

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. The home is part of a private organisation which has three residential homes and a school.

Inspection date: 18 December 2017

This monitoring visit

A monitoring inspection of the home took place on 13 November 2017. Breaches of regulations were identified, particularly in relation to the management of an allegation made against a member of staff. Five compliance notices were issued on 21 November 2017 in order to address the breaches of regulations and shortfalls in good practice. The date set for meeting the steps specified in the compliance notices was 15 December 2017. This monitoring inspection was undertaken to assess the progress that the home has made in completing these steps and meeting the compliance notices.

A compliance notice was issued under regulation 12(2)(a)(v), the protection of children standard.

The provider was required to review the circumstances leading to a member of staff failing to report a safeguarding concern in a timely manner, and identify the actions needed to improve practice. Managers were also required to establish why the member of staff did not have a safeguarding competency assessment and to reassess the safeguarding competencies of all staff.

The chair of the organisation's safeguarding monitoring group has conducted an investigation into why a member of staff failed to act in accordance with the home's safeguarding policy. A detailed investigation report has been completed. This identifies areas of practice where there were opportunities to identify the member of staff's weaknesses, and that these were missed. The report concludes with a

number of actions that will be taken to ensure that the future effectiveness of the home's safeguarding policy is closely monitored.

The provider denies that a timescale for assessing staff safeguarding competencies was indicated in their action plan. Consequently, no analysis of why the member of staff did not have a safeguarding competency assessment has been undertaken. However, Ofsted had been given information by the provider which indicated that all staff would have their competency to perform their duties assessed by 31 August 2017.

Documents seen at this inspection confirm that all members of staff except one have had their safeguarding competency reassessed since the monitoring inspection was undertaken on 13 November 2017. The reason given for not reassessing one particular member of staff was that a safeguarding competency assessment was completed in September 2017.

Overall, the steps specified in this compliance notice have been met.

A compliance notice was issued under regulation 12(2)(a)(vi), the protection of children standard.

The provider was required to review and report on the actions taken by the registered manager in relation to an allegation made against a member of staff, to identify any learning and to specify the actions to be taken to improve practice in this area. The provider was also required to review and report on the effectiveness of its policies relating to meeting the health needs of children, particularly when a child may have been injured.

A review of the actions taken by the registered manager following a child making an allegation against a member of staff has been undertaken. The analysis in the associated report has a strong focus on the positive feedback given by Ofsted at the full inspection in October 2017. One area of development for the registered manager is contained within this section of the report. This is in relation to her ability to look beyond the 'here and now'.

The report identifies lessons that have been learned during the review process. It is weighted towards the lessons that staff need to learn, although some learning for management is identified. There is a detailed list of actions to be taken. The registered manager will be undertaking training related to the management of allegations in February 2018.

Senior managers have identified and reviewed the policies relevant to meeting the health needs of children. They have concluded that the policies are fit for purpose and that the training currently being delivered is sufficient to ensure that children's health needs are met.

Overall, the steps specified in this compliance notice have been met.

A compliance notice was issued under regulation 12(2)(e), the protection of children standard.

The provider was required to review and report on how the safeguarding training being provided addresses the home's procedures and the Pan-Sussex child protection procedures. Managers were instructed to identify any gaps between the two sets of procedures and to specify how the training would be amended if necessary. In addition, the provider was to produce a plan for how the effectiveness of the home's safeguarding policy and procedures would be monitored and audited.

Managers have undertaken a review of the home's safeguarding policies and made comparison with the Pan-Sussex child protection protocol. The associated report contains an analysis of gaps that might be present.

The headteacher from the organisation's school has produced a detailed action plan in relation to monitoring and evaluating the effectiveness of the home's safeguarding policy.

Overall, the steps specified in this compliance notice have been met.

A compliance notice was issued under regulation 28(1)(b)(i), fitness of manager.

The provider was required to review the registered manager's last annual performance appraisal and personal development plan, and to identify why her weaknesses in relation to the management of allegations had not been identified. The registered manager was required to identify her learning needs and senior managers were instructed to report on the steps being taken to ensure that the registered manager remains fit to manage the home.

The responsible individual has reviewed the registered manager's last annual appraisal and development plan. The associated report is not strong in terms of recognising the registered manager's weaknesses. She is described by the responsible individual as a very effective registered manager. Despite this, the report provides a detailed list of actions to be taken to ensure that the registered manager remains fit to manage the home.

In reflecting on her learning and support needs, the registered manager has focused more on the mistakes she made when managing an allegation made against a member of staff in October 2017, rather than specifying her learning needs. She has not identified any support needs. She makes reference to the entire situation becoming hugely overwhelming. The registered manager will be undertaking training in relation to making notifications and she has also identified further safeguarding training. The responsible individual's response to the registered manager's view of her learning and support needs makes reference to putting the registered manager's failings in context with all the developments and changes that have affected the home.

Overall, the steps specified in this compliance notice have been met.

A compliance notice was issued under regulation 34(1)(a)(b), policies for the protection of children.

The provider was required to review and report on the reasons why the registered manager failed to follow procedures specified in the home's safeguarding policy. Managers were instructed to review all safeguarding training and to list the measures to be taken to ensure that all managers and staff are competent to implement the home's safeguarding procedures.

Senior managers have produced a report that examines the reasons why the registered manager failed to follow key aspects of the home's safeguarding policy. The report identifies the registered manager's failings and there is a plan which specifies the actions to be taken to prevent similar occurrences in the future. The report does not address whether there were any failings by senior managers in relation to this matter.

Senior managers have undertaken a review of the organisation's safeguarding training. The associated report makes a recommendation to update the child sexual exploitation training currently being delivered. The report states that a new safeguarding training package will be implemented in 2018.

Senior managers have identified a number of measures to be taken in order to ensure that all managers and staff are familiar with the home's safeguarding policy and are competent to implement the policy and procedures in practice.

Overall, the steps specified in this compliance notice have been met.

During this monitoring visit, documents relating to a recent complaint made against the home by a member of staff at a local school were examined. Information within these documents indicates that a child living at the home may have made an allegation that she was assaulted by a peer in the home. At the time of this visit, no action had been taken to investigate this matter.

Documents relating to the physical restraint of children were also examined. The recording in one physical restraint report was poor. As part of her monitoring responsibilities, the registered manager had reviewed this report. She did not challenge the fact that the actual time and location of the physical restraints were not recorded, or the fact that an inappropriate hold may have been used. Consequently, no action has been taken to address the potential poor practice relating to the physical restraint of children, and no action has been taken to ensure that detailed and accurate records of serious incidents are kept.

In some cases, significant information pertaining to the safety and welfare of children has been shared with relevant professionals by email. The registered

manager does not consistently check that the professional has received the information and acted upon it in a timely manner.

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, the 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
12: The protection of children standard In order to meet the protection of children standard, the registered person must ensure that staff— (2)(a)(vi) take effective action whenever there is a serious concern about a child's welfare. This is with specific reference to investigating comments made in a written complaint which indicate that one child may have been assaulted by their peer.	16/02/2018
13: The leadership and management standard In order to meet the leadership and management standard, the registered person must— (2)(h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home. This is with specific reference to effectively monitoring the practice and recording of incidents resulting in the physical restraint of children.	16/02/2018

Recommendation

- Registered persons have a key role in seeking to develop the home's effective working relationships with each child's placing authority and with other relevant persons. ('Guide to the children's homes regulations including the quality standards', page 52, paragraph 10.3)
- Specifically, when sensitive information is shared with other professionals by email, take action to ensure that the information has been received and read by the recipient.

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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