

# SC039689

Registered provider: Lancashire County Council

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is operated by a local authority. It provides care for up to six children who may have social and emotional difficulties.

There is a manager in post who registered with Ofsted in July 2019.

### Inspection dates: 25 and 26 October 2022

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |                                 |
|-------------------------------------------|---------------------------------|
| The effectiveness of leaders and managers | requires improvement to be good |
|-------------------------------------------|---------------------------------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 29 March 2022

**Overall judgement at last inspection:** sustained effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 29/03/2022      | Interim         | Sustained effectiveness         |
| 14/09/2021      | Full            | Requires improvement to be good |
| 20/08/2019      | Full            | Requires improvement to be good |
| 24/04/2018      | Full            | Requires improvement to be good |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

All children make measurable progress from their starting points. Children who have recently moved into the home talk proudly of the progress and achievements they have made. A child said, 'I feel like I am doing better in school. I would get excluded before, but now I want to learn.'

Social workers are clear that children make progress as a result of the support they receive while living in the home. A social worker said, 'The support that is offered to [name of child] daily has a positive impact on her.'

A recommendation made at the last inspection in relation to behaviour management has been addressed. Staff now take a restorative approach to children's behaviour management. Consequences implemented help children understand how their own behaviours can impact on others.

Children benefit from living in a warm, welcoming and relaxed home environment. Staff support children to develop mutually respectful relationships. Children say they enjoy positive relationships with staff and each other. A child said, 'All the kids get on. I like that there is no drama.'

Since the last inspection, the home has been modernised and a new kitchen has been fitted. Children's bedrooms and communal areas are personalised and updated in line with children's wishes. This gives children a sense of ownership and belonging. A child said, 'They always try and make the home as homely as possible.'

Staff understand the importance of family relationships and try to develop working relationships with parents and key people in children's lives. For some children, significant progress has been made in developing a relationship with their parents. A parent said, 'My relationship with my son has gone from strength to strength.'

Key-work sessions help children to develop their independence skills in preparation for adulthood, but these sessions have been inconsistent. For one child, opportunities have been missed to build on progress made in ensuring readiness for adulthood. A requirement has been made to address this.

### **How well children and young people are helped and protected: good**

Staff develop positive and nurturing relationships with children while implementing clear and proportionate boundaries. This means that children benefit from clear and consistent care from adults they respect.

Children are supported to speak to staff about their worries so that support can be put in place. A child said, 'They are brilliant here. Every problem I have had, they have done everything they can to support me.'

All children say they feel safe living in the home. Children are clear that they know that leaders and staff care about their safety and well-being. A child said, 'I think they care about us a lot more than we would ever admit.'

Leaders and staff engage in a multi-agency approach to meet children's needs and to keep them safe. Staff have developed good working relationships with social workers and keep them updated. A social worker said, 'The communication is excellent. They are on the ball with everything.'

Since the last inspection, improvements have been made to assessing risks when children move into the home. They now carefully consider children's risks, the impact of risks and how staff can mitigate these risks. This means that children are well matched and incidents in the home have reduced.

When serious incidents have occurred, they have been reported to Ofsted. However, some of these incidents have been reported outside the timescales required. This means that the regulator does not have oversight of these incidents as required by regulation.

### **The effectiveness of leaders and managers: requires improvement to be good**

The home is managed by a suitably experienced and qualified registered manager. The manager is supported by two assistant managers. Staff report to be well supported by the management team. A staff member said, 'They have been unbelievably supportive with me.'

Staff report to benefit from positive working relationships with leaders and colleagues and enjoy working at the home. A staff member said, 'The feeling is always happy. I can trust everyone; we are a proper team.'

Social workers are positive about the management team and its oversight of the home. In relation to this, a social worker said, 'I feel that the management of the home is to a very high standard.'

Children's risk assessments detail conversations had with children about risk. However, when incidents have occurred, these assessments have not always been updated by the manager. This means that opportunities have been missed to consider and implement additional support to reduce risks in the future. A requirement in relation to management oversight is made to address this.

Children benefit from a home that has a very experienced staff team and where staff turnover is minimal. This means that children enjoy a good level of continuity of care and can invest in meaningful relationships with staff.

Staff report to feel well trained to be able to do their job effectively. However, there are areas of training for some staff members that are significantly out of date. This was noted by the manager prior to the inspection and the training has been booked.

## 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        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>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.<br/>(Regulation 13 (1)(a)(b) (2)(f))</p> | 2 December 2022 |
| <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 each child's relevant plans are followed.<br/>(Regulation 14 (1)(a)(b) (2)(c))</p>                                                                                                                                                                                                               | 2 December 2022 |
| <p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to,</p> <p>sexual exploitation;</p>                                                                                                                                                                                                                                                                                                                                                                                            | 2 December 2022 |

an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;

there is an allegation of abuse against the home or a person working there;

a child protection enquiry involving a child —

is instigated; or

concludes (in which case, the notification must include the outcome of the child protection enquiry); or

there is any other incident relating to a child which the registered person considers to be serious.

(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

## Children's home details

**Unique reference number:** SC039689

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

**Registered provider:** Lancashire County Council

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

**Responsible individual:** Gwyneth Monk

**Registered manager:** Warren Howarth

## Inspector

Rob Neild, Social Care Inspector

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