

2768436

Registered provider: Eden Care Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. It provides care for up to three children who may have social and/or emotional difficulties.

There were three children living at the home at the time of the inspection.

The manager registered with Ofsted in February 2024.

Inspection dates: 8 and 9 July 2024

Overall experiences and progress of children and young people, taking into account	inadequate
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How well children and young people are helped and protected	inadequate
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The effectiveness of leaders and managers	inadequate
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There are serious and widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded.

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: inadequate

Children's day-to-day experiences are poor because they are not provided with structure and consistent boundaries. Children lack positive routines and have poor sleep patterns. Some children are routinely staying up through the night and sleeping in the day, and this is having an impact on another child who lives at the home.

Two children are not accessing suitable education, and they are not being provided with opportunities for informal learning at home. There is a lack of aspiration for children's education, and they are not provided with structure to their day. On the day of the inspection, children were provided with funds to spend time in the community during school hours.

While children are being supported to attend routine health appointments, some children's individual health needs have not been addressed. The manager could not provide evidence that staff are carrying out direct work with children to help them to better understand the risks relating to vaping, smoking cannabis or their use of alcohol. During the inspection, one child smoked cannabis inside the home, and another child had vapes in their bedroom.

It is unclear whether children are consulted with or whether their wishes and feelings are sought because there were no records of key work or conversations between the staff and the children.

The manager and staff do not ensure that the conditions of children's bedrooms remain at a good standard of cleanliness. This does not provide children with a nurturing and homely environment.

An alarm system used inside the home restricts children from accessing the ground floor during the night. This prevents children from coming downstairs to get a drink. Very little thought has been given to this. The individual children's placing authorities have not provided written consent for this to happen.

Family time is promoted in line with children's plans. Staff help children to see the people who are important in their lives, and they support children's friends and families to visit the home.

Children's relationships with staff vary. Some have good relationships with staff but there are times when children use discriminatory language towards staff members. Staff respond to this in a sensitive way and seek to improve children's knowledge and understanding of the language they use.

Children are provided with a range of activities that reflect their individual hobbies and interests, such as day trips out, baking, going to the cinema, bowling and going to the gym. Staff ensure that these experiences are captured in children's memory books.

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

Staff do not respond consistently when children go missing from the home, and they do not always escalate concerns appropriately. Children's plans do not provide up-to-date information, and guidance for staff is ambiguous. Staff have not always searched locations where children have reported to have been on previous episodes of missing from home, leaving children vulnerable and at increased risk of harm. Leaders and managers have not escalated concerns about a child having bruising following two prolonged missing incidents.

The inappropriate behaviour of a member of staff was witnessed by children. Leaders and managers have followed safeguarding procedures, and the member of staff no longer works at the home. However, there is no evidence in records to demonstrate the actions taken to support the children.

Serious incidents have not been shared with the regulator. Records are poor and have not demonstrated the actions taken, and there is little clarity about whether information has been shared with social care professionals. Staff do not routinely record conversations that they have with children. There is no evidence of staff carrying out direct work with children to educate them about risk.

Children's individual risk assessments do not identify all known risks to children. They are not always updated when incidents occur and do not detail children's vulnerabilities. This does not provide staff with the guidance to help children stay safe or reduce their risks.

There is limited reflection following serious incidents involving the children. Leaders and managers do not analyse and evaluate incidents, and they do not always provide staff and children with the opportunity to talk about what happened. Additional safeguards to reduce risk and prevent a reoccurrence are not always introduced following a serious incident.

There have not been any incidents that have led to children needing to be restrained, and consequences to behaviour are not used.

The effectiveness of leaders and managers: inadequate

Issues relating to staff conduct and performance have been ongoing since this home was registered in February 2024. Due to a high staff turnover, gaps in the rota have sometimes been filled by leaders and managers working shifts. This has provided consistency of care for the children but has had a detrimental impact on the management oversight in this home.

Leaders and managers could not demonstrate a full understanding of individual children's needs and risks. The manager struggled to locate information about the children, and some records were either missing or incomplete. The quality and accessibility of recording hindered the inspector from having a full understanding about the home and the children.

Systems for leaders and managers to maintain oversight and to monitor the quality of care provided to children are ineffective. A lack of analysis and evaluation by the leaders and managers has led to significant shortfalls that have not been addressed.

Leaders and managers have not ensured that new staff are provided with an induction to the home. Not all staff have been supported to access the core training program, and supervision has not been delivered in a way that is described in the home's statement of purpose or within the proposed timescales.

Complaints and concerns relating to staff conduct and professional boundaries are investigated and internal procedures have been followed to address the shortfalls. However, on one occasion, a member of staff raised concerns about feeling unsupported and about conflict within the staff team. These concerns have not been followed up by the manager.

Team meetings happen regularly. These sessions are used to provide staff with additional training and the opportunity to discuss the best strategies to meet individual children's emotional needs. Staff report this additional support is beneficial to fulfilling their role.

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 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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; and take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1) (2)(a)(i)(ii)(v)(vi))	25 August 2024
*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— 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;	25 August 2024

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; 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)(a)(f)(h))	
The quality and purpose of care standard is that children receive care from staff who— understand the children’s home’s overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home’s statement of purpose; ensure that staff— understand and apply the home’s statement of purpose; and provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(vii))	25 August 2024
The children’s views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; 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 express views, wishes and feelings; and	25 August 2024

regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7 (1)(a)(b)(c) (2)(a)(ii)(iv))	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to understand the importance and value of education, learning, training and employment; and promote opportunities for each child to learn informally. (Regulation 8 (1) (2)(a)(iii)(iv)(v))	25 August 2024
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— encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding. (Regulation 11 (1)(a)(b)(c) (2)(a)(iii))	25 August 2024
The registered person must ensure that— the privacy of children is appropriately protected;	25 August 2024

children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(b)(c)(i)(ii)(iii)(iv))	
The registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))	25 August 2024

* These requirements are subject to a compliance notice.

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: 2768436

Provision sub-type: Children's home

Registered provider: Eden Care Homes Limited

Registered provider address: 203 Westgate, Bradford BD1 3AD

Responsible individual: Katherine O'Brien

Registered manager: Matthew Youngson

Inspector

Rachel Webster, Social Care Inspector

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