

SC052744

Registered provider: Quality Protects Children Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to five children with learning disabilities. At the time of the inspection, three children were living in the home.

The registered manager post has been vacant since December 2024.

Inspection dates: 7 and 8 May 2025

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 21 January 2025

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

The home was judged inadequate at the full inspection on 24 and 25 January 2025. Two compliance notices were issued under regulation 13, leadership and management, and regulation 23, medication. At a monitoring visit on 23 March 2025, it was assessed that effective action had been taken to address the notices.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/01/2025	Full	Inadequate
07/11/2023	Full	Good
06/12/2022	Full	Good
26/04/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The home is spacious and well furnished, and there have been improvements in the décor since the last inspection. This provides a more welcoming and homely environment for children.

Since the last inspection, children have made progress in their education. One child is enjoying their mechanics course, and another child is enjoying work experience. Staff are consistent in encouraging children to learn, and attendance has improved for one child, whereas another child is making progress despite a recent decline in their attendance. One professional said, 'Previously [name of child] would not go out or take part in activities; now he is trying new things with staff.'

Staff encourage children to attend appointments with universal and specialist health services, including the child and adolescent mental health team and dentist. This ensures that children are supported to improve their health and emotional well-being.

Children are helped to develop their independence skills and are learning about money management, cooking and nutrition. One parent spoke about how their child had issues with hygiene previously and were complimentary about the support the child has received from staff.

Children benefit from meaningful direct work. Staff have used reflective discussion to explore children's understanding of gangs, internet safety, and the dangers of alcohol and vaping. There is evidence of daily consultation with children to ensure their voices are heard. One professional said that staff have supported a child to have a voice and express his views.

How well children and young people are helped and protected: requires improvement to be good.

Children say that they feel safe in the home and are cared for by staff who know them well. Children's plans provide staff with the information they need to care for them effectively. Plans are reviewed regularly and updated when required.

Staff understand children's individual vulnerabilities and risks and are vigilant to children's behaviours. At times, it has been necessary for staff and police to undertake room searches in response to safeguarding concerns. These searches have been completed sensitively and recorded appropriately.

Restraint practice in the home is minimal. However, one record detailing several holds, including non-approved restraints, lacks detail about the de-escalation techniques used.

This means that any person reviewing the intervention cannot be confident that all options had been considered prior to the child being held.

Consequences used are often financial and not restorative in nature. This does not help children to understand the impact of their behaviour nor help them learn to make positive choices. The manager does not consistently review the effectiveness of the measures used to consider any learning.

Since the last inspection, one child has made a complaint. The manager responded appropriately and within the required timescale. A reflective discussion took place between two children in response to the complaint.

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

There is a new manager in the home. He is suitably experienced and has submitted his application to become registered. The manager is committed to making improvements in the home. Staff state they have confidence in him addressing any safeguarding concerns.

Staff say the new manager has made improvements in the organisation and systems in the home. There are suitable levels of staffing, which provide consistency and stability for the children. Staff say they like working at the home and have positive relationships with the children.

There have been improvements in the manager's monitoring since the last inspection. However, gaps remain in medication records and some incident records lack detail. This includes one record of restraint which is not clear and does not consider any lessons learned or practice improvement.

The manager makes effective use of external monitoring. However, the independent person does not consistently consult with parents or professionals. A recommendation has been made to address this.

There is a variety of training that takes place in line with children's needs. Team meetings regularly take place. The manager uses them as a forum to drive improvement.

There have been occasions when the manager has not notified Ofsted of serious incidents in the home in a timely manner. Additionally, there was one occasion when a child was involved in an accident in a staff member's car. Staff sought the necessary medical advice but, the manager did not make Ofsted aware of this incident. This does not give the regulator a thorough oversight of the home, to ensure that actions taken were appropriate.

Overall, parents gave positive feedback about the quality of care provided in the home. They say that previous high staff turnover was a challenge, but this has improved. They are pleased with the progress their children are making in school and in trying new activities.

Staff receive regular supervision. This helps them to reflect on their practice. However, some records lack detail and there are no actions for staff to complete. A recommendation has been made to address this.

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 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— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time, and location of the use of the measure; 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	20 June 2025

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)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)) This specifically relates to ensuring that all restraints used are proportionate and are approved restraint techniques. Additionally, the manager must ensure that all sanctions used are reviewed for their effectiveness and not always financial in nature.	
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; 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; 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)(f)(h)) This specifically relates to ensuring that the manager has oversight on incident records and medication records.	20 June 2025
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to or is suspected of being involved in or subject to, sexual exploitation;	20 June 2025

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))

This specifically relates to ensuring that the manager notifies the regulator of all serious events and that notifications are sent in a timely manner.

Recommendations

- The registered person should ensure that any individual that conducts visits to the home regularly speaks to parents and professionals to capture their views of the home in line with their assessment of the safeguarding arrangements in place. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5.)
- The registered person should ensure that the content of supervision is of good quality and that any outcomes and actions are clearly documented. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 13.4)

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: SC052744

Provision sub-type: Children's home

Registered provider: Quality Protects Children Limited.

Registered provider address: Hill House, Archway Road, Huyton, Liverpool L36 9XB

Responsible individual: Anthony Nolan

Registered manager: Post vacant

Inspectors

Judith Birchall, Social Care Inspector

Anna Belshaw, Social Care Inspector

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