

SC010699

Registered provider: Turning Point Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. The home provides care for up to five children with social and/or emotional difficulties.

The manager registered with Ofsted in May 2018.

Inspection dates: 2 and 3 August 2022

Overall experiences and progress of children and young people, taking into account **requires improvement to be good**

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

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

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: 16 December 2021

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection:

A monitoring visit was carried out on 19 January 2022 due to concerns relating to an increase in police callouts to the home and increasing concerns emerging from safeguarding notifications. The findings of the monitoring visit resulted in a notice restricting accommodation being issued. A further visit took place on 23 February 2022 which identified that, while some progress had been made, this was not sufficient for the notice restricting accommodation to be lifted. A further monitoring visit was carried out on 12 April 2022 which found that the manager had made sufficient progress in addressing the shortfalls. This resulted in the notice restricting accommodation being lifted.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/12/2021	Interim	Declined in effectiveness
25/08/2021	Full	Requires improvement to be good
30/10/2019	Full	Requires improvement to be good
10/07/2019	Full	Inadequate

Inspection judgements

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

There were three children living in the home at the time of this full inspection. Inspectors spoke to one child and were not able to speak with the other two children. One child was missing from the home for part of the inspection.

Children are supported extremely well to learn more about their culture and identity. For example, one child is supported to explore and celebrate all the different aspects of his identity. This has helped the child develop a positive self-image and confidence.

Most children benefit from regular, individualised and good-quality direct-work sessions. Some children choose not to engage in these sessions. Records of attempts made by staff to encourage children to come out of their bedrooms and to develop good routines are not consistent in quality or content. Records do not capture children's day-to-day experiences or evidence the active daily engagement of staff with children.

Children generally make good progress from their starting points. One social work manager said, 'What has happened has been a reduction of the missing episodes. They [the staff] are able to provide nurture, stability and care.'

Parents are warmly welcomed into the home, and staff support children and arrange for them to spend time with their family when it is safe to do so.

Children generally lead healthy lifestyles. Children are supported to take their medication and attend health appointments. Staff ensure that children have access to specialist advice and support. This has helped to improve some children's health and well-being.

Children are offered opportunities to enjoy themselves and have fun. For example, one child was rewarded with a holiday in Cyprus with his key worker for their good GCSE results. The child spoke extremely positively of this and of some of the things they had experienced for the first time, such as jumping off a boat into the sea. This demonstrates that staff help children to make positive childhood memories.

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

Many aspects of the home's safeguarding practices are effective in promoting children's safety. However, the provider's response to unknown individuals in the home, risk assessment records, strategies to manage risk, staff understanding of whistle-blowing and how to manage allegations effectively require improvement to be consistently good.

The registered manager and staff demonstrate a good understanding of children's individual needs and vulnerabilities. However, children's risk assessments do not include all known risks and do not always set out specific actions for how staff should respond to and manage these risks. This does not demonstrate proactive and effective safeguarding practice. This could result in inconsistent practice, in particular by newer staff who are not aware of children's individual needs and vulnerabilities.

Staff do not fully assess and explore all risks that unknown people visiting the home may pose to children and staff where serious risks of exploitation exist. For example, on two occasions on the same day one child was found to have other children who were unknown to staff in their bedroom. Staff asked the individuals to leave but failed to report this to the police. This means that the full extent of the risk they pose to the children and staff could not be fully explored.

Staff responded appropriately when a child self-harmed. However, the child's risk assessment has not been updated to reflect this new risk and how it will be managed. This compromises staff's ability to safeguard the child and does not help staff to provide a consistent approach to managing this risk.

Leaders have not ensured that the physical environment of the home is secured. For example, the conservatory windows were replaced by plastic coverings in December 2021 and have not been repaired. The window restrictor in one of the children's bedrooms has been broken. This poses a risk to the children. The manager assured the inspectors that this will be addressed without delay.

Staff receive training in how to safeguard children, including training that is specific to the needs of the children in their care. However, one staff member did not demonstrate a good understanding of what to do if an allegation is made against a manager. Furthermore, a second member of staff did not demonstrate a good knowledge of whistle-blowing procedures. This does not demonstrate that staff are able to respond appropriately to safeguarding concerns relating to other staff and managers.

There have been no incidents of restraint since the last inspection and staff manage to de-escalate situations as they arise. However, not all staff have received training in how to practise safe restraint. This compromises the staff's ability to manage behaviour should it escalate and pose a risk to others. The manager addressed this shortfall by arranging this training during the inspection.

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

The home is managed by an experienced and qualified registered manager. At the time of the inspection, agency staff were not being used. She has demonstrated her commitment to the staff and children by covering shifts to support the day-to-day care of children. However, this impacted on the time available for management

oversight of all aspects of the home, such as undertaking a quality-of-care review as required.

Staff say that they feel supported by the manager. Staff benefit from induction and regular supervision by the manager. However, the quality and frequency of supervision provided by the external consultant to one member of staff was not in line with the home's statement of purpose and there is no full record of the discussions. This compromises the oversight of the staff member's practice and development.

The manager has made improvements to the safe recruitment of staff. However, a gap in employment was not explored for one member of staff. This does not demonstrate that recruitment processes are consistently safe.

Reports by the independent visitor do not include feedback from parents and external professionals and contain only limited feedback from the children living in the home. The manager has not challenged this and has not established effective methods of gathering and acting on stakeholder and parent feedback. This is a missed opportunity and potentially limits the opportunities for independent scrutiny and challenge.

Leaders and managers have failed to complete a quality of care review since the last full inspection. This compromises management oversight and the continuous improvement and development of the home.

Leaders and managers work very well with other agencies and carers to support the day-to-day care of children. However, leaders and managers have failed to consult with safeguarding partners when updating the location risk assessment. This does not equip leaders to respond effectively to risks related to the location of the children's home.

Leaders and managers have invested in some redecoration of the home. However, some of the kitchen cupboards require repair and cleaning. This detracts from creating a homely environment.

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 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 the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(d)) In particular, ensure that: the conservatory windows are replaced and made secure; window restrictors are repaired to reduce known risks to children; the kitchen cabinets are repaired and cleaned.	11 August 2022
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— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(v)(vii)) In particular, this relates to ensuring that staff are familiar with the home's whistle-blowing procedures and have a good	8 September 2022

understanding of what to do if a child makes an allegation against a senior staff member.	
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; that the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(i)(b)) In particular: risk assessments and behaviour management plans should be up to date and demonstrate that staff identify, review and explore risks and their impact on the child risk assessments and behaviour management plans should provide staff with clear strategies to manage risk in relation to unknown persons, including any emerging risks.	8 September 2022
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; the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.	8 September 2022

After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))	
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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) In particular, this refers to the registered person ensuring: that independent reports include stakeholder and parent feedback; that the manager challenges the absence of this information in regulation 44 reports; that the manager establishes systems to obtain feedback from stakeholders and parents to improve the quality of care the home provides.	8 September 2022

Recommendations

- The registered person should ensure that all children's case records (regulation 36) must be kept up to date and stored securely while they remain in the home. In particular, this refers to ensuring that full records are kept of what actions staff take to improve routines and encourage children to engage with others. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)
- The registered person should review the appropriateness and suitability of the location and premises of the home at least once a year. The review should include the identification of any risks and opportunities presented by the home's location and strategies for managing these. Providers should refer to the non-statutory advice about the location assessment process. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.1)
- The registered person should specify the procedures to be followed and the roles and responsibilities of staff when a child is missing from care or away from the home without permission and how staff should support the child on return to the home. In particular, this refers to ensuring that staff are consistent in maintaining contact with children when they are missing, in line with their individual plans. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.28)
- The registered person should ensure that they have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. In particular, this refers to ensuring that staff supervised by external professionals receive supervision in line with the home's statement of purpose and that detailed records are kept of their supervision. ('Guide to the Children's Homes Regulations, including the quality standards', page 60, paragraph 13.2)
- The registered person should ensure that they maintain good employment practice as set out in regulations 31-33. In particular, this relates to ensuring that all gaps in employment are explored. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: SC010699

Provision sub-type: Children's home

Responsible individual: Dawnette Legister

Registered manager: Simonette Sehindemi

Inspectors

Jayshree Pillay, Social Care Inspector
Aneta Wasilewska, Social Care Inspector

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