platform to discuss updated plans and strategies to ensure that staff understand these documents.

Team meetings have increased to twice a month to support staff. However, there are no minutes for these meetings, which means that staff who are unable to attend do not have access to information shared in these meetings.

Leaders and managers have put a system in place to stabilise the workforce and provide consistency to children. There is an ongoing recruitment programme in place with several new staff waiting for safer recruitment checks to be completed before their start dates are agreed. In the interim, staff from another home in the organisation are supporting the team.

A case review was held following this visit. It was determined at the case review that the provider has acted to meet all the steps in the compliance notice served under Regulation 12. The compliance notice served under Regulation 13 has not been met.

A further compliance notice has been issued under Regulation 13.

The remaining requirements regarding areas of concern raised at the full inspection were not considered during this visit. They remain in place and will be reviewed at the home's next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/06/2024	Full	Requires improvement to be good
27/02/2024	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 with the given timescales.

Requirement	Due date
*In particular, the standard in paragraph (1) requires the registered person to— 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; 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— 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 (2)(a)(b)(f)(g)(ii)(h)) Specifically, the registered person must ensure that staff receive regular practice-related supervision. Managers and staff must reflect on any significant events to identify any learning. The registered person must have systems in place to identify and address poor practice.	27 October 2024
The registered person must notify HMCI and each other relevant person without delay if—	9 September 2024

a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter; must be made or confirmed in writing. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e) (5)(a)(i)(ii)(iii)(b))	
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; and any actions that the registered person considers necessary in	30 September 2024

order to improve or maintain the quality of care provided for children. (Regulation 45 (1) (2)(a)(c))	
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*These requirements are subject to a compliance notice.

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: 2739597

Provision sub-type: Children's home

Registered provider: Guidance Care Limited

Registered provider address: Unit 8, Sovereign Court, Wyrefields, Poulton Industrial Estate, Poulton-le-fylde FY6 8JX

Responsible individual: Jordan Thomas

Registered manager: Post vacant

Inspector

Katie Tomlinson, Social Care Inspector

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