

# SC005751

Registered provider: Care Afloat Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is operated by a private provider. The home is a solo placement for young people who have emotional and/or behavioural difficulties.

There is a registered manager in post. The current young person was spoken to as part of the inspection.

**Inspection dates:** 21 to 22 August 2019

**Overall experiences and progress of children and young people,** taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 24 April 2018

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement   |
|-----------------|-----------------|------------------------|
| 24/04/2018      | Full            | Good                   |
| 11/10/2017      | Full            | Good                   |
| 20/12/2016      | Interim         | Improved effectiveness |
| 28/06/2016      | 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, 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 registered person must maintain records ('case records') for each child which: include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry.<br><br>(Regulation 36 (1)(a)(b)(c)) | 30/09/2019 |

## Recommendations

- Ensure that staff are familiar with the home's policies on record keeping and understand the importance of careful, objective and clear recording. Staff should record information in a non-stigmatising way that distinguishes fact, opinion and third party information. Information must always be recorded in a way that is helpful to the child. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)  
In particular, this is in relation to ensuring sanctions are recorded and evaluated clearly to reflect the effectiveness of them.
- The registered person should monitor and review the patterns and trends of turnover of staff, whether agency or directly employed, and be able to understand, and where possible, address any negative trends ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.19).

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Young people receive individualised care and support. Staff understand the needs of the young person currently living at the home and this has enabled him to make good progress since he has been living at the home.

Staff work with other professionals to make sure the care and support provided are in line with the needs of young people, as outlined in local authority care plans. Education is encouraged well. Staff make sure that they communicate effectively with teaching staff and share information in relation to strategies on how to support the needs of the current young person. Staff make sure that transport to school is available and provide positive incentives and encouragement for the young person to attend. As a result, the current young person's attendance at school has significantly improved and has sustained at 92%.

Healthcare plans are detailed and reflect the support provided to enable young people to have good physical, emotional and psychological well-being.

Staff support young people to engage in a range of activities. The current young person has taken part in activities within the community, including cultural events, and he has enjoyed a recent holiday.

Young people are supported to maintain relationships with family and friends in accordance with their care plans. Where there are any restrictions in place to safeguard young people, staff ensure that these are adhered to and support young people to help them to understand the reasons for this.

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

The young person currently living at the home is receiving a good standard of care to help promote his safety and well-being. The young person says he is able to discuss any concerns or worries with staff.

All staff have completed safeguarding training. This has contributed to their practice and the support they provide to the current young person. The placing authority social worker says:

'The support the staff provide to [name] has helped to ensure that his safety and well-being is promoted. As a corporate parent for [name], it has been reassuring that behaviours are seen in the context of his needs and trauma rather than just seeing his behaviour in isolation. He has been able to build relationships with staff.'

Risk assessments are in place. These are kept updated to make sure that staff are aware

of any current risks and the procedure to manage these risks. As identified by the placing authority and in the home's records, the incidents of the current young person going missed from home have significantly decreased, and this has resulted in an increase in his safety.

Staff use a restorative approach to manage the young people's behaviour. However, where consequences have been imposed, these are not always recorded clearly with analysis of the effectiveness of them. Staff have had the necessary training in de-escalation techniques with physical intervention, and this is used as a last resort to reduce the risk of harm to young people. Records are maintained and reviewed by the manager.

Staff recruitment adheres to safer recruitment guidance. This helps to prevent unsuitable people working in the home who may pose a risk of harm to young people. Staff are aware of whistleblowing procedures and ways to raise concerns. This helps to safeguard the young person in their care.

Since the last inspection, the home has been refurbished in order to address the shortfalls identified at the previous inspection. The work undertaken has contributed to making the home feel homely and comfortable. Fire and environmental risk assessments are known and followed by staff.

### **The effectiveness of leaders and managers: good**

The registered manager holds appropriate qualifications in relation to working with children and young people. He has aspirations for young people and is working with staff to help achieve good outcomes for young people.

There is currently a vacancy for a team leader to help support the manager in his role. This has impacted on the oversight of some children's case records. There has also been a change in the staff team. However, this took place when the home did not have a young person in placement and has not impacted on the consistency of care to the current young person. That said, there are further changes due to take place within the team and this needs to be monitored by the manager to ensure that the impact on the young person is minimal.

Staff receive supervision in line with the policy of the organisation and in accordance with the statement of purpose. This enables staff to discuss and reflect on practice along with identifying further training and development needs. Only 50% of the current staff team is qualified to level 3 diploma. The manager has made sure that those without this qualification are currently enrolled to undertake this qualification and are due to complete it within the required timescales.

The manager undertakes regular monitoring of the home and is further supported by an independent visitor who undertakes monthly monitoring and reporting to the manager.

These reports are used to improve the practice within the home. However, the manager has not ensured that all records completed by staff are signed and dated. This is an area that the manager has started to address along with ensuring that staff recording is clear and accessible, so that a young person will be able to access their records and understand the decision-making in relation to their care.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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:** SC005751

**Provision sub-type:** Children's home

**Registered provider:** Care Afloat Ltd

**Registered provider address:** 158-160 Birkrig, Digmoor Parade, Skelmersdale WN8 9HP

**Responsible individual:** Michael Fletcher

**Registered manager:** George Sumner

## Inspector

Sarah Oldham, social care inspector

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