

SC444681

Registered provider: YMCA Robin Hood Group

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and run by a local charitable organisation. It provides care for up to three children with social and emotional difficulties who may also have complex needs.

The registered manager post is currently vacant. There is an interim acting manager in place.

Inspection date: 23 November 2022

Date of last inspection: 28 June 2022

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

Improvements have been made to how staff consult children to find out their views and feelings and children are encouraged through regular meetings. However, children's views and feedback regarding their care plans and progress are not recorded.

Children enjoy good health. They are supported to take responsibility for their routine health needs. Tailored conversations between children and staff support children's physical and emotional well-being. Staff respond appropriately to any health concerns children have. As a result, each child's health needs are understood and addressed.

Children enjoy a wide range of activities and experiences. One child regularly attends the local youth club and Scouts. This helps them to develop their confidence and self-esteem.

Children have good school attendance, and this is encouraged by staff. Staff work with education providers to support children. As children become older, staff support them to prepare for adult life. As a result, children engage well with their learning and development and make progress.

The safety of children

Some incidents in the home have not been managed well. Staff lack sufficient skills and knowledge of children's behaviour and are not provided with the strategies to manage behaviour positively and effectively. There have been instances when staff have not used de-escalation and distraction methods effectively to promote positive behaviour. Some staff members fail to demonstrate a nurturing approach or response to children. This limits the effectiveness of actions to prevent further episodes.

Safeguarding is not discussed in staff members' one-to-one meetings with their supervisor. Also, safeguarding matters are not discussed in team meetings. This limits the opportunities for staff to share practice and to agree joint strategies for managing incidents, and prevents the development of a shared understanding of their roles and responsibilities.

Safeguarding incidents are not a regular occurrence in the home but, when they do happen, they are not always dealt with effectively. The way children are safeguarded is not yet good. However, there are no serious shortfalls in the safe care of children at the home.

The staff team has recently completed training in a therapeutic model of care. This supports staff to understand the children better and provide consistent care. Once embedded, this will enhance staff practice.

Children have positive relationships with the interim manager and staff. Children know how to make a complaint. When they do make complaints, these are taken seriously, and investigated and addressed. This supports staff in keeping children safe.

Individual work is carried out with children to discuss important topics. The sessions are purposeful and are informed by agreed behavioural targets. As a result, children are starting to make progress with their behaviour.

The effectiveness of leaders and managers

There have been no consistent management arrangements since May. Currently, an inexperienced interim manager is in place, who has yet to register.

Several statutory requirements and a recommendation were set at the home's last inspection. Following that inspection, leaders and managers devised a detailed action plan and have begun to address each shortfall. Progress in addressing the shortfalls has been slow. The action plan has not been reviewed regularly. Consequently, some areas requiring improvement are not addressed and opportunities to make improvement are missed.

The interim manager is able to reflect on the areas for development in the home, and she is trying to address these. The home is being run in accordance with the statement of purpose. The interim manager has started to improve monitoring in the home, but this is still not fully effective. The processes are not yet embedded to ensure that all aspects of children's care are monitored, and shortfalls responded to.

Supervision for staff is now taking place and dates for supervision are scheduled a month in advance. Monthly team meetings are now taking place and minutes are taken. These meetings have begun to provide staff with an opportunity to share concerns and develop practice. However, this is not yet embedded.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/06/2022	Full	Requires improvement to be good
22/02/2022	Full	Requires improvement to be good
14/01/2020	Full	Good
11/12/2018	Full	Outstanding

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— ensure staff work as a team 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; use monitoring and review systems to make continuous improvements in the quality of care provided in the home; 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; 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)(f)(h)) This specifically relates to the manager ensuring that regulation 44 visits, together with their self-evaluation of the home, are used to improve the effectiveness of the home and the care children receive.	9 January 2023
The quality and purpose of care standard is that children receive care from staff who—	9 January 2023

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— understand and apply the home's statement of purpose; ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare; treat each child with dignity and respect; help each child to understand and manage the impact of any experience of abuse or neglect. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(v)) This specifically relates to ensuring that supervision and team meetings are used effectively to shape practice in the home and to address any concerns about staff practice. Also, to ensuring that staff are provided with consistently high-quality development and training.	
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and 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	9 January 2023

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.

(Regulation 7 (1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv))

This specifically relates to supporting children to be consulted so they can contribute on all aspects of their care, and for children to see the results of their views being listened to and acted on.

Recommendation

- The registered person should ensure that staff have the relevant skills and knowledge to be able to respond to the health needs of children. This relates to a child's concerns about their own health which staff did not respond to appropriately. ('Guide to the Children's Homes Regulations, including the quality standards', page 34, paragraph 7.12)

Children's home details

Unique reference number: SC444681

Provision sub-type: Children's home

Responsible individual: Kelly Gliszczynski

Registered manager: Post vacant

Inspector

Thirza Smith, Social Care Inspector

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