

SC034184

Bristol City Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by the local authority to provide care for up to five children aged up to 18 years with social and/or emotional difficulties. The registered manager has been registered with Ofsted since July 2020.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 1 March 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection date: 8 September 2021

This monitoring visit

This monitoring visit was carried out due to the number of notifications received regarding a child going missing and due to concerns about how staff were keeping the child safe.

Risk assessments carried out for moving this child into the home are detailed but lack clear guidance for staff on how to mitigate and reduce the level of risk. The education provision identified during this process was not made available to the child at the point of their move. This did not support the structured approach needed for this child to settle into the expectations and routines of the home. Leaders and managers have escalated their concerns about these delays with senior managers. In addition, leaders have also escalated concerns effectively when they have felt other professionals have not acted in the best interest of the child.

Staff are working effectively with other professionals regarding this child through regular multi-agency meetings where practice and plans are shared and are developed. However, the outcome of these meetings is not consistently reflected in the child's plans or supported by clear guidance for staff.

When this child goes missing, most incidents occur when they are out in the community and they fail to return to the home on time. Staff search the areas the child is known to frequent and follow up a list of known addresses. They strive to maintain phone contact with the child and their family members during the time the child is missing. Return home interviews are offered but currently the child refuses to engage with these. Staff have appropriately arranged for the child to have additional support from a mentor from an organisation who works with children from the black community at risk of exploitation.

Staff are still developing their relationship with this child to redress the push and the pull factors in favour of the home. Although a work in progress, small improvements have been made which staff continue to build on. The staff encourage the child to join in with activities by including their sibling as well. This approach is having some success.

Staff are not consistently exercising enough professional curiosity or evidencing this. For example, staff are not always clear what they do with information about contacts that the child makes. In addition, senior staff are not always fully informed of the outcome of police actions which does not aid their oversight of the service.

The quality of recording requires improvement. Staff do not consistently sign records using their full name. In addition, missing-from-home records lack detailed information. Leaders and managers are aware of this and are working with staff to improve their practice.

At this visit, leaders and managers did not ensure that all records required for inspection were made available to the inspector.

Requirements from the previous monitoring visit were not reviewed at this visit and will remain in place for the provider to complete.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/07/2019	Full	Good
19/03/2019	Interim	Declined in effectiveness
07/08/2018	Full	Good
28/02/2017	Interim	Sustained 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 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; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful;	30 November 2021

help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship; strive to gain each child's respect and trust; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; de-escalate confrontations with or between children, or potentially violent behaviour by children; and that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(x)(xi)(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. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose; that arrangements are in place to— ensure the effective induction of each child into the home; manage and review the placement of each child in the home; and plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority; that each child's relevant plans are followed;	30 November 2021

that, subject to regulation 22 (contact and access to communications), contact between each child and the child's parents, relatives and friends, is promoted in accordance with the child's relevant plans; that the child's placing authority is contacted, and a review of that child's relevant plans is requested, if— the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet the child's needs; the child is, or has been, persistently absent from the home without permission; or the child requests a review of the child's relevant plans. (Regulation 14 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(c)(d)(e)(i)(ii)(iii))	
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— 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)(d))	30 November 2021
The registered person must prepare and implement a policy which— is intended to safeguard children accommodated in the children's home from abuse or neglect; and sets out the procedure to be followed in the event of an allegation of abuse or neglect.	30 November 2021

The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for the prompt referral of an allegation about current or ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located; provide for the prompt referral of an allegation about past abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the alleged abuse or neglect occurred; provide for records to be kept of an allegation of abuse or neglect, and the action taken in response; describe the measures which may be necessary to protect children following an allegation of abuse or neglect; and describe how and to whom staff are to report, without delay, any concern about abuse or neglect of a child. (Regulation 34 (1)(a)(b) (2)(b)(c)(d)(e)(f)) In particular, the registered person needs to ensure that staff understand and follow safeguarding procedures to safeguard children, and keep accurate and accessible records with clear actions and outcomes recorded.	
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— a description of any injury to the child or any other person, and any medical treatment administered, as a result 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— has spoken to the user about the measure; and has signed the record to confirm it is accurate. (Regulation 35 (3)(a)(viii)(b)(i)(ii))	30 November 2021

In particular, the registered person should ensure that debrief discussions with staff are recorded in detail, and that managers' reviews of incidents include how to improve practice and reduce the use of restraint.	
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; 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; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e)) This is with regard to ensuring that notifications of significant events are made to Ofsted, and that they are made promptly after concerns have been raised or allegations have been made.	30 November 2021
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; and 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— understand and apply the home's statement of purpose; and	15 October 2021

ensure that staff— protect and promote each child’s welfare; provide personalised care that meets each child’s needs, as recorded in the child’s relevant plans, taking account of the child’s background; help each child to understand and manage the impact of any experience of abuse or neglect; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; and make decisions about the day-to-day arrangements for each child, in accordance with the child’s relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(a)(b)(ii)(iv)(v)(vi)(ix)) In addition, the registered manager must ensure children’s plans provide staff with clear and consistent guidance on how to care for and support the child. The registered manager must also ensure children’s plans are reviewed and are updated, as required in light of any decisions made at professional meetings, including team meetings. The quality of key-worker sessions with children needs to include reflection on events to enable the child to develop an understanding of the impact that these events have on themselves and others, as well as developing effective support skills for the child’s future.	
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;	15 October 2021

have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; 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; that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii)(b)(e)) In addition,, the registered manager must ensure staff display professionals curiosity in relation to keeping children safe, and staff must consistently record the actions they have taken to safeguard children.	
The registered person must ensure that all employees— undertake appropriate continuing professional development. (Regulation 33 (4)(a)) In addition, training records must be available to the point of inspection.	15 October 2021

Recommendations

- The registered person should ensure that children's individual health care plans are updated to reflect any new medication that the child is taking. ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.18)
- The registered person must ensure that the impact risk assessment completed on a new child contains clear guidance for staff on the mitigation and reduction of identified risks. ('Guide to the children's homes regulations including the quality standards', page 56, paragraph 11.4)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping. Staff must sign all record with their first name and

surname. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

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: SC034184

Provision sub-type: Children's home

Registered provider: Bristol City Council

Registered provider address: City Hall, College Green, Bristol, Bristol BS1 TRE

Responsible individual: Christopher Golbourn

Registered manager: Antonio Moreno Caro

Inspector

Wendy Anderson, 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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