

SC423617

Adecyn Children's Homes Limited

Monitoring visit

Information about this children's home

This home is operated by a private company. It is registered to provide care for up to three children who experience social and emotional difficulties.

The interim manager has been in post since 27 July 2024. The provider is in the process of recruiting a permanent manager. The home has not had a registered manager since June 2022.

Inspection date: 14 August 2024

This monitoring visit

Ofsted last visited the home to undertake a full inspection on 24 and 25 July 2024. The inspector found serious and widespread failures in relation to keeping children safe and in the leadership and management of the home. As a result, Ofsted issued a compliance notice under regulation 13 (the leadership and management standard).

The purpose of this monitoring visit was to review the provider's progress in regard to the compliance notice. The inspector found that the provider had taken sufficient action to address the steps outlined in the compliance notice.

Since the full inspection, the previous manager and some staff have left the home. The previous manager had suggested that they would write a letter to the children to say goodbye. However, this has not happened. One child's emotional well-being has been affected because they did not have the opportunity to say goodbye to the manager. The child said that they feel unsupported by the new manager and staff, and, as a result, they said they feel alone.

The staff team is now stabilising, and staff report that they feel happier about how the home is being managed. They feel more supported in their roles and the home is using less agency staff. As a result, children are receiving better care which is more consistent.

Staff have been supervised and managers have reviewed staff's skills and experience. This has been incorporated into each staff member's individual development plan.

Senior managers have reviewed the training delivered to staff. They recognise that online training is not adequate to equip staff with the skills and knowledge they require to meet children's needs. The responsible individual has sourced an external trainer. The trainer plans to deliver safeguarding children training face-to-face with staff. However, there is no training plan in place in relation to the individual needs of children. All staff have now received training around physical restraint. They have also attended a team meeting which focused on reporting and recording.

The organisation's therapist visits the home to support children's emotional and mental well-being. They are also supporting staff development by encouraging staff to reflect on their practice.

There have been improvements in the monitoring and oversight of the service. The provider has recruited a new independent visitor. The manager does have some oversight of the day-to-day care children receive. This is evident in their oversight of daily recordings and incident records. Shortfalls are identified and appropriate action is being taken to improve practice. However, management monitoring systems are not yet embedded or used consistently.

Senior managers have provided the new manager with supervision. They have also undertaken an audit of the home. This identified some shortfalls in management oversight. However, it is not clear how the audit has been used to improve the manager's oversight and monitoring of the home. It is also unclear whether senior managers have reviewed the home's action plan.

The home environment has improved and, in particular, children's bedrooms. Each child's personality and interests are evident in the decor of their bedroom. Some children have chosen colours and have helped staff to furnish each room in the home.

Since the full inspection, incidents in the home have reduced. The approach used by staff to de-escalate children's behaviour is improving. The use of physical intervention has significantly reduced.

Allegations and complaints made by children have been investigated. However, the recording of this information is not clear. Records also contain inaccuracies. Practice issues in relation to the previous manager have not been fully investigated. This compromises the external scrutiny of the home.

Consultation with children is improving. The manager has considered children's views in relation to how they want staff to respond to them, in particular when they are feeling upset or anxious. Staff have also done work with children about their

emotions and feelings. This has helped children to recognise and better communicate their feelings and emotions.

Children are enjoying activities and trips away, such as trips to the beach and a weekend break. They have enjoyed trips to a theme park and a football stadium. One child has also joined a local football team, recently making their debut. Their social worker is positive about the changes in the home.

Requirements raised at the last inspection (with the exception of the requirement made under regulation 13) were not explored as part of this monitoring visit and will be reviewed at the next inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/06/2024	Full	Inadequate
10/07/2023	Full	Requires improvement to be good
23/11/2022	Full	Good
20/07/2021	Full	Good

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, The 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 with 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 the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child. (Regulation 6 (1)(a)(b) (2)(c)(i)) In particular, the registered person must ensure that the children's home is a safe, nurturing and supportive environment that meets the needs of children.	2 September 2024
The children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— ascertain and consider each child's views, wishes and feelings, and balance these against what they judge to be in	2 September 2024

the child's best interests when making decisions about the child's care and welfare; help each child to express views, wishes and feelings; help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; regularly consult children, and seek their feedback, about the quality of the home's care; has access to the home's children's guide, and the home's complaints procedure, when the child's placement in the home is agreed and throughout the child's stay in the home; and is given appropriate advocacy support; keep the children's guide and the home's complaints procedure under review and seek children's comments before revising either document. (Regulation 7 (1)(c) (2)(a)(i)(ii)(iii)(iv)(ii)(iii)(c)) In particular, the registered person must ensure that any complaints made by children are taken seriously and responded to and that any action taken ensures that children feel listened to. In addition, that children are supported to understand and process their feelings of loss due to staff frequently leaving.	
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 staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe;	2 September 2024

have the skills to identify and act upon signs that a child is at risk of harm;

manage relationships between children to prevent them from harming each other;

understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;

take effective action whenever there is a serious concern about a child's welfare; and

are familiar with, and act in accordance with, the home's child protection policies;

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;

that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health; and

that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(d)(e))

In particular, the registered person must ensure that staff protect children from harm. They must understand their roles and responsibilities to protect children and take action to prevent children from being harmed.

The registered person must ensure that children's risk assessments contain accurate information about known risks and clear guidance for staff to follow to keep children safe.

The registered person must ensure that they speak to all children living in the home after incidents occur, to ascertain their views, wishes and feelings. They must ensure that children's experiences are listened to, and that action is taken to ensure they are adequately supported.

The registered person must review the home's safeguarding policy. This must include reviewing the approach to children's complaints and allegations, as well as the quality of recording internal investigations of staff practice.

The registered person must ensure that they take every precaution to prevent the risk of fire in the home. This requirement was made at the last inspection and is restated.	
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; ensure that staff have the experience, qualifications and skills to meet the needs of each child; demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(a)(c)(g)(ii)(h)) In particular, the registered person must ensure that the quality of care children receive is continuously monitored. This includes developing consistent, effective monitoring and review systems, including consulting with children about their experiences. The registered person must ensure that staff receive adequate training which equips them with the skills to meet the needs of the children they care for. They must ensure that the effectiveness of training in staff practice is monitored and evaluated. This requirement was made at the last inspection and is restated.	11 August 2024

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; that arrangements are in place to— ensure the effective induction of each child into the home; manage and review the placement of each child in the home; and that each child's relevant plans are followed; that the child's placing authority is contacted, and a review of that child's relevant plans is requested, if the registered person considers that the child is at risk of harm or has concerns that the care provided for the child is inadequate to meet the child's needs. (Regulation 14 (1)(a)(b)(2)(a)(b)(i)(ii)(d)(f)(i)) In particular, children's needs must be thoroughly considered prior to them moving into the home. The needs of children already living in the home must be considered, as well as the stability and sufficiency of the staff team and their skills. In addition, managers and staff must ensure that they encourage positive relationships between children as soon as they move in. Children's emerging needs should also be considered throughout their time living in the home.	2 September 2024
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—	2 September 2024

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. (Regulation 35 (1)(a)(b) (2)) The registered person must ensure that there is an effective behaviour management policy which is in children's best interests. They must ensure that staff understand their roles and responsibilities when responding to children's behaviour.	
An individual may only carry on a children's home if the individual satisfies the requirements in paragraph (5). An individual may only carry on a home with another individual or other individuals, otherwise than in a partnership, if that individual and each other individual satisfies the requirements in paragraph (5). A partnership may only carry on a home if each partner satisfies the requirements in paragraph (5). An organisation may only carry on a home if— each director of the organisation, except for a director who is the responsible individual, who is involved in the carrying on of a home by that organisation satisfies the requirements in paragraph (6); and The requirements are that— the individual is of integrity and good character. A responsible individual must— satisfy the requirements in paragraph (5)(a) to (c); and have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (1) (2)(3)(4)(i)(5)(a)(7)(a)(b))	2 September 2024

The registered person must appoint a suitably experienced and qualified person to manage the home. They must also ensure that the appointed responsible individual has adequate oversight of the home and the skills to take effective action to improve the quality of care children receive.	
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; a child protection enquiry involving a child — there is any other incident relating to a child which the registered person considers to be serious. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter; must be made or confirmed in writing. (Regulation 40 (4)(a)(b)(d)(e)(5)(a)(i)(ii)(iii)(b)) In particular, the registered person must ensure that all serious events are notified to Ofsted and all other relevant professionals. They must ensure that they provide the full details of these events in a timely manner.	2 September 2024

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 which is non stigmatizing. (Guide to the

Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC423617

Provision sub-type: Children's home

Registered provider: Adecyn Children's Homes Limited

Registered provider address: 9 Summerfield Road, Wolverhampton, West Midlands WV1 4PR

Responsible individual: Post vacant

Registered manager: Post vacant

Inspector

Sarah Berry, Social Care Inspector

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