

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 privately owned. The home is registered to provide care and accommodation for up to five children or young people irrespective of gender. The home has an acting manager who has been in post since December 2019.

Inspection dates: 10 to 11 March 2020

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **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: 22 May 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/05/2018	Full	Good
30/01/2018	Interim	Improved effectiveness
07/11/2017	Full	Good
28/02/2017	Full	Requires improvement

Inspection judgements

Overall experiences and progress of children and young people: good

Children and young people live in a calm, nurturing and comfortable home. They have opportunities to enjoy life and have fun. Staff give children and young people a good standard of personalised care that is making a positive difference to their lives.

Children and young people attend school and make good progress with their learning, taking into account their starting points. Staff maintain highly effective partnerships with the providers of young people's education to support their educational achievement.

Children and young people take part in a wide range of fun and stimulating activities. They identify pursuits that they would like to try with staff and have opportunities to do new things which they enjoy.

Children and young people have weekly meetings and are consulted about their care by staff. Children and young people have input into the running of the home and can decorate their personal space to liking. One young person was asked, prior to her admission to the home, about how she wanted her bedroom to look. This approach helps children and young people feel welcome and able to develop a sense of belonging.

Children and young people currently living at the home experience stability. However, not all new admissions to the home have been successful. This is because the manager has not accessed full information to support the matching process. Consequently, some placements have ended prematurely.

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

Staff demonstrate a good knowledge and understanding of safe working practice. The use of clear risk assessment, effective behaviour management strategies, and proactive safeguarding practice, promote the safety and well-being of children and young people. The manager maintains effective partnerships with the police and other safeguarding agencies to ensure young people are safeguarded, supported and protected effectively.

Incidents of missing from care are managed well, and staff follow multi-agency guidance to support children and young person's safe return. Clear records provide the reader with a good insight into any incidents. This helps inform practice and reduces the likelihood of re-occurrence

Meaningful discussions with the staff and children and young people follow any significant incidents. This affords them the opportunity to discuss their wishes, views and concerns in a safe space. This supportive approach gives children and young people the opportunity to reflect on their behaviours and make positive changes.

Staff carry out fire evacuation drills routinely. However, some records are unclear; as such, the manager cannot be assured that all new staff, children and young people have been present when a fire drill has taken place. This means that staff, children and young people maybe unprepared as to how to leave the home should there be an emergency.

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

The acting manager has been in post since December 2019. The appointment of the acting manager has provided the staff, children and young people with stability and clear direction. The manager is working hard to embed new systems and drive forward improvements.

The acting manager is ambitious and works well with the deputy manager. Together, they have high aspirations for the children and young people and have implemented positive changes to the operation of the home. As a result, children and young people experience improved outcomes.

The acting manager is aware of the strengths and areas for development within the home. She regularly reviews the workforce development plan and has systems in place to enable her to have some oversight of the practice and development of staff. However, these systems are not yet fully effective. For example, not all staff have received regular supervision. This hinders the acting manager's ability to maintain a thorough oversight of care practices.

Systems are in place to monitor the progress of the children and young people. However, managers have not used the six-monthly review of the quality of care and monthly independent inspections to help develop standards of care and set out the plans to improve the service clearly. Furthermore, the six-monthly reports have not been submitted to Ofsted as required by regulation.

The acting manager has developed effective relationships with professionals to ensure that children and young people's plans are progressed and that they have positive outcomes now and in future. The manager also ensures that children and young people can access specialist services, such as child and adolescent mental health services and youth offending teams.

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— 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) and (2)(f))	30/06/2020
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14(1)(a)(b) and (2)(a))	30/06/2020
The registered person must ensure that all employees— receive practice related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33(4)(b)(c))	30/06/2020

In particular, ensure that staff have regular supervision to support them with their practice and development.	
The registered person must complete a review of the quality of care provided for children (“a quality of care review”) at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45(1) and (2)(a)(b)(c)(3)(4)(a)(b)(5))	

Recommendations

- Children’s homes must comply with relevant health and safety legislations (alarms, food hygiene etc.). (‘Guide to the children’s homes regulations including the quality standards’, page 15, paragraph 3.9)

In particular, ensure that clear records are maintained following fire evacuation drills.

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

Responsible individual: Rebecca Halliwell

Registered manager: Post vacant

Inspector

Noel Cooper, social care inspector

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