

1159755

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home provides periods of residential care for up to four girls, aged between 12 and 17 years, who are at risk in their communities. This may, for example, be due to the risk of child sexual exploitation, gang affiliation, trafficking or a combination of these risk factors.

The manager was registered in November 2017.

Inspection date: 10 June 2019

This monitoring visit

Ofsted was informed by an anonymous complainant that an incident had allegedly occurred whereby a member of staff allegedly threatened to 'beat up' a young person. The complainant stated that young people and other staff had heard this threat and the member of staff was cursing the young person and said things like 'by the end of this night shift, I'll be finished with her'; 'her' being the young person.

The complainant stated that the registered manager was notified of this alleged incident, but that the registered manager had failed to take appropriate action. The complainant highlighted that the member of staff is still working at the home and has been given the role as an administrator.

This visit involved the inspector examining emails regarding this incident, reviewing staff supervision records and the probation report for the identified member of staff, a supervision record for the team leader who oversaw this incident and the internal investigation report regarding this incident.

The inspector held individual discussions with the registered manager, a regional manager and the staff member involved in this incident. A group discussion was also held by the inspector with two young people.

This incident occurred in December 2018. It involved a member of staff 'shouting', during a verbal exchange with a young person. It is clear that the heated verbal exchange was managed inappropriately by the member of staff, and indeed the young person was not treated with the necessary understanding and respect.

The member of staff demonstrated a lack of maturity and professional and personal boundaries with this young person. Although this member of staff did not threaten the young person to her face, she did admit to venting her frustrations in the staff office. This involved shouting and swearing, which was inappropriate and highly unprofessional.

The registered manager undertook her own internal investigation and the agency was also asked to investigate this matter. The member of staff was employed as an agency worker at the time and was removed from working on shifts in the home; however, she had already been appointed to a permanent administration post in the home. The member of staff was appointed to the administrator post in March 2019. Reflective work was undertaken by the registered manager with the member of staff after the incident and expectations regarding staff conduct were reinforced.

Records of the internal investigation showed that the young person said that they did not recall hearing the member of staff venting their frustration in the staff office. Formerly the member of staff had a very close relationship with this young person, however, their professional boundaries were blurred. Records of the internal investigation noted that the young person had stated that they did not wish to complain and confirmed that this situation was resolved effectively with both the young person and the member of staff apologising to each other.

Leaders and managers felt that this member of staff had learned from their mistakes and is suitable to work in the home, but not directly with children. The home has learned from this incident. The induction and supervision arrangements have been improved for agency staff. There is also a moving away from using agency staff and to the organisation employing its own team of bank staff.

During the inspector's interview with the member of staff, they expressed appropriate remorse. The member of staff acknowledged their inappropriate behaviour and learning from this incident. This member of staff is monitored closely and receives regular supervision and there are no further issues regarding the boundaries that they maintain with young people. This member of staff is still on their probation and they do not work directly with young people.

During the visit young people confirmed that they felt safe and that there are no issues with staff shouting at them. Young people were able to inform the inspector of a number of independent persons and organisations that they would contact if they had any concerns. Young people were seen to interact positively with staff and

they looked happy and comfortable.

There are no current safeguarding concerns.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/05/2018	Full	Outstanding
11/07/2017	Full	Good
16/11/2016	Interim	Sustained effectiveness
06/06/2016	Full	Good

What does the children's home need to do to improve?

Recommendations

- Any external agency staff should meet the requirements in regulation 32(4) regarding mandatory qualifications and the registered person should consider their skills, qualifications and any induction necessary before they commence work in the home. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.16)
- The capacity and competence of staff to build constructive, warm relationships with children that actively promote positive behaviour, provides the foundations for managing any negative behaviour. Staff should have the skills to respond to each child's individual behaviour. Where necessary they should manage conflict, maintain constructive dialogues and react appropriately if challenged by a child in their care. ('Guide to the children's homes regulations including the quality standards', page 39, paragraph 8.14)

Information about this inspection

The purpose of this visit was to follow up concerns raised in an anonymous complaint sent to Ofsted.

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

Children's home details

Unique reference number: 1159755

Provision sub-type: Children's home

Responsible individual: Philip Townsend

Registered manager: Laverne Cole

Inspector

Sharon Payne, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
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E: enquiries@ofsted.gov.uk
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