

SC051513

Registered provider: Nottinghamshire 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 and provides care for up to four children with social and emotional difficulties and/or a hearing impairment. At the time of the inspection, one child was living at the home.

The manager is suitably experienced and qualified and has recently returned from a period of long-term leave.

Inspection date: 7 June 2022

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 22 March 2022

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/03/2022	Interim	Declined in effectiveness
15/12/2021	Full	Requires improvement to be good
07/05/2019	Full	Good
05/06/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Staff engage well with children who have previously had poor experiences in residential care, or whose previous placements have ended in an unplanned way. Staff are resilient and determined. Children feel that they are valued and cherished by staff. The child currently living at the home has made good progress.

Children's health needs are met. For example, children are supported to develop skills in maintaining their own personal hygiene. This has enabled the child at the home to develop their independence and become more confident.

Children are supported to lead healthy lifestyles. Staff encourage healthy eating and physical exercise. Children enjoy a range of enjoyable and stimulating activities in the home and in the community. These experiences have helped the child living at the home to grow in confidence. Their self-esteem and physical health have improved. Staff have worked closely with health professionals to work on medication reduction programmes for the child. This has led to improvements in the child's emotional well-being.

Children make good progress in their education. The child living at the home had not been making the expected academic progress and needed time to catch up. This resulted in the child feeling frustrated. Staff identified the barriers to the child's learning and worked closely with professionals to support the child to change schools. Consequently, the child is now making progress and is achieving.

The child's views are listened to and respected. The child feels able to talk to staff and managers about any issues they might have, as they know that they will be taken seriously. Staff respond positively to requests from the child and staff always take time to explain the reasons why a request cannot be granted or why a decision has been made.

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

Staff devise and implement a range of risk assessments to ensure that children remain safe, while enjoying age-appropriate activities. For example, one child has recently been given a mobile phone. The risks associated with having a phone have been discussed with the child and the risks are thoroughly detailed in an assessment. However, checks carried out by staff are not always well recorded. As a result, there is a risk of the child accessing sites unchecked.

Staff only use physical intervention to manage behaviour when it is absolutely necessary and there is a risk of harm to the child or others. Staff have not used any physical intervention for over five months. Staff are skilled in identifying triggers for behaviour and they use de-escalation techniques well. Over time, children learn to manage their emotional responses in more appropriate, safer ways. One parent

praised the home for helping their child to develop safe strategies to manage their feelings and emotions.

Children have not gone missing from this home. Detailed missing-from-care protocols and risk assessments ensure that risks are reduced, and staff are aware of what actions to take if a child goes missing. A range of topics, including how to respond if a child goes missing, are discussed in supervision and in team meetings. This ensures that staff maintain up-to-date knowledge.

Staff use debriefing and supervision to reflect on any incidents. Managers and staff use these reflective discussions as learning points. This enables them to identify alternative approaches and strategies. Staff support the children in their care to be considerate to others, including thinking about their use of language and how words might impact on others.

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

The home was without a permanent manager for a substantial period, due to the registered manager being absent. During this time, the home was supported by managers from within the organisation and an agency manager. The registered manager has since returned and has begun to implement systems in the home.

At the time of this inspection, the management arrangements were relatively new. Management monitoring and systems are in place but are not yet embedded.

The registered manager brings a wide range of experience and skills to the post and has returned with a strong desire and motivation to improve the quality of care provided. Following the appointment of a new assistant manager, they are developing and strengthening their team. This additional management capacity is beginning to improve the overall leadership of the home. This is also helping in the introduction of effective monitoring systems, addressing shortfalls identified in this area.

There are plans to move away from the use of sanctions and focus on positive reinforcement. However, there is still some inconsistency in the approach to behaviour management.

There have been instances when staff have entered information on the home's recording system on behalf of colleagues. This was due to computer access issues. This compromises the accuracy of the information and also has the potential to cause confusion about who the author is.

The manager has failed to ensure that staff enrolled on the level 3 qualification are making progress. Delays in accessing external assessors have impaired staff's access to the guidance and support required to successfully achieve the qualification.

Staff receive regular and effective supervision. Staff say that they feel well

supported. Records of supervision are detailed. Training opportunities are good. When children come to the home with specific care needs, specialist training is provided to staff as appropriate. Staff who want to develop their careers within the organisation have opportunities to do so, for example through the delegation of additional responsibilities.

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— understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; 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. (Regulation 12 (1) (2)(a)(v)(b)) This specifically relates to ensuring that appropriate monitoring systems are in place for when children access social media on their mobile phones. This also relates to ensuring that care records are not entered on behalf of another person.	11 July 2022
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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	11 July 2022

This relates to ensuring effective management monitoring systems are embedded.	
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4)(a)(b) (5)(a)(b)) This specifically relates to the manager ensuring that all staff enrolled on the level 3 qualification have access to an assessor.	11 July 2022

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: SC051513

Provision sub-type: Children's home

Registered provider: Nottinghamshire County Council

Registered provider address: Nottinghamshire County Council, County Hall,
Loughborough Road, West Bridgford, Nottingham NG2 7QP

Responsible individual: Devon Allen

Registered manager: Diane Beckitt

Inspector

Zoey Lee, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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