

SC061810

Registered provider: Cumbria County Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by Cumbria County Council. The home can provide care to up to six children of either gender.

The home's manager was registered with Ofsted in March 2018.

Inspection date: 15 December 2021

This monitoring visit

This monitoring visit took place to monitor four compliance notices that were served following the home's full inspection on 9 and 10 November 2021. Following the full inspection, a decision was made to also restrict further admissions to the home. This was also monitored during this visit.

The first compliance notice was issued in relation to identifying, reviewing and responding to children's health needs. In meeting this notice, the provider has ensured that a full and effective external review of children's health and care plans has taken place. Action has been taken to respond to children's individual health needs and children have received required treatment and assessment during this time. Leaders and managers have initiated structured daily routines and activities for children. Staff are aware of these and are implementing them. Because of this, children are benefiting from improved physical and emotional health. Further direct work is required to support children to understand and improve their own health and individual needs.

A second notice was issued in relation to bullying and positive relationships in the home. There were serious and significant concerns around bullying in the home and staff's ability to support, direct and educate children. In meeting this notice, the manager has implemented structured daily routines, ensuring staff are spending

time with children. Relationships are built through increased one-to-one time, activities and improved routines and boundaries.

The inspector was able to observe improved recording and action following incidents of bullying. Staff had received additional training and external guidance in relation to understanding and responding to children's behaviours. The manager has also ensured that staff have revisited both the bullying and behaviour management policies. This is supporting staff to respond to children better and has reduced incidents between children in the home. Further direct work is required with children in this area to support them to understand the impact and potential consequences of bullying behaviours.

A third compliance notice was issued in relation to the protection of children, specifically, the assessment and response to known risks, the home's environment, and the monitoring of safeguarding arrangements in the home. Risk assessments have been improved and accurately assess all known risks. More specific, robust, and child-friendly procedures are in place which direct staff to respond effectively to incidents when children may display unsafe behaviours. Furthermore, in relation to incidents in which children have been missing, staff can demonstrate that their responses have been more effective, and children have received better help and protection.

To further strengthen the home's approach to protecting children, senior leaders and managers have liaised with local police, creating a consistent, multi-agency response to help and protect children.

The home's environment is now safe. Windows and damaged furniture have now been replaced. The inspector carried out a tour of the home at the time of inspection and found it to be in a good state of repair. Improved maintenance systems are in place which ensure the environment is checked regularly and that issues are recorded and monitored. This helps to ensure tasks are completed and that prompt action is taken to rectify issues identified.

The fourth compliance notice was issued due to shortfalls in management oversight, review and evaluation, staff sufficiency and skills. Leaders and managers have made progress in addressing staff sufficiency. It has been agreed that the home will have increased staffing ratios and several new staff have been appointed. Children have benefited from wider availability of staff. Due to increased staffing ratios, incidents have been managed more effectively and children have received increased supervision and support.

Significant improvements have been made to the home's recording and reporting systems. This is improving the manager's ability to monitor and review risk and the quality of care provided to children. External services have also supported the home to improve its monitoring systems. This has further helped the manager to respond to and rectify shortfalls in the care provided to children.

During this monitoring visit, shortfalls were found in relation to the direct work and education undertaken with children in several areas. A requirement was made to address this.

All compliance notices are deemed to have been met following this inspection. The home was also found to be adhering to the restriction of accommodation notice issued. The inspector was also able to view some of the additional progress towards meeting the requirements and recommendations made at the previous inspection. Those which were not reviewed remain in place until the home's next full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/11/2021	Full	Inadequate
05/03/2020	Full	Good
09/05/2018	Full	Good
02/05/2017	Full	Good

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers. (Regulation 8 (1) (2)(a)(i)(iii))	10 December 2021
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. (Regulation 13 (1)(a)(b)) In particular, help children by undertaking direct work and education in relation to their needs and behaviours. Support them to understand decisions and behaviours and the impact that these may have on themselves and others.	30 January 2022
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home.	10 December 2021

(Regulation 14 (1)(a)(b))	
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— 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)(b)) This requirement was made at a previous inspection. Progress towards meeting this was not viewed during this inspection therefore, this requirement is restated.	10 December 2021
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	10 December 2021

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: SC061810

Provision sub-type: Children's home

Registered provider: Cumbria County Council

Registered provider address: Cumbria County Council, Cumbria House, 117 Botchergate, Carlisle CA1 1RD

Responsible individual: Lynn Berryman

Registered manager: Cheryl Athersmith

Inspector

Natalie Bennett, Social Care Inspector

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