

# SC035428

Registered provider: Lancashire County Council

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This home is managed by a local authority. The home provides care for one child who may have social and/or emotional difficulties.

The manager was registered with Ofsted in April 2022.

**Inspection date:** 29 November 2022

**Date of previous inspection** 18 and 19 October 2022

The children's home was judged inadequate at the full inspection on 18 and 19 October 2022. This monitoring visit took place to monitor three compliance notices that were served following the full inspection.

The first compliance notice was issued in relation to the help and protect of children. Inspectors found that staff were not equipped to keep children safe from the risks posed by the physical environment of the home. Furthermore, risk assessments were not robust, which meant staff were not provided with clear and up-to-date guidance and strategies to enable the staff team to effectively safeguard children.

A second notice was issued in relation to staff not having sufficient in-depth knowledge to care for the children with complex needs. In addition, shortfalls were also identified in the monitoring and review of care practice in the absence of the relevant documentation being in place. Shortfalls were also found regarding the monitoring and review of staff files. Gaps were identified in staff suitability checks.

A third compliance notice was issued as inspectors found that children were not receiving effectively planned care that was addressing all of their needs. Staff did not always know or understand children's individual needs. The home is utilised as a 'crisis provision' and, as such, the manager and team were not always fully prepared to care for the children placed. Staff told inspectors that they had no say over which children were placed in the home. Impact risk assessments completed by the

manager evidenced concerns over the suitability of children placed. This undermined the process for the admission of children into the home.

In working to meet the notices, risk assessments are now in place for each individual high-risk behaviour, for example fire-setting and travelling safely in the car. Risk assessments have also been updated to contain more specific and detailed strategies for staff to follow to reduce risks to children. Staff were able to demonstrate good working knowledge of the updated risk assessments, particularly in relation to what actions to follow if a child self-harmed in accordance with their risk assessment. There is evidence to suggest that risk assessments have also been reviewed by the child's allocated psychologist.

Following a review of the physical environment of the home, the manager and staff have become equipped in understanding the risks posed by items in the home. To keep children safe, the manager has minimised these risks as much as possible. This has resulted in a reduction of incidents in children being able to access items in the home to self-harm. The home has been creative in painting Christmas decorations on the wall to support children being able to experience Christmas, but in a safe way. An occupational therapy assessment has been planned, but not yet completed at the time of the inspection. The registered person will need to ensure that actions from this assessment are completed. This will be a requirement.

Most of the staff have now completed self-harm training. Staff spoken to at the inspection feel that this training has been beneficial and has helped them to support children better and understand self-harm behaviours. While some progress has been made in this area, some staff still have outstanding training in self-harm. A plan is in place for staff to complete this outstanding training.

Care plans were reviewed and in place. The child's care plans incorporate the outcomes from the child's relevant plans and health assessments. The home's care plan remains a child-friendly version. The manager indicates that lessons have been learned in respect of this and she has increased support from senior managers to access these documents in the future. Following compliance and the potential implications to her registration, the manager is clear on the importance of gaining these documents.

In response to shortfalls being identified in the admissions process, this is under review. At the time of the visit no changes have yet been made to impact risk assessments and the admissions process. Inspectors were unable to review this process. Therefore, this will be a requirement.

A review development day will be held involving stakeholders to review lessons learned in the multi-agency response to a child who had left the home prior to the full inspection. The manager has consulted with the autism specialist to review the child's placement and has consulted with the team in respect of the failings for the child. All learning observed is centred around the use of physical intervention to

remove the child from the room and this not being appropriate. This highlights the inappropriate placement of the child.

# 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        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>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.</p> <p>(Regulation 14 (1)(a)(b) (2)(a))</p>                                                                                                                                                                                          | 23 January 2023 |
| <p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff help each child to—</p> <p>understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding;</p> <p>that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require.</p> <p>(Regulation 10 (1)(a)(b) (2)(a)(ii)(c))</p> | 23 January 2023 |

## **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:** SC035428

**Provision sub-type:** Children's home

**Registered provider:** Lancashire County Council

**Registered provider address:** Lancashire County Council, PO Box 78, Preston PR1 8XJ

**Responsible individual:** Gwyneth Monk

**Registered manager:** Jeanette O'Neill

## Inspectors

Nicola Clements, Social Care Inspector

Natalie Bennett, Social Care Inspector

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