

SC065780

Registered provider: Milestones Care Homes Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately run children's home. It is registered to provide care for up to three children. The provider states in its statement of purpose that it provides care for children who may have social and/or emotional difficulties.

The manager registered with Ofsted in February 2015.

Inspection date: 5 January 2022

Date of last inspection: 24 August 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judged that it has sustained effectiveness.

There are currently three children living at the home. The inspector observed warm relationships between the children and staff during the inspection.

Since the last inspection, one child has moved in a planned way to semi-supported accommodation. Staff continued to provide support to the child following this move. This included taking them to an education open day, visiting them in their new home and keeping in touch with regular phone calls.

Two children have recently moved into the home. The children were able to visit the home and meet staff before moving in. The registered manager obtained information from relevant professionals to ensure that they had a good understanding of the children's needs. This has helped the children to settle quickly into the home.

Improvements have been made to the home environment. Some of the rooms have been redecorated and new carpets have been fitted. The home is clean and well presented. As a result of these changes, it is now a nicer place for children to live. The registered manager recognises that there are still improvements to be made and there are plans for further work to be undertaken.

The registered manager and staff promote the health and well-being of the children. Staff support children to attend routine health appointments. Where healthy daily routines are not yet established, staff work with children and relevant health professionals to explore these issues and help children to understand the importance of good health.

Staff have a good understanding of children's risks and take action to keep children safe. Children's individual risk management plans are updated with recent information. However, risk management plans do not include all the strategies staff are to follow in order to keep children safe. For example, the inspector observed the safe arrangements in place for a child having access to lighters, but this strategy had not been included in their risk management plan.

Records of sanctions are now consistently reviewed by the registered manager, in order to understand their effectiveness. As a result, there has been a reduction in the number of sanctions used. Children sign these records to evidence that their views are captured.

An independent fire risk assessment identified a number of actions that were required to improve the safety of the home. Although the inspector saw that some improvements have been made, records do not demonstrate all the steps the provider has taken in order to meet the actions highlighted within the fire risk assessment.

New staff have been recruited since the last inspection, however, the majority of staff still do not have the relevant qualification. The organisation has sourced an online training platform to improve the training offer for staff. However, this is not yet embedded in practice. Furthermore, staff have still not received training specific to the individual needs of children living in the home.

Team meetings and individual staff supervision sessions are used to reflect on the care and support given to children. However, not all staff are receiving regular supervision.

The registered manager has submitted a review of the quality of care report within the correct timescale. The report now includes actions to develop the home and improve the quality of care that children receive.

Although the statement of purpose has been updated since the last inspection, it requires further review. This means that Ofsted does not have the most up-to-date information about who is working at the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/08/2021	Full	Requires improvement to be good
19/06/2019	Full	Good
03/07/2018	Full	Good
27/09/2017	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(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 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; that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1) (2)(a)(i)(d)) In particular, the registered person must ensure that risk assessments include clear strategies for staff to use to manage and reduce risk. Furthermore, that the home environment is maintained so as to protect children from harm.	2 March 2022
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;	2 March 2022

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; 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)(c)(d)(h)) The registered person must ensure that the home has sufficient experienced and qualified staff to care for children. Also, that there are effective monitoring systems in place to ensure oversight of health and safety matters within the home.	
The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. 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 (1) (3)(a)(b))	2 March 2022
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) The registered person must ensure that all staff receive regular practice-based supervision.	2 March 2022

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: SC065780

Provision sub-type: Children's home

Registered provider: Milestones Care Homes Limited

Registered provider address: 32 Fieldway, Maghull, Liverpool, Lancashire L31 5NB

Responsible individual: Mark Armstrong

Registered manager: Nina Howarth

Inspector

Genevieve O'Reilly, Social Care Inspector

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