

SC423617

Registered provider: Ade cyn Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

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 manager has been in post since 18 July 2023 and has applied to register with Ofsted.

Inspection dates: 24 and 25 June 2024

Overall experiences and progress of children and young people, taking into account	inadequate
---	-------------------

How well children and young people are helped and protected	inadequate
---	------------

The effectiveness of leaders and managers	inadequate
---	------------

There are serious and/or widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded and/or the care and experiences of children and young people are poor and they are not making progress.

Date of last inspection: 10 July 2023

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/07/2023	Full	Requires improvement to be good
23/11/2022	Full	Good
20/07/2021	Full	Good
19/11/2019	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: inadequate

There are widespread failures in safeguarding practice and in the leadership and management of the home. This hinders and compromises children's experiences and progress.

At the time of the inspection, three children were living at the home. All the children were seen and spoken to by the inspector. Since the assurance inspection in January 2024, one child has moved in, and no children have moved out of the home.

Children's experiences when they move into the home are poor. Leaders and managers do not thoroughly consider or prepare well for children's needs and known risks before they move in. Leaders and managers do not consider the sufficiency or the skills of the staff team. For example, one child moved in when the home was understaffed. Children already living in the home are not supported to prepare for new children moving in. This has had a detrimental impact on the emotional well-being of all children living in the home.

Incidents in the home have increased. One child said they do not feel safe when incidents occur. They said they stay in their bedroom. They also said that, on occasion, when out on an activity, they are unable to return to the home, due to incidents taking place. Staff do not always speak to all children after incidents. This leaves children feeling worried and anxious because they do not know what is happening.

One child's move into the home was poorly managed. They have not been able to personalise their bedroom. This does not support them to develop a sense of belonging. Their bedroom is bare and uninviting. There are no curtains or child-friendly decor, which adds to the unhomely feel of their bedroom.

Some staff have formed positive relationships with children. However, since the last inspection, most staff have moved on or are absent from work long term. Some staff have left without saying goodbye. Despite significant changes, children have not been supported to process this loss. The impact on children's emotional stability and their ability to trust is profound. One child said they are in fear about who is going to leave next.

Children are not always listened to. When one child raised concerns about a staff member's unsafe driving, managers failed to investigate the concerns adequately. The child felt unsupported and did not feel assured that their views are important and are taken seriously.

The home lacks a homely feel. For example, the walls are grubby in places and paint has peeled off the woodwork. Some of the doors to communal rooms have locks, which gives the home an institutional feel. There were also concerns about the fire safety

arrangements in the home. The manager took immediate action to address these concerns during the inspection.

Children say they like living in the home. One child said they like the home because people talk to them. All the children are engaged in education.

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

Managers and staff do not always take appropriate measures to safeguard children. The manager does not share accurate information with external professionals about children's safety. For example, one child had displayed self-injurious behaviour. However, the details of this were not shared accurately with the child's social worker. This compromised the social worker's oversight and decision-making.

Guidance in children's risk assessments is insufficient and inaccurate. Consequently, staff practice is inconsistent because they are unclear about their responsibilities. This is exacerbated by the frequent changes in staffing. Weak guidance and poor staff practice leave children vulnerable to harm. During one incident, a child who needed supervision when spending time outside the home, went to the park with staff. Unbeknown to staff, the child left the park and returned home. The staff member was not aware that the child had left the park until staff at the home contacted them.

Staff do not report safeguarding concerns in a timely manner. One staff member reported that they had observed a staff member raising their hand to a child. This was alleged to have occurred two days before. Once aware, managers took appropriate action to ensure children were safe.

Staff do not respond to children's behaviour effectively. This is because not all staff understand children's needs. Incidents escalate quickly. Children are left feeling frustrated and distressed as a result. Staff do not intervene to prevent children's behaviours impacting on one another. This has led to children hurting one another and staff.

Staff do not respond appropriately to children's needs. This is because they lack knowledge and skills. Staff are restrictive in their practice. They stand in front of children to block their movements, which causes children to feel frustrated. The recording of physical restraint is not always completed promptly. This compromises the manager's oversight.

Agency staff work in the home. The manager does not liaise effectively with the agency when there are concerns about staff practice. After one incident of concerning practice, an agency staff member returned to work in the home. The manager did not speak to them about their practice. There was no agreed plan to monitor their practice. This does not ensure that children are protected from harm.

The effectiveness of leaders and managers: inadequate

The home is not being led or managed effectively. The home has not had a registered manager since June 2022. The responsible individual has recently left the organisation. There are frequent changes in the staff team, meaning that children do not receive continuity of care. The current manager and deputy manager are leaving the organisation.

The staff team is unstable and morale is low. Due to a lack of staff, the manager often works directly with children. This prevents them from having effective management oversight.

The care children receive is not in line with the home's statement of purpose. The manager does not monitor children's care plans to ensure their needs are met. For example, one child's progress in relation to their independence has regressed. Staff have not supported them to undertake tasks such as their weekly shopping. As a result, the child has not been eating well. The manager has not recognised this and has not taken any action.

Children receive care from staff who are inexperienced and not sufficiently skilled. Staff are provided with some training. Managers do not measure the effectiveness of any training and lack an understanding of staff's skills. Staff lack skills and knowledge, and this results in children receiving care from staff who do not understand their needs.

Management monitoring and oversight of the home are poor. For example, the manager does not speak to all children after incidents in the home. They do not identify any impact on them and therefore children are left feeling scared. One child said they feel 'unsafe' when incidents occur in the home.

Record-keeping practice in the home varies. Some records are inaccurate, lack detail and contain language which could be stigmatising. As a result, it is not always clear what action staff take after a significant incident. Records are not always completed swiftly after incidents. This causes delay in the manager speaking to children about them. Consequently, the manager's review of these incidents is not always effective.

The manager does not notify external professionals of all significant events. This compromises the external scrutiny of the home.

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 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— 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 work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; ensure that the home's workforce provides continuity of care to each child; 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; 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	11 August 2024

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)(b)(c)(d)(e)(f)(g)(ii)(h)) In particular, the registered person must ensure that there is effective management oversight of the home. They must ensure that the quality of care children receive is continuously monitored. This includes senior oversight of children's care plans and how they are being implemented and monitored by the manager and staff. The registered person must develop effective monitoring and review systems. They must ensure that staff understand the quality of care to be provided to children and their experiences and take swift action to address any identified shortfalls. 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.	
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 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.	2 September 2024
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—	2 September 2024

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;

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 ensure 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 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	2 September 2024

they move in. Children's emerging needs should also be considered throughout their time living in the home.	
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. (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.	2 September 2024
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	2 September 2024

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)) 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; 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(1)(a)(b)(d)(4)(a)(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

*These requirements are subject to a compliance notice.

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 and the use of non-stigmatising language. ('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: SC423617

Provision sub-type: Children's home

Registered provider: Ade cyn 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

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024