

SC423442

Registered provider: Care Management Solutions Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home is registered to provide care for up to five children.

The manager registered with Ofsted in October 2020 and is suitably qualified.

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 12 April 2021.

We last visited this setting on 22 February 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

Inspection dates: 23 and 24 March 2022

Overall experiences and progress of children and young people, taking into account	requires improvement to be 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	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 10 March 2020

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/03/2020	Full	Good
22/05/2018	Full	Good
30/01/2018	Interim	Improved effectiveness
07/11/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Not all children receive care that is sensitive and responsive to their ethnicity and culture. For one child, staff have not helped them to retain their primary language and identity. This could mean that they experience difficulty in later life developing a clear sense of who they are. As a result, they may not develop a secure sense of identity and positive self-image.

Children are supported to be healthy. Staff ensure that children's health needs are met. They ensure that the children's diet is balanced and support them to attend routine medical appointments. This helps children to learn the importance of staying healthy.

Children access education that is tailored to their individual needs. Staff understand the value of education. They promote children's learning through a range of informal activities and formal education. Informal learning activities include visits to the museum and playing board games with staff. This encourages children to develop a positive attitude towards their learning.

Children have positive relationships with staff. This is because staff create opportunities to spend increasing lengths of time with children. For example, staff do arts and crafts with the children, and they go on walks together and on trips to the seaside and the cinema. This means that children participate in activities that help them to increase their confidence and make happy memories.

Children know how to make complaints and are confident to speak to staff should they need to. Regular meetings are held that help children to express their wishes and feelings. When children make complaints, these are thoroughly investigated. This assures children that their views are important.

Children learn skills that will help them when they move away from the home. These include practical skills, such as shopping, cleaning, budgeting and cooking. Children are encouraged to widen their social circle and develop age-appropriate friendships. This will help them to feel connected and prevent loneliness in the future.

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

Children live in a safe environment. Staffing levels are appropriate, which ensures that children receive the required supervision and support. All staff have received safeguarding training and know how to raise safeguarding concerns. This means that children are supported by staff who can protect them effectively from harm.

Staff complete detailed risk assessments and behaviour support plans. These documents are clear and enable staff to understand each child's risks and

vulnerabilities. There are clear strategies and guidance on what actions staff should take to respond to risk. Staff work in partnership with other professionals to ensure that children's risks are managed effectively. This approach to risk management strengthens effective safeguarding arrangements for children.

Physical intervention is only used when this is intended to safeguard children from harm. Following incidents, reflective discussions are held with children in a timely manner. Staff discussions are also conducted swiftly. Furthermore, the manager has good oversight to ensure that the physical interventions are appropriate. This practice helps to keep children safe.

Safer recruitment protocols are followed when considering the appointment of new staff. The manager ensures that staff identification documents and Disclosure and Barring Service checks are completed. Any gaps in employment and references are verified. These robust checks help to reduce the risk of harm to children.

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

The manager uses an impact risk assessment when matching children to the home. These assessments do not routinely consider how staff are going to promote each child's identity and cultural needs. This practice does not ensure that children receive holistic and personalised care. For one child, this lack of careful consideration has contributed to their identity and cultural needs not being met. This has impacted on the effectiveness of the leadership and management of this home.

The manager has an internal monitoring system to identify practice shortfalls. However, on occasion, this is not effective. There are some key documents in children's case records which do not show who completed them. This shortfall does not promote accountability.

New permanent staff have joined the team and most of them have experienced a good induction. Staff feel supported to undertake their roles. They benefit from consistent reflective supervision. However, a review of documents shows that only three supervision sessions have been recorded for the manager in the last 12 months. This does not evidence that the manager receives adequate support to run the home efficiently.

The manager responds well to the feedback from the independent person. Any recommendations are discussed in team meetings with staff. Plans are put in place to address the recommendations quickly. This approach helps to drive forward improvements in the home.

Liaison with other agencies is effective. The manager has regular contact with teachers and social workers. This helps to foster improved communication between the home, social workers and teachers. These close relationships ensure that children receive the help they need to achieve better outcomes.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; 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— ensure that staff— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(b)(iv))	29 April 2022
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))	29 April 2022

Recommendation

- The registered person should ensure that records are kept of the content and/or outcomes of supervision sessions and that both the person giving the supervision and staff member have a copy of the record. ('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 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: Melanie Kenworthy

Inspector

Evelyn Chafota, Social Care Inspector

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