

SC034797

Norfolk County Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This local authority home provides medium- to long-term residential care for up to four children who have experienced trauma and may have experienced neglect and/or emotional abuse.

The manager registered with Ofsted in April 2020.

Inspection date: 12 October 2021

This monitoring visit

Following an inspection in September 2021, serious concerns were identified regarding the protection of children. Ofsted served one compliance notice.

This visit was undertaken to review the provider's actions in meeting the steps set out in the compliance notice. The visit concluded that the provider had met the steps in the notice.

The visit was undertaken on site. The on-site activities included discussions with the staff, the registered manager, the service manager and a review of the records. At the time of the visit, one child was living at the home.

Since the last inspection, the manager has improved the guidance available to the staff. This supports the staff better in managing and reducing risk-taking behaviour.

At the previous inspection, the children's risk assessments did not detail all known risks. Risk assessments now reflect known risks and give the staff clear risk-reduction strategies that help them to reduce risk-taking behaviour. The children's risk assessments are more detailed. Staff receive greater support from the manager and the service manager. This support increases staff confidence when working with the children.

Managerial oversight has strengthened. The manager and the service manager have amended records and modelled preferred ways of working. The manager gives the staff clear expectations. This has improved the staff's practice and improved the children's experiences.

The manager has booked behaviour management training for the staff. This will add to the staff's abilities to manage challenging behaviour more effectively. Since the inspection, the only incidents of concern have been related to a child going missing from the home. Missing-from-home incidents have been managed well by the staff and in accordance with the child's plans. Good management of these incidents has reduced the risks to this child.

The manager has reviewed systems, records and practices to ensure that he and the staff are working with the children's interests at the heart of what they do. This has improved the care provided. As a result, children's behaviour is more settled.

The two requirements that were made at the last inspection have been met. Four further requirements and one recommendation made at the previous inspection were outside the scope of this visit and have not been reviewed. These are therefore restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/09/2021	Full	Inadequate
08/01/2020	Interim	Declined in effectiveness
04/04/2019	Full	Requires improvement to be good
08/08/2018	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 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; 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; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii)) In particular, ensure that damage to the home is repaired promptly and carry out refurbishment to the home to make the environment more homely. This requirement was made at the full inspection and is restated.	29 October 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; 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—	29 October 2021

understand and apply the home's statement of purpose; ensure that staff— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(a)(b)(iv)) In particular, ensure that children's plans detail what action staff need to take to support a child to keep their bedroom clean and tidy. This requirement was made at the full inspection and is restated.	
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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) This requirement was made at the full inspection and is restated.	29 October 2021
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—	29 October 2021

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.
(Regulation 14 (1)(a)(b) (2)(a))

This requirement was made at the full inspection and is restated.

Recommendation

- The registered person should ensure that all staff consistently follow the home's policies and procedures for the benefit of the children in the home's care. In particular, ensure that all staff are aware of and follow the home's policy on the use of mobile phones when they are working with children. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.20)

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: SC034797

Provision sub-type: Children's home

Registered provider: Norfolk County Council

Registered provider address: County Hall, Martineau Lane, Norwich, Norfolk NR1 2DH

Responsible individual: Lee Napper

Registered manager: Roger Macdonald

Inspector

Lianne Bradford, Social Care Inspector

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