

SC412687

Registered provider: Social Care Services (Clayton) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately run children's home. The home provides care and accommodation for up to three children who are not able to live at their family home.

The manager has been registered with Ofsted since October 2019.

Inspection dates: 14 and 15 March 2023

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 17 August 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/08/2021	Full	Good
23/10/2019	Full	Good
23/01/2019	Full	Good
21/09/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

There are two children currently living at the home. The manager makes sure that he receives as much information as possible prior to a child moving in, irrespective of whether it is a planned placement or one made in an emergency. This enables him to develop a placement plan that identifies the child's needs. These plans are kept under review and updated each month. They are written in an accessible way to enable each child to understand their individual plan and their goals and progress, and to contribute their views to their plans. Other professionals involved in the care of the children comment positively about the high level of care, commitment and support the children receive.

Staff's strong working relationships with other professionals enable children to receive consistent levels of care and support. However, children's progress is varied. Most children make progress in comparison to their individual starting points. Their achievements are celebrated in accordance with their individual needs, and staff regularly review their progress.

Two children previously living at the home had unplanned endings to their placements due to high levels of risk-taking behaviour and the requirement for specialist support. Although the endings were unplanned, staff supported the children to move on to placements that could meet their complex needs. The manager worked with agencies positively to make sure that information was shared and the moves were in the children's best interests. The manager and staff have taken time to reflect on these unplanned endings and have used this reflection to enhance further practice.

Healthcare needs are understood and supported well. All children are registered with community healthcare professionals and supported to attend appointments. When additional specialist healthcare provision is required, the manager ensures that this is supported.

Staff recognise the barriers that some children may have in relation to accessing education. Children who have previously had poor education attendance are supported to attend education provisions that meet their individual needs. As a result, both children currently at the home are accessing education and there are clear plans in place to continue to increase their attendance.

The home is a welcoming environment for children. The home has recently had a new kitchen fitted and the manager is waiting for new blinds to be fitted. Children are encouraged to personalise their bedrooms, and photos are displayed in communal areas of the home.

How well children and young people are helped and protected: good

Some children have difficulty forming positive attachments and display challenging and complex behaviours. Staff have received training in supporting these behaviours in a positive and reassuring way. They work in partnership with other agencies to manage risks that children may be exposed to in the community and behaviours displayed in the home. As a result, the children currently living at the home who have previously engaged in risk-taking behaviours have been supported to reduce these. Professionals reported that the staff implement effective strategies and up-to-date plans to improve children's behaviours. As a result, children are safeguarded effectively.

The manager ensures that any complaints or allegations are responded to in line with agreed policies and procedures. Since the last inspection, two complaints have been made. These were addressed and resolved in agreement with all concerned.

Staff rarely need to physically hold a child to keep them safe. When they do, records are lengthy and difficult to follow to establish at what time the actual intervention took place. This impacts on the manager's ability to monitor the incidents clearly and effectively. However, there is clear discussion and reflection during staff meetings to enable staff to improve their recording.

There had been an increase in missing-from-home incidents for two children previously living at the home. Staff work in partnership with other professionals and agencies tasked with safeguarding and responding to children who are missing from home. Professionals spoken with said that staff are proactive in finding children and supporting them to return home safely. However, records maintained by the home are lengthy and lack some clarity, meaning oversight is not as effective as it could be.

Recruitment and selection of staff are undertaken in accordance with safer recruitment practice and guidance. All visitors are required to show identification and to sign into and out of the home. This ensures that staff are aware of who is in the home and the purpose of their visit.

Regular health and safety checks are undertaken. Children and staff know what to do in the event of a fire and take part in fire drills and evacuation of the building. However, at times, fire doors are wedged open and this places children and staff at risk of harm in the event of a fire.

The effectiveness of leaders and managers: good

The home is managed by an experienced and qualified manager who has high expectations and aspirations for all children. External professionals spoken with as part of this inspection were highly complimentary regarding the commitment of the manager and staff to the children. This includes effective and comprehensive communication and updates, attendance at all meetings in relation to children and the desire for them to succeed. One social worker said, 'I could not have asked for a

more welcoming and supportive placement for [name of child]. Despite the many challenges [name of child] presented, the manager and staff were consistent in their care and support.' A school representative stated that the manager went 'over and beyond' to make sure the child was supported with their transition to college.

Since the last inspection, there have been some changes in the staff team. However, a core and consistent staff team provides individualised care and support to the children. The home does not use agency staff, as the manager recognises the negative effect that this can have on children. Gaps in rotas are filled from within the team. Staff undertake additional shifts to provide continuity for children.

All staff complete mandatory training within agreed timescales. Their practice is underpinned by regular supervision and staff meetings, which are also used to provide additional training, for example around county lines and child sexual exploitation. Staff also receive annual appraisals to further reflect on their practice.

The manager uses information from the monthly independent visitor's report to further improve practice and outcomes for the children. He also completes his own internal monitoring. However, he has not always had clear oversight and has missed some information in relation to recording within documentation. He recognises that this is an area for further development to ensure a more robust oversight of all documentation.

The home is operating in accordance with its statement of purpose. This document is kept under review and a copy has been submitted to Ofsted in accordance with regulation.

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 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 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)(b)) This is specifically in relation to following the missing-from-home policy and procedure with regard to making and maintaining clear records that are concise.	1 June 2023
If the Regulatory Reform (Fire Safety) Order 2005(1) applies to the home— the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(a)(b)) This is specifically in relation to ensuring that fire doors remain closed at all times.	1 June 2023
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—	1 June 2023

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))	
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Recommendation

- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection 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: SC412687

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: Rebecca Doherty

Registered manager: Marcus Phipps

Inspector

Sarah Oldham, Social Care Inspector

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