

SC423442

Registered provider: Care Management Solutions Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private provider. It provides care for up to five children who may experience social and emotional difficulties.

The manager registered with Ofsted in December 2023.

At the time of the inspection, three children were living in the home.

Inspection dates: 1 and 2 October 2024

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: 3 May 2023

Overall judgement at last inspection: good

Enforcement action since last inspection:

An assurance inspection was carried out on 27 November 2023. Ofsted identified serious and widespread concerns in respect of the leadership and management arrangements in the home, meaning that the help and protection of children were compromised. Requirements were made under regulation 5, engaging with the wider system to ensure children's needs are met, regulation 12, the protection of children standard and regulation 13, the leadership and management standard.

A monitoring visit was carried out on 19 March 2024, after Ofsted received a whistle-blowing complaint. The provider had taken sufficient action to ensure that improvements and positive developments had been made since the assurance inspection. The requirement under regulation 12 was met. Requirements under regulations and 5 and 13 were restated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/05/2023	Full	Good
22/06/2022	Full	Good
23/03/2022	Full	Requires improvement to be good
10/03/2020	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

All three children were spoken to during the inspection. All children said that they like living in the home. They said that they are happy and that they 'love' the staff. The children and staff come together for their evening meal in the dining room. This creates a family-like environment. This shared time encourages open communication, positive relationships and a sense of belonging for the children.

All children living in this home are making progress in education, and their attendance has increased. One child has completed their GCSE's and has started college. One education professional said, 'Since moving into the home, [name of child] is more able to focus on lessons. The change is amazing.' When children are struggling to attend education, the staff put appropriate incentives in place to encourage them.

Improvements and developments are starting to be visible in the language used in children's records. Specialist training has been provided to the staff, emphasising the importance of using child-friendly language that is sensitive to the children's individual needs. The staff write records directly to the children in a story-like manner. This approach is helpful to children. It provides an insight into their day that is easy for them to understand.

Children are supported to spend time with their families and people who are important to them. The staff build positive relationships with the children's families, ensuring that the children are supported to spend quality time with them. Children are also supported to spend meaningful time with their friends, such as by going to youth clubs. This strengthens the children's support networks away from the home and increases their overall well-being.

While there is a warm and homely feel to the home, the kitchen and lounge area are locked at night. At these times, the children are required to ask the staff for access. The staff leave food and drinks in the dining room for the children to snack on if they wish. This creates an unhomely feel and is not in keeping with the overall ethos of the home.

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

Staff have supported children with overcoming significant incidents in their lives, such as bereavement, loss and past trauma. The staff provide the children with appropriate care and guidance. The children are encouraged to access support from external services, such as mental health workers and therapeutic social workers. This is helping to build children's resilience and improve their self-esteem.

Children are supported to take safe, age-appropriate risks, such as spending time away from the home with friends, using their mobile phones and navigating the internet. The staff complete regular safety checks to ensure that children continue to engage in these

activities safely. This is helping the children to build their independence skills while maintaining their safety.

Missing-from-home episodes have decreased in this home. This is because the staff know the children well. If a child does not come home, staff know where to find them. The staff are proactive in looking for missing children, and they are successful in supporting the children to come back to the home. Appropriate incentives are in place to encourage the children to return home on time. These positive reinforcement strategies help to promote responsibility, routine and a sense of achievement for the children.

It is not always evident that children have been spoken to following a negative consequence. While there have been improvements and efforts made to implement restorative approaches, this practice is still in the early stages of development within the home and requires further embedding. Restorative approaches are beneficial in helping children to learn from their actions.

The effectiveness of leaders and managers: good

There have been noticeable improvements in the leadership and management of the home. The manager has taken effective action to address the previous requirements, and has implemented effective monitoring systems. This ensures that any shortfalls are promptly identified and addressed.

The manager is open, honest and transparent in her approach. She demonstrates an understanding of the team's strengths and the areas in need of improvement. She takes a proactive stance to staff development. Her management of the home ensures that any challenges are swiftly addressed, with a continuous emphasis on enhancing the children's quality of care.

The staff speak positively about both the manager and deputy manager. The staff say that the managers make them feel valued and appreciated in their roles. The staff are encouraged to share their ideas. They have faith that the managers will consider their views, with the children's best interests in mind. As a result, the children live in a home that has a positive and happy atmosphere, adding to the family-like feel of the home.

Professionals say that communication is a strength of this home. They report that the manager appropriately challenges external services to ensure that children receive the right support. The manager is seen as a strong advocate for the children, and the children are aware of this support from her. This reinforces the children's sense of being supported and cared for. One child said, '[Name of manager] is a great manager.'

Not all staff are aware of the policy regarding personal relationships in the home, such as family members working together. While a policy is in place, it lacks clarity on the procedure for raising concerns about staff members who have a personal relationship with more-senior colleagues. Implementing clear guidance on managing personal relationships would ensure that professional boundaries are maintained..

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person must take to meet The Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person must comply within the given timescales.

Requirement	Due date
The quality and purpose of care standard is that children receive care from staff who— 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— protect and promote each child's welfare; provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6 (1)(b) (2)(ii)(vii)) In particular, the registered person must ensure that the children can access the home's lounge and kitchen appropriately.	13 November 2024
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. 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 which includes—	13 November 2024

the name of the child;

details of the child's behaviour leading to the use of the measure;

the date, time and location of the use of the measure;

a description of the measure and its duration;

details of any methods used or steps taken to avoid the need to use the measure;

the name of the person who used the measure ("the user"), and of any other person present when the measure was used;

the effectiveness and any consequences of the use of the measure; and

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.
(Regulation 35 (1)(a)(b) (2) (3)(a)(i)(ii)(iii)(iv)(v)(vi)(b)(i)(ii)(c))

In particular, the registered person must ensure that children's consequence records are up to date and comply with regulations and associated guidance.

Recommendation

- The registered person should maintain good employment practice. In particular, they should ensure that all staff are aware of the policy that is in place for relatives working together, and consider the safety and welfare of children in these circumstances. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: SC423442

Provision sub-type: Children's home

Registered provider: Care Management Solutions Limited

Registered provider address: 57 Lydgate, Lepton, Huddersfield HD8 0LT

Responsible individual: Rebecca Halliwell

Registered manager: Kay Thomason

Inspectors

Jo Birtwhistle, Social Care Inspector

Rachel Moore, Social Care Inspector

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