

SC386430

Registered provider: Plus One (South West) Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care for up to two children who may have social, emotional and behavioural difficulties.

The manager has been in post and registered with Ofsted since 2013.

Inspection dates: 23 to 24 November 2021

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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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: 27 July 2021

Overall judgement at last inspection: Inadequate

Enforcement action since last inspection:

One compliance notice in relation to the quality and purpose of care standard and five requirements were made following the full inspection on 27 July 2021. A monitoring visit on 1 September 2021 found that the registered manager had taken sufficient action to address the points on the compliance notice and progress was continuing in respect of the requirements.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/07/2021	Full	Inadequate
13/05/2019	Full	Good
27/09/2018	Full	Good
18/12/2017	Full	Good

Inspection judgements

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

Since the full inspection in July 2021, progress for the two children living in the home is mixed. The children are doing well in some areas and not progressing so well in others. Despite an initial improvement and the attempts made by the staff to support the children, the staff have not been able to improve the outcomes for one child. The manager recognises the home can no longer meet the needs of this child and is working with the local authority to move this child out of the home. Whilst the ending of the placement is unfortunate, the child has enjoyed some positive experiences and built positive relationships with staff.

One child is making some progress with their education, despite not yet receiving a full timetable. Plans to improve this child's educational timetable are in progress.

Both children are encouraged to engage in a range of activities, for example boxing, shopping, and swimming, to broaden their experiences and feel like part of the community. However, staff have remained challenged when trying to engage one child in any activity including accessing therapeutic services. As a result, this child has not made progress in respect of their emotional well-being, physical health and in particular, their sleep pattern.

Staff arrange appropriate visits with family and friends and for both children. These visits have increased, enable them to meet with extended family and are reported by their social workers as positive.

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

There has been only one safeguarding incident since the previous full inspection. Records that capture the incident are detailed and comprehensive and there is management oversight.

Neither of the children have gone missing from the home since July 2021. Risk assessments and care plans are followed by the staff. As a result, both children are kept safe when in the community.

Most of the staff remain challenged by the behaviours of one child. This has resulted in some staff being repeatedly assaulted and insulted by the child. Records evidence the feelings of exhaustion by some staff because of these behaviours. That said, the staff demonstrate a reliance and commitment to support this child when they are most upset.

Team meetings and regular supervision provide the staff with opportunities to reflect and consider how better to safeguard the children.

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

Since the monitoring visit in September 2021, the manager and staff have continued to demonstrate a commitment to improving the outcomes for the children. However, despite the efforts made, both the staff and the manager accept one child's lack of progress is not good enough.

The home has been short staffed at times, due to illness and the need to increase the staffing ratio for one child. This has caused extra work for staff, including the manager. However, the staff spoke well of the support they have received from the manager throughout what has been a challenging period. Two social workers commented positively on the resilience of the staff team during this period.

The manager has continued to complete regular reviews of all practice and procedures and revise the action plan accordingly. The inspector found sufficient progress has been made to meet the remaining requirements. However, further time is required to develop the skill set of the staff, complete training to enhance the staff's practice and in particular, the improvement of children's outcomes in respect of behaviours.

The shortfalls identified during this inspection mean two new requirements are made. These relate to the positive relationships between children and staff and the quality and purpose of care. These requirements do not have an impact on the safety of the two children living in the home, and it is noted that one child is due to move out of the home in the coming weeks.

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 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 develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; strive to gain each child's respect and trust; that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(a)(ii)(iii)(viii)(b)) This specifically relates to the staff and registered manager continuing to embed the training they have received, to ensure they can build stronger relationships with the children.	28 January 2022
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;	28 January 2022

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—

help each child to understand and manage the impact of any experience of abuse or neglect.

that the care meets the child's needs.

(Regulation 6 (1)(a)(b) (2)(b)(v) (3)(b))

This relates to the registered manager ensuring the staff continue to have learning opportunities that will help them to reduce the levels of aggression displayed by one child.

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: SC386430

Provision sub-type: Children's home

Registered provider: Plus One (South West) Ltd

Registered provider address: The Mount, 21 High Street, Wellington, Somerset TA21 8QT

Responsible individual: Lou El Gilany

Registered manager: Amy Davey

Inspector

Linda Bond, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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