

SC400355

Registered provider: Social Care Services (Clayton) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private organisation. It provides care for up to three children with social and emotional difficulties.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on the 12 April 2021.

Inspection dates: 15 and 16 March 2022

Overall experiences and progress of children and young people, taking into account **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 provides effective services that meet the requirements for good.

Date of last inspection: 16 January 2020

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/01/2020	Full	Good
19/02/2019	Interim	Sustained effectiveness
31/07/2018	Full	Outstanding
11/01/2018	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children develop positive relationships with staff. They receive good care and support from a committed staff team. Children grow in confidence and self-esteem.

The home provides a family-oriented environment. Staff ensure that children develop a sense of stability. Children enjoy living at the home. Children are encouraged and supported to have a range of positive experiences during their time living at the home.

Children enjoy good health. Staff understand children's individual healthcare needs. They support children to attend appointments. This maintains children's physical and emotional health.

Staff motivate children to learn and encourage them to attend school. When a child's attendance at school becomes problematic, staff work with professionals to help children to continue learning at home or support them to return to education. As a result, children engage with learning and make progress.

Good arrangements are in place to support children to spend time with their families. Family time is facilitated by staff, even for children whose families live a considerable distance from the home. Staff work creatively to ensure that children have a sense of belonging and positive self-identity. Children are supported to maintain contact with family and other people who are close to them, when it is safe to do so. This work contributes to the stability of the children's placements.

Staff support children to express their wishes and feelings. This takes place through regular meetings and individual time with the manager. Children feel listened to and valued because of this. However, children are not routinely being offered the opportunity to read their records and plans.

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

Staff are trained in safeguarding. The training meets the needs of the children. However, safeguarding is not routinely discussed in one-to-one supervision, and practice matters are not always followed up in supervision as would be expected. Similarly, safeguarding matters are not always discussed in team meetings. Introducing this as a standing agenda item would provide opportunities for staff to discuss and learn about specific and wider safeguarding issues. The team meetings should also act as a vehicle for staff development regarding safeguarding and should ensure that the staff team has a shared understanding of roles and responsibilities.

Children know how to make a complaint. When they do, their complaints are taken seriously, investigated and addressed thoroughly.

Staff follow missing-from-care procedures well. They work with other professionals effectively, and they utilise the resources available to them to reduce the number of times that children go missing from the home. When children do go missing from the home, staff actively look for them. They support them to return safely to the home.

Recruitment records do not show attention to detail. This particularly relates to pre-employment checks and following up gaps in employment. Another example of a lack of adherence to safe employment practices relates to following up and risk assessing the reasons why staff have left previous employment. Consequently, there is a risk that unsuitable staff may be employed at the home to care for children.

Multi-agency safeguarding practice is good. However, one safeguarding incident was not reported to Ofsted in a timely manner. This was because of an oversight by the manager, who was under the impression that the notification had been sent, when in fact it had not been received by Ofsted. This prevents the regulator from having oversight of safeguarding practice to ensure that children are being safeguarded.

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

The registered manager is suitably qualified and experienced. He has the respect and commitment from the staff team. Staff feel well supported. The team is cohesive and has a shared sense of ownership.

Staff have regular supervision. Supervision is not recorded well. Supervisory discussions are repetitive, and they are not used to progress or challenge staff's development and learning. Safeguarding discussions are limited, and staff practice is not always referred to. This lack of reflective and developmental discussion limits the staff's ability to develop professionally.

The registered manager undertakes internal monitoring and has a development plan in place. The monitoring does not provide an oversight or demonstrate organisational understanding about the impact and effectiveness of care. Consequently, continuous improvement is not made.

The home has an up-to-date care review report. This report does not include consultation with relevant agencies or capture the children's views about their care. Consequently, the manager's ability to demonstrate learning from feedback from children, other professionals, stakeholders, parents and carers is impaired.

Although independent visits are taking place, the registered manager has not ensured that the independent visitor reports are submitted to Ofsted in a timely manner. This further restricts the regulator's oversight of the home.

The home is a safe, homely environment. The registered manager reviews and updates the environmental risk assessments, although it is not clear if these are

shared with the team. This impacts the team's understanding of its role and responsibilities. This fails to develop staff's duties and responsibilities.

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; 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. ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(2)(f)(g)(i)(ii)) This is with particular reference to ensuring that supervision and team meetings are used effectively to shape practice in the home, to address any concerns about staff practice and to ensure that staff are provided with consistently high-quality development and training.	31 May 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— 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)) This specifically relates to the manager ensuring that regulation 44 visits, together with their self-evaluations of the home, are used to improve the effectiveness of the home and the care children receive.	31 May 2022
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(a)(b)(c)(d))	31 May 2022

This specifically relates to having full employment history with satisfactory explanation of any gaps in employment, in writing.	
The registered person must ensure that an independent person visits the children's home at least once each month. The independent person must provide a copy of the independent person's report to— HMCI. (Reg 44 (7)(a))	31 May 2022

Recommendations

- The registered person should ensure that children are actively encouraged to read their records and to add further information to them. Children should be regularly reminded of their rights to see information kept about them and be given information about how they might be supported to access their records in later life. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.6)
- The registered person should ensure that they notify Ofsted and other relevant persons if one of the situations specified in regulation or if there is an incident relating to the protection, safeguarding or welfare of a child living in the home that the registered person considers to be serious. ('Guide to the Children's Homes Regulations, including the quality standards', page 63 paragraph 14.10)
- The registered person should ensure and have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure that the content and/or outcomes of supervision sessions reflect discussion on safeguarding issues which allows them to reflect on their practice and the needs and risks of children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.4)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection frameworks. 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: SC400355

Provision sub-type: Children's home

Registered provider: Social Care Services (Clayton) Limited

Registered provider address: 31 Shaw Rd, Heaton Moor, Stockport SK4 4AG

Responsible individual: Annabella Foulkes

Registered manager: Robert McEwan

Inspector

Thirza Smith, 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