

SC064472

Willows (Devon) Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is part of a small organisation and is registered to provide care for up to three children. The provider states in its statement of purpose that care is provided for children with social, emotional or behavioural difficulties.

The previous registered manager left the home in August 2020. An acting manager has been in post since then. The manager has not yet submitted their application to be registered by Ofsted.

Inspection date: 1 February 2021

This monitoring visit

Since the monitoring visit on 25 November 2020, when the inspector found widespread failings resulting in the suspension of the home's registration, two monitoring visits have taken place.

A monitoring visit took place on 5 January 2021. Ofsted reported that leaders and managers were working well to address points on their action plan. The action plan submitted to Ofsted indicated that the providers planned to have the home ready to admit young people by the beginning of February 2021.

At the time of this visit, the work to improve the quality of the environment had been completed. All necessary repairs are complete and the home is looking homelier and welcoming for young people.

Leaders and managers have reviewed their model of care. A request to reduce the number of young people the home is registered for, from four to three, has been accepted by Ofsted.

Leaders and managers have completed an extensive review of all policies and procedures. Records reviewed by the inspector included an up-to-date training and supervision matrix, minutes of team meetings, supervisions and revised positive

behaviour management plans and care plans. Oversight by leaders and managers is evident across these records.

Leaders and managers report that all staff have used the time effectively while no young people are living in the home. They say the staff are enthusiastic about the changes that have occurred and are looking forward to young people coming to live at this home. Staff have received regular supervision, and team meetings are recorded as opportunities to reflect, learn and consolidate as a team.

Leaders and managers have, except for a change in the responsible individual role, ensured that there is a stable staff team. There is a manager in post.

Leaders and managers have taken positive dynamic action to address the statutory requirements made following the monitoring visit on 25 November 2020. Because of this work, some requirements made at the previous monitoring visit are met. However, it is recognised that some requirements can only be measured for their effectiveness when young people are living in the home. The remaining requirements will be monitored at future inspections.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2020	Full	Good
24/10/2018	Full	Good
20/11/2017	Full	Good
20/03/2017	Interim	Improved effectiveness

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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans. (Regulation 5 (a))	28 February 2021
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— understand and apply the home's statement of purpose; ensure that staff— protect and promote each child's welfare; make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b) (2)(a)(b)(ii)(ix))	28 February 2021
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and	28 February 2021

take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in the child's best interests when making decisions about the child's care and welfare; help each child to express views, wishes and feelings; help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; regularly consult children, and seek their feedback, about the quality of the home's care; help each child to understand how the child's privacy will be respected and the circumstances when it may have to be limited; ensure that the views of each relevant person are taken into account, so far as reasonably practicable, before making a decision about the care or welfare of a child. (Regulation 7 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)(v)(e))	
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff—	28 February 2021

meet each child's behavioural and emotional needs, as set out in the child's relevant plans;

help each child to develop socially aware behaviour;

encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding;

help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;

communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding;

help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful;

help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship;

strive to gain each child's respect and trust;

understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children;

de-escalate confrontations with or between children, or potentially violent behaviour by children;

understand and communicate to children that bullying is unacceptable; and

have the skills to recognise incidents or indications of bullying and how to deal with them; and

that each child is encouraged to build and maintain positive relationships with others.

(Regulation 11 (1)(a)(b)(c)

(2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(ix)(xi)(xii)(xiii)(b))

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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child’s welfare; and are familiar with, and act in accordance with, the home’s child protection policies; 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; that the effectiveness of the home’s child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(e))	28 February 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.	28 February 2021

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; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; 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; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; 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)(b)(c)(d)(e)(f)(g)(i)(ii)(h))	
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. In particular, the standard in paragraph (1) requires the registered person to ensure—	28 February 2021

that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose; that the child's placing authority is contacted, and a review of that child's relevant plans is requested, if— the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet the child's needs. (Regulation 14 (1)(a)(b) (2)(a)(f)(i))	
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; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; 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)(d)(i)(ii)(e))	28 February 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 monitoring visit on 5 January 2021.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC064472

Provision sub-type: Children's home

Registered provider: Willows (Devon) Limited

Registered provider address: Stephen Quay Accountancy, The Granary, Hinton Business Park, Tarrant Hinton, Blandford Forum DT11 8JF

Responsible individual: Carolyn Coombes

Registered manager: Post vacant

Inspector

Linda Bond, Social Care Inspector

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