

1247212

Exceptional Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This is a privately run children's home that is registered for four young people who may present with a range of complex needs and functioning complications, including emotional and/or behavioural difficulties. The home caters for three young people in the main part of the house and one young person in the attached apartment.

The manager started working at the home in October 2018, and was registered with Ofsted in March 2019.

Inspection date: 2 July 2019

This monitoring visit

At the full inspection on 15 and 16 May 2019, the home was judged inadequate. Several shortfalls were identified. These included the lack of awareness and understanding of serious safeguarding matters by the registered manager and staff, notably that the registered manager and staff did not recognise, assess and respond appropriately to safeguarding concerns or allegations made by a young person. The lack of robust safeguarding practice compromised young people's welfare and safety.

Additionally, the ineffective management of the home impacted adversely on the quality of care and support provided for young people. Two compliance notices were issued under section 22A of the Care Standards Act 2000 in relation to: regulation 12, the help and protection of children standard; and regulation 13, the leadership and management standard.

On 2 July 2019, Lisa Mulcahy, social care regulatory inspector, completed an unannounced monitoring visit. The purpose of this monitoring visit was to assess the progress made by the provider regarding the two compliance notices.

The registered manager has taken sufficient steps to improve safeguarding practice at the home. Risk assessments have been revised, and now accurately identify the

individual risks to young people and changes in risk levels. Furthermore, risk assessments provide staff with practical strategies to help them to keep young people safe. This approach ensures that risks to young people are managed consistently by the registered manager and the staff team, and means that appropriate support is in place to promote the safety of young people. Consequently, the levels of risk regarding missing from home and self-harm have reduced for one young person.

Staff provide the young people with suitable support that is targeted according to their needs, for example in relation to reducing young people's exposure to and the consequences of substance misuse. Regular key-work sessions, alongside accessing specialist substance misuse advice and support, have meant that young people are learning how to keep themselves safe.

Recording, sharing of information and management oversight have improved. For example, all incident records and updates to placement plans and risk assessments are now placed in a 'read and sign' file for all staff to view after the manager has read, approved and signed them. A safeguarding log has been introduced to ensure that there is a comprehensive record of the action taken in response to safeguarding concerns, such as allegations being made.

The registered manager and staff have received additional training in safeguarding, and were due to complete reporting and recording training the day after this monitoring visit. Furthermore, the registered manager has completed safer recruitment training. This range of training opportunities is helping to enhance the knowledge and skills of the registered manager and staff. Additionally, all staff have been provided with a copy of the home's safeguarding policy to refresh their knowledge and understanding of safeguarding procedures at the home.

The senior management team has taken effective action to address the shortfalls and to support the registered manager and staff to improve. Regular meetings and supervision have taken place with the staff team, management team and senior leaders of the company. This has enabled them to reflect on practice, the shortfalls identified at the last full inspection, the action required to make the necessary improvement, and the needs of the young people. Accordingly, the registered manager and staff team feel supported and are more confident about safeguarding young people and providing a good quality of care.

Improved monitoring systems are helping the registered manager to identify and act to address shortfalls. An action plan has been implemented and members of the senior management team have completed weekly monitoring visits and audits to monitor progress. Additionally, staff receive clear management direction and support. As a result, safeguarding practice and the quality and consistency in care have improved.

The two compliance notices have been met. No further enforcement action is planned. However, a further inspection will take place to review how these

improvements are being embedded into the home's practice, and to ensure that the home's ongoing development is sustained.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/05/2019	Full	Inadequate
08/08/2018	Full	Requires improvement to be good
11/01/2018	Interim	Sustained effectiveness
10/05/2017	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(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
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to achieve the child's education and training targets, as recorded in the child's relevant plans;</p> <p>support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete the independent study;</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers;</p> <p>help each child to understand the importance and value of education, learning, training and employment;</p> <p>promote opportunities for each child to learn informally;</p> <p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible;</p> <p>that each child has access to appropriate equipment, facilities and resources to support the child's learning.</p> <p>(Regulation 8(1)(2)(a)(b)(c))</p>	27/06/2019
<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—</p> <p>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if</p>	27/06/2019

<p>necessary, make arrangements to reduce the risk of any harm to the child; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation (1)(2)(i)(v))</p>	
<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—</p> <p>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—</p> <p>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. (Regulation 13(1)(2)(a))</p>	27/06/2019
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only—</p> <p>Employ an individual to work at the children's home if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in schedule 2. (Regulation 32(1))(3)(d))</p>	27/06/2019
<p>The registered provider must prepare and implement a policy('the behaviour management policy') which sets out—</p> <p>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.</p> <p>The registered person must ensure that—</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ('the authorised person')—</p>	27/06/2019

has spoken to the user about the measure; and has signed the record to confirm it is accurate. (Regulation 35(1)(3)(b))	
The registered person must maintain records ('case records') for each child which— are kept up to date and are signed and dated by the author of each entry. (Regulation 36(1)(b)(c))	27/06/2019
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40(4)(c))	27/06/2019

Recommendations

- Ensure records are kept detailing all individual incidents when children go missing from the home and actions taken by staff. In particular, support provided to young people on their return home. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.31)

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: 1247212

Provision sub-type: Children's home

Registered provider: Exceptional Care Limited

Registered provider address: Malthouse Business Centre, 48 Southport Road,
Ormskirk, Lancashire L39 1QR

Responsible individual: Susan Rolfe

Registered manager: Lance Jackson

Inspector

Lisa Mulcahy, social care inspector

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