

SC014235

Lioncare Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home can accommodate up to seven children and young people. The service aims to accommodate children and young people who have emotional and/or behavioural difficulties, and provides a therapeutic care approach towards meeting their needs. The home is part of an organisation which has three residential homes and a school.

Inspection date: 13 November 2017

This monitoring visit

This monitoring visit was conducted following a notification and a report sent to Ofsted by the registered manager on 20 October 2017. The information concerned an allegation made by a child against a member of staff. In the report, the registered manager stated that a child told a member of staff that he had been hurt by another member of staff. The member of staff who received the child's allegation did not report this to the registered manager until four days later.

Initial enquiries about the management of this allegation indicated that a monitoring visit to the home was necessary. Ofsted had previously identified concerns about the management of allegations in June 2017, and during a monitoring visit to the home in August 2017.

In addition to not reporting that a child had made an allegation, the member of staff had failed to ensure that the child received medical attention, although possible injuries had been observed. An examination of the member of staff's supervision notes showed that managers did not address this issue with the member of staff.

Serious shortfalls were identified in relation to the actions taken by the registered manager when she became aware of the child's allegation. Shortfalls included:

- Records were not kept in line with the home's and host authority's safeguarding procedures.

- The incident report was not written by the member of staff the allegation had been made to.
- The child's placing authority was informed of the allegation in a timely manner, by email and a recorded telephone message, but the child was interviewed on two occasions without anyone in the child's placing authority being consulted.
- During an interview the child was asked a leading question. The child's response was taken as a retraction of the allegation he had made, without an exploration of the child's understanding of the question being asked.
- The statements given by staff who were present during the incident lack detail. They do not indicate that the circumstances surrounding the incident were fully explored, and full accounts given.

Weaknesses were identified in staff performance monitoring, particularly regarding competence in safeguarding practice. Safeguarding competency assessments were introduced in the home after Ofsted gave an inadequate judgement in June 2017. However, the member of staff who failed to promptly report the child's allegation had not had a safeguarding competency assessment following training in July 2017. This failure was compounded by the fact that the registered manager did not undertake a wider assessment of the effectiveness of the home's safeguarding policy and procedures, after it became apparent that one member of staff had failed to implement these.

There has been a widespread failure at all levels of management to sustain improvements in the quality of the service. Despite Ofsted raising concerns about the management of allegations in June and August 2017, no overall improvement has been achieved.

During this monitoring visit shortfalls unrelated to the management of allegations were also identified. The home's emergency evacuation plan is ambiguous and indicates that a member of staff should search the building when the fire alarm is activated. A review of the evacuation plan by the fire and rescue authority would be beneficial. The inspector also found that the visitors book and daily record sheets do not consistently record everyone who enters the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/10/2017	Full	Good
08/06/2017	Full	Inadequate
19/10/2016	Full	Good
20/07/2016	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
10: The health and well-being standard In order to meet the health and well-being standard the registered person must ensure: (2)(c) that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. This is with specific reference to ensuring that children receive medical attention when staff observe injuries and when children say they are in pain.	15/12/2017
*12: The protection of children standard In order to meet the protection of children standard, the registered person must ensure that staff - (2)(a)(v) understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; (2)(a)(vi) take effective action whenever there is a serious concern about a child's welfare; (2)(e) that the effectiveness of the home's child protection policies is monitored regularly. This is with specific reference to ensuring that staff report child protection concerns in a timely manner, and that the management of allegations made against staff and the monitoring of whether staff are competent to effectively implement the home's child protection policies are handled effectively.	15/12/2017
After consultation with the fire and rescue authority, the registered person must take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home. (Regulation 25(1)(a)) This is with specific reference to ensuring that the home's emergency evacuation plan has been examined and approved by the fire and rescue authority.	15/12/2017
*The registered person must prepare and implement a policy which is intended to safeguard children accommodated in the children's home from abuse of neglect; and sets out the	15/12/2017

procedure to be followed in the event of an allegation of abuse or neglect. (Regulation 34(1)(a)(b)) Specifically, ensure that managers and staff follow the home's safeguarding policy when a child makes an allegation against a member of staff.	
*A person may only manage a children's home if the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children. (Regulation 28(1)(b)(i)) Specifically, ensure that the manager has the necessary skills to sustain improvements to the provision and acts in accordance with the home's safeguarding policy to protect children from harm.	15/12/2017
The registered person must maintain in the home the records in Schedule 4. (Regulation 37(2)(a)) Specifically, keep a record of all visitors to the home and the reason for the visit.	15/12/2017

*These requirements are subject to a compliance notice.

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: SC014235

Provision sub-type: Children's home

Registered provider: Lioncare Limited

Registered provider address: 186 Forest Road, Loughton, Essex IG10 1EG

Responsible individual: Matthew Vince

Registered manager: Sarah Jackson

Inspector

Stephen Collett, social care inspector

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