

SC034211

Bristol City Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This local authority children's home is registered for up to three children and young people aged up to 18 years with social and emotional difficulties.

The current manager is in the process of submitting his application to register with Ofsted.

Inspection date: 9 November 2020

This monitoring visit

This monitoring visit has been completed because of an increase in significant incidents since the assurance visit on 20 and 21 October 2020. The quality of care provided to children has declined and there is a failure to safeguard them effectively. Ofsted recognises the additional challenges posed by the pandemic contributing to concerns about the sufficiency and skill set of staff to safely manage children's aggressive and challenging behaviours.

Leaders and managers do not ensure that staff have the skills, training and expertise to care for children with complex needs and to support them with their aggressive behaviours. Consequently, several significant incidents have occurred. One child has been attacked several times by another child, staff have been seriously injured and there is a current investigation into worrying concerns about a member of staff's poor practice. Children have caused significant damage to the home, and staff have not ensured that items such as screwdrivers and metal objects are always stored safely away from children. As a result, children have used these items to threaten staff.

Staff are not able to prevent children effectively from harming each other or staff. Several staff working at this home have not received physical restraint training. However, 12 incidents of physical restraint have occurred since the last inspection but were not recorded. At times, staff have locked themselves in children's bedrooms

to manage the risk from behaviours and have needed to call the police for assistance.

The inspector was advised that several members of the core staff team are absent from work either due to injury from incidents, illness or as a result of restrictions imposed by the pandemic. Consequently, there is a reliance on temporary staff working in this home, which has affected the quality and consistency of care provided to children. During one incident, the lack of care provided by agency staff resulted in a child being seriously assaulted by another child and required assistance from paramedics.

Leaders and managers have failed to ensure that agency staff are suitable to work with children. Records for agency workers show that safer recruitment checks are poor. Basic information is missing, including qualifications, dates of birth, training and previous employment history. This means that children's safety and well-being are not prioritised.

Managerial monitoring and oversight of the quality of care are weak. Managers do not have thorough oversight of incidents, ensure that they are well recorded or take effective action in response. For example, one child has made an allegation against a staff member that was not reported to the designated officer.

Leaders advised the inspector that children are moving from the home and they intend to close it temporarily to make improvements. Two compliance notices have been issued as a result of this inspection and a condition has been added that requires leaders to advise Ofsted three months in advance of their intention to admit a child. Ofsted will continue to monitor this home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2020	Full	Requires improvement to be good
03/12/2018	Interim	Declined in effectiveness
27/06/2018	Full	Good
04/10/2017	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 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;	07/12/2020

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; 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 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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; 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	07/12/2020

are familiar with, and act in accordance with, the homes 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 premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child s health; and that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(d)(e))	
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 homes workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and	07/12/2020

improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(c) (2)(a)(b)(c)(d)(e)(f)(g)(i)(ii)(h))*	
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 childrens 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))	07/12/2020
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 date, time and location of the use of the measure; a description of the measure and its duration; the effectiveness and any consequences of the use of the measure; and	07/12/2020

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; 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 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)(iii)(iv)(vii)(viii)(b)(i)(ii)(c))*	
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. (Regulation 37 (1) (2)(a)(b))	07/12/2020

*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: SC034211

Provision sub-type: Children's home

Registered provider: Bristol City Council

Registered provider address: Bristol City Council, Director of Legal Services, City Hall, College Green, Bristol, Gloucestershire BS1 5TR

Responsible individual: James Beardall

Registered manager: Post vacant

Inspector

Anna Gravelle, Social Care Inspector

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