

SC010699

Registered provider:

Interim 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 and accommodation for up to five children with social and/or emotional difficulties.

The manager has been registered with Ofsted since May 2018.

Inspection date: 16 December 2021

Date of last inspection: 25 August 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judged that it has declined in effectiveness.

Since the last inspection, children have made some progress. Children's episodes of going missing from the home and staff supervision levels to help manage children's complex behaviours and risks have reduced. Children spend more time socialising with staff, and there have been no episodes of restraint used to manage any challenging behaviours. A child spoken with during the inspection said that they feel safe.

Despite this, leaders and managers fail to support children and help them to keep safe. Staff do not follow the home's missing-from-home procedures and records are inadequate and inconsistent. On one occasion staff were unaware that a child was missing from the home. Staff failed to identify how or when the child went missing. They issued an inaccurate missing-from-home report to the police, approximately 24 hours late. This placed the child at significant risk in the community.

A child has suffered verbal abuse from a member of staff. Records describe the member of staff as 'combative'. The child complained to staff, and told the inspector, 'Nothing ever gets done.' Staff supervision records identified that the member of staff did not have supervision to address the issues for three months. The registered manager told the inspector that the member of staff had recently been dismissed.

Fire drill records are poor and, at times, appear to lack purpose. This weakness compromises fire safety in the home.

As a result of staff vacancies and staff sickness, alongside short-notice staff shift cancellations, a reliance on agency staff has continued. Furthermore, permanent staff are working longer hours, sometimes for 24 hours without sleep. A member of staff said that this was 'tiring'. The registered manager said, 'The last few months have been challenging.' The registered manager said that she would not accept any new placements until more staff are recruited.

Staff training details are not up to date. As a result, the inspector was unable to confirm that all the staff team have the necessary skills to meet the needs of the children living in the home. Rotas show that staff who have not had restraint training work together on shifts. This may place them, and the children, in a vulnerable position.

Leaders' and managers' oversight of the home's recording systems is inadequate. The inspector found many poor, incomplete and inconsistent records, for example, daily logs lacking detail and staff signatures. The home's admission and discharge

register and staff recruitment records do not contain all the required regulatory detail.

Leaders and managers have met three of the requirements set at the last inspection. However, three requirements have not been met, and are restated. As a result of this interim inspection, a further six requirements have been raised.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/08/2021	Full	Requires improvement to be good
30/10/2019	Full	Requires improvement to be good
10/07/2019	Full	Inadequate
27/02/2019	Interim	Declined in effectiveness

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 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; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)) In particular, leaders and managers must ensure that all staff undertake the necessary training to fulfil their roles.	22 February 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 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)(b))	22 February 2022

In particular, leaders and managers must ensure children are reported missing in line with their care and safety plans.	
The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))	22 February 2022
The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety. The registered person may only— employ an individual to work at the children’s home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(a)(b)(c)(d)) In particular, leaders and managers must ensure that staff recruitment files are complete in line with matters in Schedule 2, namely, with recent employer references and full employment histories, including a satisfactory explanation of any gaps in employment.	22 February 2022

After consultation with the fire and rescue authority, the registered person must— ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedures to followed in case of fire. (Regulation 25 (1)(d)) In particular, leaders and managers must ensure that fire drill records are accurate, and that children who are new to the home experience fire drill procedures in a timely manner.	22 February 2022
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. (Regulation 36 (1)(a)(b)(c))	22 February 2022
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c)) In particular, leaders and managers must ensure that staff supervision is undertaken in line with the home's supervision policy.	22 February 2022
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date; and	22 February 2022

retain the records for at least 15 years from the date of the last entry. (Regulation 37 (1) (2)(a)(b)(c)) In particular, leaders and managers must ensure that children's addresses prior to arrival at the home and their discharge addresses when they leave are recorded.	
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 an explanation is given to each child as soon as reasonably practicable after the child's arrival about— how to make a complaint or representations in relation to the home or the care the child receives and how any such complaint or representations will be dealt with. (Regulation 7 (1)(a)(b)(c) (2)(d)(ii))	22 February 2022

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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

Registered provider address:

Responsible individual: Dawnette Legister

Registered manager: Simonette Sehindemi

Inspector

Victoria Jones, Social Care Inspector

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