

2779753

Registered provider: TYLI Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home is registered to provide care for five children with social and emotional needs. Two children were living at the home at the time of the inspection.

The manager registered with Ofsted on 29 May 2024 at the same time the home opened.

Inspection dates: 17 to 18 September 2024

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

Inspection judgements

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

This inspection was brought forward because of concerns identified by Ofsted.

Since the home opened, three children have moved into the home and one child has moved on from the home. The child moved on in an unplanned way because staff could not meet their needs safely. Two children were present and contributed to this inspection.

Children have settled into the home and have begun to make some progress. However, shortfalls in leaders and managers following the safeguarding procedures, combined with weaknesses in managerial monitoring systems and staff training gaps, undermine the quality of care provided for children.

Staff have prioritised children's mental health and have made referrals to specialist teams to support children to work through their previous trauma. While children's engagement is mixed, staff work with children to encourage them to receive this support. However, children who have nicotine addiction and regularly smoke have not yet been supported to seek smoking cessation support. This means that there is a delay in children receiving some of the services that they need to support their health.

There are issues with children's restricted access to a designated staff toilet on the ground floor of the home. Leaders and managers understand that this does not reflect a homely environment and made the necessary changes during the inspection.

The home is generally well decorated. Leaders and managers have effective oversight of maintenance works. Children's bedrooms are personalised in line with their preferences. However, further work is needed in the garden, which is currently sparse and lacking in resources to meet children's interests.

Both children experienced gaps in their education before moving into the home. Staff have worked with children's social workers and education professionals to support children to re-engage with their education. One child has been enrolled at a local school and another child receives home tutoring. Staff have worked hard to support structure and routine at the home to reintroduce children to learning. This is still in its early stages, and children's participation is variable.

Staff develop warm and positive relationships with children. Both children provided good feedback about the staff and said that they enjoy spending time with them.

Staff offer activities that encourage children's hobbies and social opportunities. This has included children joining the local gym and attending boxing classes. Children also take

part in routine activities to support their independence, such as managing shopping budgets, cooking and cleaning tasks at the home.

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

Staff failed to report without delay an allegation made by a child. It was not until the child restated their concerns the following day to an independent person that any action was taken. This meant that necessary protective measures were not considered and in place for the child when they should have been.

On receipt of the allegation, leaders and managers failed to follow appropriate safeguarding procedures. The responsible individual investigated and concluded this concern without the necessary external oversight in place. This is despite the local authority designated officer requesting a referral and more information. This has not led to increased risk to the child on this occasion. However, the lack of external oversight reduces important safeguards for children and does not demonstrate an objective process.

The manager uses financial reparations with children as part of a wider approach to behaviour management. Although these consequences may be proportionate, the recording and monitoring of these interventions are not in place. Therefore, it is unclear to what extent staff have used de-escalation and alternative strategies. Children's views are not documented and there is a lack of independent oversight of the effectiveness of these measures.

There have been some incidents of children being reported missing from the home. In these instances, staff have responded appropriately. They try to locate children and proactively work with their families and other professionals. Missing-from-home records are detailed and accurate. However, when children return, they do not always receive an independent return home interview. Leaders and managers have not challenged placing authorities to undertake these important interviews to gain a better understanding of any safeguarding risks associated with the child when they were missing from care.

Children's risk assessments and behaviour management plans are individualised and regularly updated by leaders and managers. There are clear strategies identified to support staff to manage wider risks for children. Staff follow these strategies to reduce these risks. However, currently there is limited guidance in relation to how staff are managing children's online safety. This could lead to inconsistencies in how staff respond to this area of risk.

Staff work well with children to help them to understand exploitation and its associated risks. Well-planned one-to-one sessions cover important and emerging topics, including community risks, managing healthy relationships and understanding the impact of substance misuse. This improves children's understanding of their personal safety.

Parents and social workers have trust and confidence that the staff advocate for their children's best interests, safety and well-being. A specialist local authority exploitation worker reported that one child is making progress, has reduced the time that they go missing and has become safer since they have moved into the home.

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

The manager is qualified and has the skills to manage the home. He is supported by a knowledgeable deputy manager. Both are committed to improving children's experiences and future life chances. Leaders and managers are realistic and recognise that improvements are necessary to the quality of care.

Staff are trained in a range of subjects that enhance their skills. However, training gaps have been identified in responding to suicidal ideation, managing substance misuse and between county lines risks for children. Additionally, staff have not yet had formal training in the therapeutic model of support outlined in the home's statement of purpose. This does not ensure that all staff have the necessary skills to understand and safely respond to all the children's needs.

Leaders and managers failed to notify Ofsted about an allegation against a staff member at the home without delay. Other incidents that have required police involvement have not been notified. Ofsted's capacity to monitor leaders' and managers' responses to safeguarding concerns has therefore been reduced.

The independent person, in their external monitoring, has not consistently reviewed all relevant areas to make an informed and reliable evaluation of the safeguarding arrangements at the home. Additionally, it is not clear if the independent person has attempted to speak to children on one visit. This reduces the safeguards and assurances intended by this form of monitoring.

Staff say that they feel well supported by leaders and managers. Regular supervision sessions take place that are child focused and provide suitable reflection and development opportunities for staff. Staff meetings are well planned and attended. Leaders and managers ensure that staff inductions are monitored and completed.

Leaders and managers are regarded highly by children, families, professionals and staff. Social workers and parents highlight that levels of communication with managers are particularly strong.

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— take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(vi)(vii)) In particular, ensure that staff report any allegations of abuse without delay and ensure that leaders follow directions from the LADO when investigating safeguarding concerns.	31 October 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— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c))	8 November 2024
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—	31 October 2024

the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))	
When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and	31 October 2024

the conduct of the home promotes children's well-being. (Regulation 44 (2)(a) (4)(a)(b))	
The registered person must notify HMCI and each other relevant person without delay if— 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. (Regulation 40 (4)(b)(c))	31 October 2024

Recommendations

- The registered person should ensure that the garden is properly resourced, and children can access all appropriate bathroom facilities within the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that staff support children to understand the dangers of nicotine addiction and help them to stop smoking by referring children to specialist smoking cessation health services. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.18)
- The registered person should ensure that staff continually and actively assess the risks to each child. In particular, ensure that risk assessments contain specific guidance on managing children's online safety. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)
- The registered person should challenge placing authorities when independent return home interviews are not offered following a child going missing from the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.30)

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: 2779753

Provision sub-type: Children's home

Registered provider: TYLI Ltd

Registered provider address: Suite 164 Waterhouse Business Centre, 2 Cromar Way, Chelmsford, Essex CM1 2QE

Responsible individual: Susan Kelleher

Registered manager: Sohail Termezi

Inspector

Mark Anderton, Social Care Inspector

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