

SC035339

Oldham Metropolitan Borough Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned and managed by a local authority. The home can accommodate seven children and young people who may have emotional and/or behavioural difficulties.

At the time of this visit the home was in the process of a complete refurbishment. There are no young people accommodated at this time.

Inspection date: 22 October 2019

This monitoring visit

On 17 July 2019, an interim inspection concluded that the home had declined in effectiveness. Two compliance notices under regulation 12 and regulation 13 were issued following this inspection.

A monitoring visit was undertaken by Paul Robinson, social care regulatory inspector, on 19 August 2019. This visit concluded that the registered provider had taken action to plan the areas of improvement required. However, planned actions had not yet been completed. Because of this, the compliance notices raised under regulation 12 and regulation 13 had not been met and were therefore reissued.

This monitoring visit reviewed the registered provider's progress in meeting the two compliance notices.

Since the last monitoring visit on 19 August 2019, the local authority has employed an agency manager for an initial six-week period, and an agency assistant manager.

A number of staff remain suspended while investigations into their conduct in the home take place. Several staff have left the service and some staff are on long-term sick leave. Inspectors identified that there are seven staff available to work in the home. The home is registered for seven young people. This means there is not a full complement of staff. The agency manager stated that there is a planned phased

integration of young people starting with the admission of two, until staffing issues are resolved. Inspectors reiterated that the home must have sufficient staffing and that young people must be looked after by a strong, secure and stable staff team.

Since the home's closure for refurbishment, staff have been redeployed to other children's homes and have not come together as a team until 21 October 2019. Consequently, inspectors found that staff have not received refresher training, specifically in the areas of safeguarding, physical intervention, behaviour management and self-harm, as identified in the previous action plan. Likewise, team meetings have not taken place to address the serious shortfalls in practice.

Inspectors found that insufficient steps have been taken to improve the supervision of staff. Supervision remains inconsistent. Since the last monitoring inspection on 19 August 2019, four supervisions have taken place. There is some evidence of staff reflection on previous practice. However, the significant delay in providing staff with consistent and professional supervision serves to compromise how previous practice is challenged.

Inspectors found that steps to address the significant shortfalls in the risk assessment and risk management of young people have not taken place. Furthermore, staff have not received the support and guidance from managers to ensure that they have the skills, training and competence to manage complex safeguarding concerns.

The refurbishment of the home is incomplete. Because of this, the home is not yet ready to accommodate young people.

The agency manager and assistant manager stated that because they had only recently been employed with the local authority and had not had access to the building until 21 October 2019, they are unable to evidence that sufficient steps have been taken to address the compliance notices.

In conclusion, although additional time has been given to the local authority to meet the compliance notices under regulation 12 and regulation 13, they remain unmet.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/07/2019	Interim	Declined in effectiveness
21/11/2018	Full	Good
05/10/2017	Full	Good
20/03/2017	Interim	Improved 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 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. (Regulation 6 (1)(a)(b)(2)(c)(i)) In particular, the damaged freezer and dining chairs should be replaced or repaired. Redecoration of the home should be completed, including to marked and damaged walls, doors and ceilings. The greenhouse and shed should either be removed, or repaired so that they are safe.	16/08/2019
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to—	16/08/2019

ensure that staff— ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare; help each child to express views, wishes and feelings; help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7 (1)(a)(b)(c)(2)(a)(i) (ii)(iii)(iv))	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to understand the importance and value of education, learning, training and employment. (Regulation 8 (1)(2)(a)(i)(iii)(iv))	16/08/2019
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—	16/08/2019

that staff— meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans; understand how children’s previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; 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. (Regulation 11(1)(a)(b)(c)(2)(a)(i)ix)(x))	
* 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; have the skills to identify and act upon signs that a child is at risk of harm; 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. (Regulation 12 (1)(2)(a)(i)(iii)(b)(d))	16/08/2019
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that— 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 have the experience, qualifications and	16/08/2019

skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(a)(c)(e)(h))	
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 arrangements are in place to— manage and review the placement of each child in the home. (Regulation 14 (1)(a)(b)(2)(b)(ii))	16/08/2019
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. A visit by the independent person to the home may be unannounced. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and	16/08/2019

the conduct of the home promotes children's well-being.

The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions.

(Regulation 44 (1)(2)(a)(b)(3)(4)(a)(b)(5))

* 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: SC035339

Provision sub-type: Children's home

Registered provider: Oldham Metropolitan Borough Council

Registered provider address: Civic Centre, West Street, Oldham OL1 1UT

Responsible individual: Patsy

Registered manager: Post vacant

Inspectors

Michelle Edge, social care inspection manager

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