

SC048552

Registered provider: Kedleston (Wings Education) Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private company. It provides care for up to 50 children who may experience social and emotional difficulties.

This home is a residential special school which is also registered as a children's home. The inspectors only inspected the children's home.

At the time of this inspection, 35 children were living in the home.

The manager registered with Ofsted in December 2020. However, they are not in work at this time.

Inspection dates: 27 and 28 June 2024

This monitoring visit

The home was judged inadequate at the full inspection on 29, 30 and 31 May 2024. Ofsted found that children had suffered harm due to serious and widespread safeguarding failures and that the leadership and management arrangements were ineffective.

Ofsted made the decision to restrict accommodation at the home under section 22B of the Care Standards Act 2000. Compliance notices under Regulation 12 (the protection of children standard) and Regulation 13 (the leadership and management standard) were also issued.

This visit was brought forward due to a noticeable increase in safeguarding incidents. Inspectors found that there is a culture of poor and unsafe practice that places children at risk of harm. The children live together, are educated together, and they have some of the same staff working with them at home and in school.

The arrangements for safeguarding across the settings continue to lack coordination, which leaves all involved vulnerable.

Children say that they have suffered harm due to poor and unsafe care practices in relation to physical interventions. Physical intervention records identify that staff are not de-escalating situations effectively and use excessive force to hold children. In many instances, physical intervention is being used to discipline children and to force compliance.

Following physical interventions children are blamed for their behaviours. There is no independent oversight of the holds to check that they were proportionate and the discussion with the child is to reprimand them for their behaviour, not to consider their safety and welfare. Consequently, when children have suffered an injury appropriate medical advice is not sought.

Since the last visit, the interim manager has tried to change poor safeguarding practices. She has provided care managers and staff with additional guidance and training on safeguarding practices and reinforced their roles and responsibilities. Despite this training, staff have failed to inform the interim manager when serious safeguarding matters arise. This included two separate incidents when children were arrested and taken to the police station overnight. This does not enable effective management oversight of practice and continues to place children at risk of harm.

Leaders and managers are not being transparent with safeguarding professionals and Ofsted. Safeguarding information is not readily shared to enable effective decision-making regarding children's welfare and safety.

Information is not recorded to understand the actions taken when serious incidents occur. When incidents are recorded, there is no professional curiosity by leaders and managers to assure themselves that children are safeguarded.

The administration of medication continues to be poor, with further shortfalls identified. Although the provider has introduced medication checks and supported care managers and staff to attend refresher training, practice has not improved. This places children at risk and does not demonstrate that procedures are followed to keep children safe. Furthermore, the current medication procedures and processes between care and education are unsafe and fail to protect all involved.

Bullying incidents between children are poorly managed, and staff are not taking appropriate action to reduce the risk of bullying. This has meant that children continue to harm one another.

Allegations, which remain unsubstantiated pending police investigation, have been made by children and have not been taken seriously, nor have they been responded to appropriately. Leaders and managers have failed to follow the necessary steps to

inform relevant safeguarding agencies and local authorities to allow a thorough investigation into the concerns.

There is a lack of communication and coordination of safeguarding between school and care. Staffing arrangements, and roles and responsibilities, are not clearly defined. This lack of accountability leaves children vulnerable.

Despite recent additional training, staff do not understand their roles and responsibilities in keeping children safe. Staff failed to follow the whistle-blowing procedure when they witnessed inappropriate and poor staff practice. This leaves children at risk of harm.

Police assistance has been requested to manage the behaviours of some children. This had led to the children being arrested and held at the police station overnight. Staff did not attend the police station with children and failed to alert the interim manager that children had been removed from the care home by the police. This does not demonstrate good parenting and placed the children at risk of criminalisation.

Given the concerns highlighted above, Ofsted has suspended the home's registration.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/05/2024	Full	Inadequate
30/10/2023	Full	Good
28/02/2023	Full	Good
15/11/2022	Full	Inadequate

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 with 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— 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; help each child to understand how to keep safe; 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; 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 located so that children are effectively safeguarded; 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.	8 July 2024

(Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vii)(b)(c)(d)(e)) Specifically, the registered provider must ensure that all leaders, managers and staff understand their roles and responsibilities to keep children safe. The registered provider must help staff to understand what action they are required to take when a child makes an allegation, who this should be reported to and the importance of sharing all information with relevant partner agencies. The registered provider must review all children's risk assessments, ensuring that all known risks are identified and have clear actions for staff to follow. These assessments must be shared with staff. The registered provider must carry out a review of the staff's experience, qualifications and skills to meet the needs of the children in their care. When shortfalls are identified, the registered provider must ensure that there is always sufficient staff on shift to meet the children's needs and identify a plan of support and training for these staff. The registered provider must review the location of the premises and take steps to mitigate known risks. This should include ensuring that children cannot access the railway lines. The registered provider must review fire risk assessments to include all known information. The registered provider must ensure that staff understand known fire risks and take steps to keep children safe.	
Restraint in relation to a child is only permitted for the purpose of preventing— injury to any person (including the child); serious damage to the property of any person (including the child); or Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(a)(b) (2)) The registered provider must ensure that all staff understand that restraint can only be used to keep a child safe and not for compliance and discipline. If children are harmed during	28 June 2024

intervention, this must be reported to the relevant person without delay.	
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and 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 work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and 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)(b)(c)(e)(f)(g)(ii)(h)) Specifically, the registered provider must ensure that interim management arrangements are reviewed and be confident that the managers identified have the skills, knowledge and experience to carry out the role. This should include out-of-hours management arrangements and governance arrangements.	8 July 2024

The registered provider must review their monitoring and auditing processes to ensure that they can identify any shortfalls in staff practice. The registered provider must review supervision arrangements for all staff, ensuring that the interim managers have oversight of these. The registered provider must ensure that there is clear management oversight of all incidents and of children's plans. This should include the registered provider disseminating learning from incidents and taking steps to ensure that staff understand any changes made to practice to keep children safe.	
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— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; 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; and	5 July 2024

de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(iv)(ix)(x)(xi)) This specifically relates to the registered provider ensuring that staff meet children's emotional needs and help children to learn to manage difficult feelings safely.	
The registered person must ensure that— children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (b)(c)(i)(ii)(iii)(iv)) This specifically relates to the registered provider ensuring that any restrictions on children's access to communal areas of their home are used only to safeguard children and are kept under review.	5 July 2024
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them; medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child. (Regulation 23 (1) (2)(a)(b))	5 July 2024

The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must keep the behaviour management policy under review and, where appropriate, revise it. 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 the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and 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.	5 July 2024
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(Regulation 35 (1)(a)(b) (2) (3)(a)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)) This specifically relates to the provider ensuring that when children have been held, this is recorded with an accurate record of the incident and the adults involved. Children should be offered an opportunity to share their views about this. The provider must ensure that records of physical intervention have effective management oversight.	
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— understand and apply the home’s statement of purpose; ensure that staff— protect and promote each child’s welfare; treat each child with dignity and respect; provide personalised care that meets each child’s needs, as recorded in the child’s relevant plans, taking account of the child’s background; provide to children living in the home the physical necessities they need in order to live there comfortably; provide to children personal items that are appropriate for their age and understanding; and 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)(a)(b)(ii)(iii)(iv)(vii)(viii)(c)(i))	5 July 2024

The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. Case records must be kept— securely in the children's home during the period when the child to whom the case records relate is accommodated there. (Regulation 36 (1)(a)(b)(c) (2)(c)) This specifically relates to the registered provider ensuring that children's records are stored securely and that information about children is treated with respect.	5 July 2024
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*These requirements are subject of 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: SC048552

Provision sub-type: Residential special school

Registered provider: Kedleston (Wings Education) Limited

Registered provider address: Unit 7 Brook Business Centre, Cowley Mill Road,
Uxbridge, Middlesex UB8 2FX

Responsible individual: Gillian Miele

Registered manager: Conrad Potts

Inspectors

Michelle Edge, Senior His Majesty's Inspector (lead)

James Meeks, Social Care Inspector

Sally Griffiths, Social Care Inspector

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