

SC043732

Registered provider: Lincolnshire County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a local authority. It is registered to provide care, for 11 children who have disabilities. There are currently 7 children living in this home.

The manager is not currently registered with Ofsted.

Inspection dates: 3 to 4 January 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 7 February 2023

Overall judgement at last inspection: Good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/02/2023	Full	Good
08/11/2022	Full	Inadequate
22/09/2021	Full	Good
27/08/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

This home currently has seven children living there. The home projects a feeling of warmth, inclusion and happiness.

The team have worked creatively to brighten corridors with hand painted characters for example Paddington bear, squirrels and children have been supported to personalise their bedrooms. One parent said, 'They do a great job, and we are appreciative of all that they do, never had any reason to complain'.

Staff want the best for children. They persist through challenging times. Staff are passionate and inspiring. They always recognise the progress that children make, no matter how small this might be. For example, one child is now able to assist doing his laundry, for another, after eating they are now able to return their dinner plate, knife and fork to staff. All children's achievements are highlighted and celebrated in monthly newsletters, however not all are appropriately rewarded. The manager stated 'there is an increased emphasis on capturing children's successes by the introduction of regular achievement days'.

Staff make sure that children's complex needs do not stop them from accessing activities and facilities that they enjoy. The range of activities provided helps children to develop social skills and achieve positive outcomes. One child now attends a cub scout group, and another attends regular swimming sessions, this enhances children's experiences and memories.

Children enjoy positive relationships with staff who genuinely care about them. Staff use their knowledge, skills and experience to meet the needs of the children in a nurturing manner. They trust staff to help and support them. This has led to the development of strong relationships and bonds.

Children views, wishes, and feelings, are gathered in one to one sessions and house meetings. However, this was irregular and inconsistent. This does not ensure that children's views are given regular careful consideration when making decisions about their lives.

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

The home is well presented; however, it was identified that there had been a significant delay of almost a year for fire doors to be adjusted to ensure they closed properly. Despite the manager highlighting this on health and safety audits and escalating his requests for works to be completed. This remained unactioned. During the inspection, it was approved for the required works to be completed the following day.

Staff have a good understanding of children's risks and vulnerabilities. There is a comprehensive risk management plan in place for each child. This includes behaviour management strategies that help to keep children safe. Staff have a good understanding of their safeguarding responsibility's creating a culture whereby children's safeguarding is central to everything that staff do.

Inspectors found that the allegations of staff receive prompt attention by the manager and are thoroughly investigated. Managers have worked in partnership with professionals to create a protocol for managing repeat allegations for one child. This ensures that there is transparency of practice and children are safeguarded.

Staff carefully monitor children's behaviour. They provide constant support to children to reduce and manage behaviour that can challenge. Staff use de-escalation and calming techniques effectively. As a result, the use of restraints is rare. All incidents of restraint are well recorded and include management oversight and reflection. Learning from incidents is put into practice.

The selection of new staff coming to work at the home is carefully considered. This ensures that children are cared for by staff who are safe to work with children. New staff are supported and mentored by experienced skilled staff and, together, they ensure that children are appropriately supported, supervised and kept safe.

Medication systems and process are managed safely. Staff receive the necessary training and assessments to ensure they are confident and competent in this area. The administration of medication is sensitive to children's individual needs. When errors or near misses do occur, managers ensure lessons are learnt to improve practice.

The effectiveness of leaders and managers: good

The home is led and managed by a new experienced management team. The manager and deputy managers work well together, creating consistency and stability within the team. This has enabled children to flourish and achieve their goals.

There has been an increased turnover of staff since the last inspection. However, the manager has been thorough in ensuring children's staffing ratios are maintained. Managers and staff have worked additional hours to ensure the quality of care has not been impacted while vacancies are appointed to.

The management team has implemented a range of systems to ensure that he has improved oversight of the quality of care provided. Checklists are used to ensure that daily tasks are completed, and various audits take place monthly. These changes continue to be embedded and have resulted in improved practice.

Partnership working is a strength of the managers and staff. The manager works effectively with partner agencies, including the placing local authorities, local

authority designated officer [LADO], children's schools and families. This ensures that everyone involved with the child works closely together.

Staff describe the manager as supportive and approachable. Staff also say they enjoy coming to work. Staff receive regular reflective supervision, providing the oversight and direction they need to develop within their role. One staff member said 'when I came to work at the home, I was totally captured by care, kindness and over all willingness the team have towards the young people and to each other. The feeling that its home from home, the warmth and laughter throughout was just amazing'.

Staff attend a wide variety of training courses. However, it was identified that the staff team have not received training in a specific eating disorder to meet the needs of some children. Managers have escalated their requests for this training within the health services, and in the interim, staff have researched this to develop their knowledge of the disorder.

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 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— 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. (Regulation 12(1)(2)(b)) This specifically relates to the registered person ensuring that's children's bedroom doors comply with fire safety regulations so as to protect children from avoidable, hazards.	15 February 2024
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child; (Regulation 13 (1)(2)(c)) This specifically relates to the registered person ensuring staff have the required training to meet the individual needs of the children.	15 February 2024

Recommendations

- The registered person must ensure, that staff recognise and celebrate the achievements of their children ('Guide to Children's homes regulations including the quality standards', Page 31, 6.7)
- The registered person must ensure, that children are regularly consulted on their views to inform and support continued improvement in the quality of care. Due consideration should be given to the child's cognitive ability in the development and implementation of any consultation process ('Guide to Children's homes regulations including the quality standards', Page 22, 4.11)

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: SC043732

Provision sub-type: Children's home

Registered provider address: Lincolnshire County Council, County Offices,
Newland, LINCOLN, LN1 1YL

Responsible individual: Tara Jones

Registered manager: Post vacant

Inspector(s)

Linda Mason, Social Care Inspector
Zoey Lee, Social Care Inspector

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