

SC010699

Registered provider: Turning Point Care Limited

Monitoring visit

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 emotional difficulties.

The manager registered with Ofsted in May 2018.

Inspection date: 19 January 2022

This monitoring visit

The home was judged as requires improvement on 25 August 2021 and judged to have declined in effectiveness at an interim inspection on 16 December 2021. This visit has been carried out due to concerns that, since December 2021, there has been an increase in police call-outs and reported concerns emerging from safeguarding notifications.

Since December 2021, one child has moved into the home and two children have moved out. Children moved out because the staff were unable to manage their behaviour or keep them safe. There is currently one child living at the home.

There has been an increase in incidents of staff calling the police to support them to manage children's behaviours. This has led to two children being arrested. The manager ended one child's placement with immediate effect as the staff could not manage the child's behaviour.

The staff were not able to protect a child who moved into the home from being bullied and intimidated by the children already living there. The child refused to return to the home after visiting their family. Records of bullying incidents and actions taken by staff are not adequate. They do not reflect the work undertaken in response to bullying behaviours.

Managers do not ensure that Ofsted is informed of serious safeguarding incidents promptly. Three serious incidents were not reported. This affects Ofsted's ability to monitor the home effectively.

Two safeguarding incidents that occurred outside the home, and one at the home, have not been followed up by staff or referred to the appropriate agencies. There is a lack of professional curiosity from staff to keep children safe.

Risk assessments and safety plans have not been updated after a serious safeguarding incident. This fails to ensure that staff have the relevant information to enable them to minimise risks to children.

Managers do not ensure that incident records are clear, and records are not consistently made promptly after the event. It is, therefore, not always apparent who has been working with the child. This has the potential to affect the manager's ability to monitor and review records, particularly if historic concerns arise.

Children's daily case records are sparse and do not give a clear insight into the children's daily lives. Children's records are not written in a way that is meaningful to them.

Staff do not record sanctions appropriately. Children do not have the opportunity to comment on the sanctions, and the manager has not evaluated the effectiveness of the sanctions. The manager cannot be assured, therefore, that sanctions relate to the behaviour or are helping children to reflect on incidents to effect change. Some sanctions have not been recorded at all. This does not enable the manager to ensure that sanctions are proportionate, reasonable and justified.

Some areas of the home need redecoration or repair. Consequently, the home does not provide children with a good-quality, welcoming and homely environment.

The manager has begun to take some action to address the shortfalls highlighted at the last inspection. However, there has not been sufficient time to address these and embed the changes into practice. The manager has met one of the requirements. The remaining eight requirements, which have not yet passed the timescales, have been restated. In addition, six further requirements have been raised at this inspection. Following this visit, Ofsted made the decision to issue a restriction of accommodation notice.

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

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. This requirement was made at the last inspection and is restated.	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—	22 February 2022

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)) In particular, leaders and managers must ensure children are reported missing, in line with their care and safety plans. This requirement was made at the last inspection and is restated.	
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)) This requirement was made at the last inspection and is restated.	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	22 February 2022

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, recent employer references and full employment histories, including a satisfactory explanation of any gaps in employment. This requirement was made at the last inspection and is restated.	
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)) This requirement was made at the last inspection and is restated.	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. This requirement was made at the last inspection and is restated.	22 February 2022
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.	22 February 2022

The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date; and 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 before arrival at the home and their discharge addresses when they leave are recorded. This requirement was made at the last inspection and is restated.	
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)) This requirement was made at the last inspection and is restated.	22 February 2022
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;	22 February 2022

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— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(c)(i))	
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. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— de-escalate confrontations with or between children, or potentially violent behaviour by children; understand and communicate to children that bullying is unacceptable; and have the skills to recognise incidents or indications of bullying and how to deal with them. (Regulation 11 (1)(a)(b) (2)(a)(xi)(xii)(xiii))	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 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;	22 February 2022

understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; 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)(v)(b))	
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(a)(b))	22 February 2022
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— 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 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	22 February 2022

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)(b)(i)(ii)(c)) In particular, record sanctions appropriately and ensure that children have the opportunity to comment on the sanction and that the manager evaluates the effectiveness of the sanction.	
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))	22 February 2022

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC010699

Provision sub-type: Children's home

Registered provider: Turning Point Care Limited

Registered provider's address:

Responsible individual: Dawnette Legister

Registered manager: Simonette Sehindemi

Inspector

Trish Palmer, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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