

SC371723

Registered provider: Educare Adolescent Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It is registered to provide care and accommodation for up to three young people aged between eight and 17 who have social and/or emotional difficulties.

The current manager has worked for the company since June 2018. He has obtained his level 5 qualification in leadership and management and has over 15 years' residential experience and has submitted his registration to Ofsted.

Inspection dates: 9 to 10 October 2018

Overall experiences and progress of children and young people, taking into account

requires improvement to be good

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 12 July 2018

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/07/2018	Full	Inadequate
06/03/2017	Interim	Sustained effectiveness
02/08/2016	Full	Good
15/09/2015	Interim	Declined in 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
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, and 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 ensure that staff— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect; and help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult. (Regulation 6 (1)(a)(b)(2)(b)(iv)(v)(vi))	11/01/2019
The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills. In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child to— develop the child's interests and hobbies; participate in activities that the child enjoys and which meet and expand the child's interests and preferences; and make a positive contribution to the home and the wider community; and	11/01/2019

that each child has access to a range of activities that enable the child to pursue the child's interests and hobbies. (Regulation 9 (1)(2)(a)(i)(ii)(iii)(b))	
The health and well-being standard is that children are helped to lead healthy lifestyles. (Regulation 10 (1)(c))	11/01/2019
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— 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; and are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same. (Regulation 11 (1)(a–c)(2)(a)(vi)(vii)(x))	11/01/2019
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 plan, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; and take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1)(2)(a)(i)(ii)(vi))	11/01/2019
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.	11/01/2019

In particular, the standard in paragraph (1) requires the registered person to use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(h))	
The care planning standard is that children have a positive experience of arriving at or moving on from the home. (Regulation 14 (1)(b))	11/01/2019
The registered person must keep the behaviour management policy under review and, where appropriate, revise it. The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made. (Regulation 35 (2)(3)(a))	11/01/2019

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Since the last inspection, there have been no new admissions to the home. One young person has left the home, and this was a positive outcome for them, returning back to the care of family.

Young people report that they are happy and feel safe. Young people report that they have positive relationships with staff and know how to complain.

As highlighted at the monitoring visit undertaken on 5 September 2018, staff are working towards promoting young people's cultural diversity. This is an area that still requires further work, for example exploring a young person's heritage rather than just providing them with cultural food choices.

Young people are now accessing education. This means that they are being afforded the opportunity to reach their academic potential.

One young person is currently working towards semi-independence. Some positive work has been undertaken in respect of the home working closely with the placing authority and support workers. The young person told the inspector that, at times, they felt that they were not part of the home, resulting in them spending the majority of time on their own.

When young people have disagreements, staff do not always intervene to repair strained relationships. This can leave young people feeling isolated within their own home. Furthermore, young people are not participating in activities. This means that young

people are not able to integrate with the wider community, which can leave young people feeling bored.

Staff promote contact for young people. This helps young people to maintain contact with people who are important to them.

How well children and young people are helped and protected: requires improvement to be good

Risk assessments are in place for young people. However, there has been an occasion when these were not followed. This resulted in a young person going missing and being at risk of harm. Risk assessments are not always updated accordingly and this means that the most current information in respect of young people is not always available to the staff working with young people.

Young people are provided with key-working sessions, which gives them an opportunity to express their wishes and feelings. However, not all young people are provided with the same consistency and there are still shortfalls in respect of young people being given support in key areas as identified in their care plans.

Staff use physical restraint as a last resort and adopt the organisation's de-escalation model known as playfulness, acceptance, curiosity and empathy (PACE) to engage young people and to help them manage their behaviours and emotions. There has been an occasion when a physical restraint was used to de-escalate an incident, although no record of this incident was recorded as required. This compromises the practice of staff and does not allow for managerial review and evaluation.

The effectiveness of leaders and managers: requires improvement to be good

The manager commenced employment with the organisation in June 2018 and has submitted an application to register with Ofsted.

Staff receive regular supervision. This means that staff are receiving feedback in respect of their practice on a regular basis. Some staff have not had their annual performance appraisal. The remainder are scheduled to take place during October 2018.

During this period, there have been no changes to the staff team. Although the provider still relies on the use of agency staff, the same core individuals are used within the home. This means that the young people are being afforded with consistency in respect of their care.

There have been improvements to the presentation of the home and there is a current plan of redecoration in place. The home is clean and presented as much more welcoming than observed at previous inspections. One young person said that, 'Staff are taking pride in the home.'

Young people do not always eat balanced and healthy meals. The manager has

previously highlighted that this is an area for improvement, although little progress has been made in respect of young people understanding and making informed choices when it comes to their dietary intake.

Although there are monitoring systems in place to evaluate the quality of care afforded to young people, at times this is not consistent.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: SC371723

Provision sub-type: Children's home

Registered provider: Educare Adolescent Services Limited

Registered provider address: Venture House, 12 Prospect Business Park, Longford Road, Cannock, Staffordshire WS11 0LG

Responsible individual: Tina Morten

Registered manager: Post vacant

Inspector

Sarah Junor-Fitzpatrick: social care inspector

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