

SC062248

Registered provider: Quality Protects Children Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home operated by a private organisation. It is registered to provide care for up to four children who may have social and emotional difficulties and/or a learning disability.

There is day school in the grounds of the home. The inspector only inspected the social care provision on this site.

At the time of this inspection, one child lived in the home.

The manager registered with Ofsted in January 2024.

Inspection dates: 8 and 9 October 2024

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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 13 June 2023

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

This children's home was judged inadequate at the full inspection on 13 and 14 June 2023. Following that inspection, Ofsted issued a notice restricting accommodation to prevent any further children moving into the home.

At a monitoring visit in August 2023, improvements had been made by the provider. Following that visit, a case review was held to consider the findings. Due to the progress and the improvements that had been made, Ofsted lifted the notice restricting accommodation.

However, due to the extensive building work being undertaken, the home environment was not suitable for children to live in. Therefore, Ofsted imposed a condition on the home's registration. This stated that the registered person must inform Ofsted of their intention to accommodate children at the home at least three months before any child moves in.

A further monitoring visit was undertaken, in March 2024, which identified that improvements had been made to the home environment and that the home was suitable for children to move in.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/06/2023	Full	Inadequate
13/02/2023	Full	Requires improvement to be good
19/04/2021	Full	Good
26/06/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home was closed for 11 months. Since opening, one child has moved into the home with a detailed transition plan. They were welcomed sensitively, and the child visited the home before moving in. The child has made progress with the support and encouragement of the staff team.

The child said they are happy living in the home, and they now have a daily routine. This routine includes attending college, the gym and a local boxing club.

The child has built trusting relationships with the adults who are looking after them. The child said that staff understand them and know them well. As a result, the child wants to remain living in the home. The child's relationships with family and friends are promoted. The child is supported to have regular unsupervised family time, which the child travels independently to and from. This also supports the child's life skills.

The manager has high expectations for the child's education. Staff supported the child back into education, following a long period of time of not attending. The manager worked with other professionals to ensure that a suitable setting was identified to meet the child's needs. The child's social worker said the child has made good progress with education since living in the home.

The child is encouraged to take part in activities, and their interests are supported. The staff encouraged the child to attend a holiday camp independently, which focused on building confidence, independence and skills through a variety of challenging and educational activities. This helped to develop the child's self-esteem and confidence. The child is also supported by the staff team to attend the gym and a boxing club regularly. This is enabling the child to lead a healthy and active lifestyle.

Staff know the child well, listen to them and promote their welfare. The child has opportunities to share their views through regular direct work sessions. These sessions are also used to prepare the child for independent living. The child has opportunities to make decisions about their life. For example, the child wished to change college course and was supported by the manager to do so.

The manager has identified the child's health needs and has taken action to address them. Staff supported the child to overcome barriers in engaging with health professionals. Subsequently, the child has engaged with regular support from the inhouse psychologist. As a result, the child's emotional well-being has improved.

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

The manager and staff know the child well. They can identify and understand the child's risks and vulnerabilities. Staff spend time with the child to capture their views when

formulating care plans. Risk assessments are in place and are up to date. Staff provide appropriate support when the child is suspected to be under the influence of substances. However, records do not reflect all of the actions staff should take. This means guidance is not clear for any new staff working in the home.

Strong relationships between staff and the child mean that incidents of challenging behaviour are managed well. Staff are nurturing in their approach to the child when the child is distressed. This means incidents of the child being physically held are rare. On one occasion, staff physically held the child to safeguard themselves and others. However, the child's records do not reflect the most appropriate holds to use.

There has been one allegation. The manager took swift action to safeguard the child. As a result, this member of staff is no longer working in the home. Investigations into allegations or suspicion of harm are shared with the appropriate agencies.

The staff and manager work closely with professionals to ensure that the child is safeguarded at all times. There is a strong and proactive response from all those working with the child that reduces actual harm or the risk of harm to them. When incidents have happened, these have been managed appropriately. Staff take time to discuss the issue with the child.

The child is encouraged to take age-appropriate risks by spending time in the community with friends and traveling independently. Staff regularly phone the child, so staff can be sure the child is safe. The child said they feel listened to and understood by staff. Staff support the child to manage their emotions more effectively. As a result, incidents of the child being missing have significantly reduced.

Pre-employment checks for new staff working in the home are completed. Action is taken to ensure that staff are safe to work in the home. However, the manager has not consistently explored discrepancies in dates in previous employment.

The effectiveness of leaders and managers: good

The home reopened with a new registered manager and a new staff team. The manager is child focused, dedicated and committed. She has a good understanding of the child's needs and the progress they are making.

The manager works proactively with other professionals on a day-to-day basis and she understands the importance of good communication. However, she has not ensured that she escalated to other professionals when she identified the child's local authority plans were not up to date.

The manager has systems in place to ensure she has clear oversight of the care being provided in the home. This includes thorough evaluation of the direct work that staff undertake with the child and all incidents when these occur.

There is now a staff team in place, whose members offer stability and consistency for the child. Staff say they feel supported by the manager. Staff benefit from regular supervision. New staff receive additional supervision sessions as part of their induction. This helps to develop their knowledge and understanding of their responsibilities of the role. Team meetings are reflective and child focused. Senior leaders and managers attend to deliver workshops to support the staff's understanding of the child's individual needs. This gives staff opportunities to develop their practise and receive guidance to equip them with skills to meet the child's needs.

There is an in-depth training programme available to staff. Staff are up to date with mandatory training and have undertaken additional training specific to the child's individual needs. This has included the involvement of outside agencies, who have delivered bespoke training on drugs and alcohol. This ensures that staff have the skills and knowledge to meet the needs of the child.

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 prepare and implement a policy ("the behaviour management policy") which sets out— the measures of control, discipline and restraint which may be used in relation to children in the home. (Regulation 35 (1)(b)) Specifically, the registered person must ensure that the child's case records reflect the types of restraint which are most appropriate for child in line with the home's intervention training and the child's needs.	29 November 2024
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; and understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(i)(v)) Specifically, the registered person must ensure that the child's records include clear guidance for staff to follow in the event of medical attention being required.	29 November 2024
In meeting the quality standards, the registered person must, and must ensure that staff— if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be	29 November 2024

inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (c))

In particular, the registered person must take action to ensure that all local authority plans are obtained and completed within timescales.

Recommendations

- The registered person should ensure that full pre-employment checks for new staff are completed. Specifically, that any discrepancies in employment dates are explored fully. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: SC062248

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: Kayleigh Wright

Inspectors

Sally Croft, Social Care Inspector

Claire Hobbs, Social Care Inspector

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