

SC399586

First 4 Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to two children who may have learning disabilities and emotional and/or behavioural difficulties. There are currently two children living at the home.

The home is run by a private company. The registered manager left in May 2021. A manager was appointed but left prior to registration. Since October 2021, the deputy manager 'acted up' until she left the organisation in January 2022. A new manager has since been appointed and is in the process of applying to be registered.

Inspection date: 10 February 2022

This monitoring visit

This visit was conducted in accordance with statutory guidance following the regulator receiving concerns from the local authority designated officer. This was in relation to care planning, staff conduct, and risk management of two children living at the home. The inspector followed the health and safety guidelines in respect of the COVID-19 pandemic.

The children living at this home have complex learning needs that include self-injurious behaviour, emotional dysregulation, autism spectrum disorder, and they are non-verbal. The children require consistency of care, structured routines and staff who have the necessary skills and experience to apply this support in their day-to-day care and practice. This has not always been the case and, as a result, the children have not received the high standard of care and nurture they require.

Concerns were raised with regards to the conduct and practice of three members of staff. Additional concerns were also raised around the supervision of the children and whether staff have rigorously followed the children's care plans. One child was observed to be alone in the back of the car when they should have been supported by a staff member. The provider has cooperated with the local authority to

investigate and address these concerns, and this visit reassured the inspector that agreed actions are being followed.

Two out of the three staff no longer work at the home, and the remaining staff member is receiving additional mentoring and guidance at another home. Risk assessments, behaviour support plans and care plans are well documented. Systems are now in place to ensure that staff have read and understood these documents. Additionally, they have been discussed in a team meeting and during individual supervision sessions.

New and existing staff have very recently undergone and refreshed their training in therapeutic play, attachment, and developmental trauma. However, it is too early to measure the effectiveness of this training as it is yet to be embedded into practice. That said, staff told the inspector that the training was informative and that it has given them a better understanding of the child's world.

The inspector is satisfied that staffing levels are suitable in the management of risk and harm. However, on occasions, the home would benefit from additional staffing as the children are not being exposed to community-based activities that require a higher staff ratio.

The home has experienced a period of instability with no consistent managerial oversight and leadership. Managers have come and gone, and some have lacked the necessary experience to meet the required regulation. Staff have felt unsupported and worn out due to the impact of the COVID-19 pandemic. Core staff have worked long hours and covered shifts during staff sickness. This is undoubtedly a contributory factor but inadmissible when caring for vulnerable children.

Not all requirements set at the last inspection have been explored at this visit. These will be reviewed at the next full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/08/2021	Full	Good
26/02/2020	Full	Good
14/08/2018	Full	Good
15/11/2017	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, 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 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; 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. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)(f))	24 September 2021
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and	24 September 2021

have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c))	
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. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b))	18 February 2022

Recommendation

- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs and should understand the key role they play in the training and development of staff in the home. Staff supervision must enable staff to reflect and act on how their own feelings and behaviour may

be affected by the behaviour of the children they care for. The registered person should debrief staff following a significant incident. ('Guide to the children's homes regulations, including the quality standards', pages 53 and 39, paragraphs 10.11 and 8.15)

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 Ofsted inspection.

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

Children's home details

Unique reference number: SC399586

Provision sub-type: Children's home

Registered provider: First 4 Care Limited

Registered provider address: 16 St Wilfrids Road, Bessacarr, Doncaster DN4 6AA

Responsible individual: Carolann Dodds

Registered manager: Post vacant

Inspector

Cath Sikakana, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit

www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2022