

SC061837

Archways Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is part of a small private organisation. The home can accommodate up to four young people who have had difficult early life experiences and have complex emotional and behavioural needs.

The home does not have a registered manager. A manager has been appointed and is in the process of applying to register with Ofsted.

Inspection date: 30 October 2019

This monitoring visit

On 4 September 2019, Ofsted undertook a full inspection. Inspectors found that the quality of the service was inadequate and there were concerns about the effectiveness of leadership and management and the impact this had on the safety and welfare of young people. Ofsted raised 10 requirements. Ofsted undertook this inspection to monitor the progress the provider has made to improve the quality of care afforded to young people and to address nine of the 10 requirements.

The last inspection identified shortfalls in the environment. This has now improved; the downstairs bathroom has been refitted to a good standard and the upstairs toilet now has an extractor fan. As a result, young people can use bathroom facilities that do not compromise their health and safety.

The manager has taken action to ensure that staff follow the home's code of conduct. Consequently, staff now understand the impact of their care practice on young people and this promotes young people's welfare and safety.

The manager takes effective action to refer any safeguarding concerns to the appropriate agencies. Investigations are implemented immediately. This helps to protect young people from harm. However, the manager has not yet implemented disciplinary procedures following the investigation into staff conduct because further

concerns were raised. As a result, an outcome had not been reached at the time of the inspection. A requirement raised at the full inspection has been raised again to allow further time for this to be completed.

Staff are now suitably trained to manage incidents of self-injurious behaviour. There have been no such incidents since the last inspection.

The manager has reviewed the use of bedroom door alarms. Young people do not present any behaviours that require the use of electronic devices for the purpose of monitoring. As a result, no alarms are currently used for the purpose of safeguarding. However, the statement of purpose does not clearly explain this and is misleading to those who read it.

When serious incidents occur, the manager does not always notify Ofsted. As a result, the regulator is not able to undertake effective monitoring of the service to ensure that the manager takes appropriate action to reduce the risk of the same incident happening again.

The manager and staff do not take effective action to ensure that young people are provided with the appropriate medical attention following significant events. For example, following a road traffic accident, a young person complained of an injury to his back and told staff he also had a headache. He refused to see a medical practitioner. Staff did not insist that the young person did so or try creative ways to help him to overcome his barriers to accessing health services. The lack of action by staff means that any injury sustained by the young person may have gone undetected.

The manager's actual hours worked are not recorded on staff rosters. This makes it difficult for young people and staff to know when the manager is on duty. Furthermore, the manager does not record when staff supervision has taken place. This makes it difficult to establish if staff have or have not received regular supervision.

One requirement raised at the last inspection regarding the appointment of an independent visitor will be reviewed at the next inspection. This is because the end date has not yet passed. A requirement relating to the statement of purpose is repeated. Following this inspection, three new requirements and one recommendation have been raised.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/09/2019	Full	Inadequate
02/01/2019	Full	Requires improvement to be good
11/09/2018	Full	Inadequate
06/09/2017	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 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 must comply within the given timescales.

Requirement	Due date
The registered person must keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16(3)(a)(b))	5/12/2019
The registered person must operate a disciplinary procedure in the interests of the safety or welfare of children. (Regulation 33(2))	5/12/2019
The registered provider must appoint, at the registered provider's expense, a person ("the independent person") to visit and report on the children's home carried on by the registered provider. Subject to paragraph (4), the registered provider may not appoint the following as an independent person— if the registered provider is not a local authority, a person who is employed for payment by the registered provider; a person who has, or has had, a connection with— the registered person. An employee of the registered provider is not, by reason only of that employment, disqualified under paragraph (3)(a), (b) or (g) from appointment as an independent person if the employee is employed solely to examine and scrutinise critically— the way that a home is carried on or managed; and the quality of care provided for children. (Regulation 43(1)(3)(b)(g)(i)(4)(a)(b))	5/12/2019
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding. (Regulation 10(1)(a)(b)(2)(ii))	5/12/2019
The registered person must notify HMCI and each other	5/12/2019

relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40(4)(c))	
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date. (Regulation 37(2)(a)(b) Schedule 4(3))	5/12/2019

Recommendations

- Ensure that the registered person should oversee the welfare of the children in their care through observation and engagement with: each child; the home's staff; each child's family/carers where appropriate; and professionals involved in the care or protection of each child including their social worker, Independent Reviewing Officer (IRO), teachers, clinicians and other health professionals, etc. ('Guide to the children's homes regulations including the quality standards' page 54, paragraph 10.23)
- Ensure that a record of supervision should be kept for staff, including the manager. The record should provide evidence that supervision is being delivered in line with regulation 33(4)(b). ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.3)

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: SC061837

Provision sub-type: Children's home

Responsible individual: Christopher Aristidou

Registered manager: Post vacant

Inspector

Michelle Spruce, social care inspector

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