

1244350

Registered provider: Holly Lodge Home Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to three children who have social and emotional difficulties. The home is privately owned. An interim manager is in post and she is in the process of submitting her application to Ofsted to become the registered manager.

Inspection dates: 13 to 14 August 2018

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: 16 January 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|------------------------|
| 16/01/2018 | Interim | Improved effectiveness |
| 20/06/2017 | 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 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 must comply within the given timescales.

| Requirement | Due date |
|---|------------|
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>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. (Regulation 12 (2)(a)(i))</p> | 04/09/2018 |
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>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, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (2)(c))</p> | 04/09/2018 |
| <p>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.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that the home's workforce provides continuity of care to each child and uses monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(2)(e)(h))</p> | 04/09/2018 |
| <p>The care planning standard requires the registered person to ensure that staff help each child to access and contribute to the records kept by the registered person in relation to the child. (Regulation 14 (2)(f))</p> | 04/09/2018 |
| <p>The registered person must ensure that any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; and is kept under review and, if necessary, revised. (Regulation 21 (c)(i)(ii)(iii))</p> | 04/09/2018 |

Inspection judgements

Overall experiences and progress of children and young people: good

Staff work in close partnership with partner agencies to deliver individualised care. Staff ensure that key-work sessions focus on identified and prioritised areas of need and risk, based on ongoing assessment and review. Children are helped to improve their behaviour and to have the chance to discuss any worries. They are also supported to contribute their thoughts and ideas to children's meetings. These include ideas for trying new activities and meal choices. This means that children feel that they are valued members of the household.

Children's placement plans are not designed in a child-friendly way which considers a child's age and understanding. This does not therefore ensure that children are provided with sufficient opportunities to be involved in decisions that affect them or to contribute to the planning, or review of planning, for their care.

Children enjoy positive relationships with staff and each other. Staff are patient, caring and understanding of children's individual behaviours. As a result, children experience positive and healthy relationships.

The home has good links with education. This support means that all children access appropriate education. Staff are proactive in helping children to address any issues that arise in school. This approach supports children to overcome barriers to their learning so that academic success can be achieved.

Children enjoy a good range of activities to help them to develop their hobbies. For example, children make the most of their locality and often attend Beavers and community events. Children are encouraged and supported to try new things.

Staff facilitate family contact. Staff will often supervise contact to further enable children to spend time with their family. This support has helped to strengthen relationships with family members.

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

Safeguarding concerns are well managed by managers, with prompt monitoring of incidents and quick referral to safeguarding agencies. Managers work in partnership with safeguarding agencies. Concerns about children's welfare are notified to Ofsted and show that appropriate safeguarding action is taken as concerns arise.

Children are safe at the home. On the occasions when physical restraint is necessary to prevent serious harm, the records made by staff receive management oversight. However, risk assessments are more general and are difficult to read. They provide a chronology of events as opposed to an overall analysis. This hinders the manager's opportunity to closely monitor and review staff practice.

Staff use bedroom door alarms to provide additional security to the home. However, current risk assessments surrounding this practice are not reviewed to consider children's individual needs.

Safe recruitment practice ensures that anyone employed in the home is safe to work with children.

Managers adequately review the suitability of the location of the home. This provides staff with clear information to support them in protecting the children from harm in the community.

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

Since the last inspection, the home has experienced a period of instability. There has been a significant change in staffing in the home, including a change of manager and responsible individual. This has had a direct impact on the children and has at times resulted in some particularly challenging behaviours.

However, the more recent stability of the staff team has increased staff morale and has helped to improve children's outcomes. Staff report that they feel supported by the current manager. The team has worked hard to meet the requirement made at the last inspection. Staff consistently have good-quality supervision which focuses on the needs of children. This means that there are opportunities to reflect and to learn from staff members' current practice.

Due to the absence of leadership, the overall presentation of the home has declined since the last inspection. The home needs some redecoration and repair throughout. These shortfalls leave children vulnerable to physical harm.

The manager has ensured that all staff are qualified to level 3 in residential childcare within the required period. This qualification enables staff the opportunity to develop their knowledge and skills required when working with children in a residential childcare setting. Staff receive the necessary training to enable them to meet the children's individual day-to-day needs.

Managers acknowledge the shortfalls identified in this inspection and have a vision for future improvements to the home. This includes developments to streamline children's records to make them more accessible to both staff and children.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care

provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: 1244350

Provision sub-type: Children's home

Registered provider: Holly Lodge Home Limited

Registered provider address: Suite 29 Anglesey Business Centre, Anglesey Road, Branston, Burton-on-Trent DE14 3NT

Responsible individual: Junaid Butt

Registered manager: Emily-Jane Powell

Inspector

Lisa Walsh: social care inspector

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