

SC035687

Hesley Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This is a residential special school that is owned and managed by a private company. It is registered as a children's home and offers care and accommodation for up to 6 children with learning disabilities and/or complex needs, including behaviour that may be challenging.

The manager registered with Ofsted in June 2018. However, they are not currently in day-to-day charge of the operation of this provision.

Inspectors were aware during this inspection that serious child protection allegations were being investigated by the appropriate authorities.

Inspection date: 23 August 2021

This monitoring visit

A monitoring visit was undertaken on 2 March 2021. This visit identified significant failings in the management and leadership arrangements of the home, and in the employment of staff. Ofsted issued compliance notices under regulation 13 and 33 of 'The Children's Homes (England) Regulations 2015'.

An assurance visit was conducted on 18 and 19 March 2021. This visit identified further breaches of regulations that were having a detrimental impact on the care and protection that children received. During this visit, the inspectors found serious inadequacies in the recruitment, induction and ongoing supervision and development of staff. Due to these significant failings, Ofsted served an Emergency Suspension Notice on 19 March 2021. The report is published on our website.

A monitoring visit was carried out on 5 May 2021. Ofsted found that the provider had made some progress. However, the inspector found that the provider had not met all of the steps identified in the compliance notices. Two further compliance notices under regulation 13 and 33 were reissued.

On 9 June 2021, a further monitoring visit was conducted. The inspector found that the provider had met both the compliance notices. However, Ofsted issued a further emergency suspension notice. This notice was issued because the provider had failed to demonstrate, through their action plan, that they had made sufficient progress in order to safeguard children effectively.

A further monitoring visit was conducted on 20 July 2021. Ofsted found that the provider had made some progress. However, the inspector found that the provider had not secured sufficient staffing arrangements and that refurbishment of the home was not complete. The suspension noticed remained in place.

This visit was carried out to monitor the provider's compliance with the suspension notice and the progress made to meet the previously issued requirements.

The provider has complied with the suspension notice. A tour of the home confirmed there are no children living in any of the homes that are linked to this registration. Refurbishment of the home is not complete. Therefore, the home is not currently suitable to accommodate children.

There are additional serious safeguarding concerns. The provider has not considered the potential risks to children or made any arrangements to reduce risk. This failure demonstrates a poor understanding of safeguarding children and that a robust safeguarding culture is not present.

There are several policies that require review, including the safeguarding policy. This means that there is insufficient guidance available to assist staff in understanding their roles and responsibilities in order to help them keep children safe.

The statement of purpose is in draft form. It does not contain the information required to be compliant with regulations.

The provider has carried out internal competency assessments on staff. However, this data has not been analysed or used to reflect on the issues raised or to drive improvement forward.

A review of supervision records for staff, including senior leaders, demonstrates that supervision is not used to reflect on the serious expanse of issues raised. This hinders the opportunity for leaders to explore shortfalls and limits the ability to raise the standard of care that children receive.

The provider has completed an audit of staff recruitment files to help them to establish where safer recruitment processes have not been followed. While the provider has made progress in this area, there continues to be a significant number of gaps in recruitment checks. This means that not all staff are suitably vetted, which exposes children to a potential risk of harm.

Staff have completed training to help them develop skills to support children with communication needs. However, not all staff have completed training in recording restraint. The development of this team is described by leaders as 'work in progress'. This means that there are insufficient assurances that practice has improved.

An interim manager has been appointed. He is supported by the interim responsible individual. Together they are implementing the provider's action plan. However, there are a significant proportion of actions that are incomplete. This means that there is insufficient progress made.

The requirements previously issued under regulations 9, 12, 16, 26, 28, 33 and 35 are not met and are reissued. A further requirement is issued under regulation 32 in relation to recruitment processes. A further suspension notice is issued because there continues to be a risk of harm to children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/11/2019	Full	Good
28/11/2018	Full	Good
12/12/2017	Full	Good
28/02/2017	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, the 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 enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— develop the child's interests and hobbies; participate in activities that the child enjoys, and which meet and expand the child's interests and preferences; and make a positive contribution to the home and the wider community; and that each child has access to a range of activities that enable the child to pursue the child's interests and hobbies. (Regulation 9 (1) (2)(a)(i)(ii)(iii)(b))	10 October 2021
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; 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	10 October 2021

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 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)(iii)(v)(vi)(vii)(b)(d)(e))	
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (1) (5))	10 October 2021
An individual may only carry on a children's home if the individual satisfies the requirements in paragraph (5). A responsible individual must— have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (1) (7)(b))	10 October 2021
A person may only manage a children's home if— the person is of integrity and good character; having regard to the size of the home, its statement of purpose, and the number and needs (including any needs arising from any disability) of the children— the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children. (Regulation 28 (1)(a)(b)(i)) This specifically relates to the registered manager's capacity and skills to effectively manage the home.	10 October 2021
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that—	10 October 2021

full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation (32)(1) (3)(d))	
The registered person must— ensure that each employee completes an appropriate induction The registered person must ensure that all employees— undertake appropriate continuing professional development; and receive practice-related supervision by a person with appropriate experience. (Regulation 33 (1)(a) (4)(a)(b))	10 October 2021
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; 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)(viii)(b)(i)(ii)(c))	10 October 2021

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: SC035687

Provision sub-type: Residential special school

Registered provider: Hesley Services Limited

Registered provider address: Hesley Hall Coach House, Hesley, Doncaster, South Yorkshire DN11 9HH

Responsible individual: Susan McLean

Registered manager: Deborah Smith

Inspectors

Paula Kelly, Social Care Inspector

Jamie Richardson, Social Care Inspector

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