

SC368032

Constant Child Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and provides care for up to three children and young people aged between seven and 17, irrespective of gender, who have social and emotional difficulties. There is a suitably qualified manager in post who has been registered with Ofsted since November 2018.

Inspection date: 11 July 2019

This monitoring visit

This children's home was judged requires improvement to be good at the full inspection on 1 and 2 May 2019. A number of shortfalls were identified, which meant that the managers and staff were not providing children and young people with good-quality care. These shortfalls included:

- a lack of consultation with young people about their experiences and the quality of care that they receive
- the standard of children's and young people's bedrooms and the communal bathroom
- weaknesses in leadership and management
- the statement of purpose not accurately reflecting staffing changes and managers and staff not understanding the therapeutic support that may be available to children and young people
- not challenging partner agencies when children are not accessing services and educational provision to meet their needs
- managers and staff not fully understanding, reviewing and managing risks to children and young people
- new staff not being safely recruited
- gaps in staff training records and insufficient staff not having the level 3

qualification in caring for children and young people

- a lack of good-quality care when new children and young people move into the home
- a lack of rigorous independent oversight.

This monitoring inspection took place to ensure that managers have taken necessary action to address these shortfalls.

The registered manager left the home on 25 June 2019 and is in the process of voluntarily cancelling her registration with Ofsted. An interim manager took up post on 1 July 2019. Given the short time that he has been in post, he has had limited opportunity to effect positive change. However, the interim manager is taking steps to review the strengths and needs of the service.

The registered manager and senior managers have not acted promptly to bring about enough improvement since the last inspection. As a result, several requirements raised at the full inspection have not been met.

The responsible individual continues not to follow the risk management plan in place to safeguard children and young people. This undermines the measures that have been put in place by the designated officer to protect children and young people from the potential risk of harm. In addition, the failure to follow advice brings into question the good character and integrity of the responsible individual and his willingness to work in cooperation with other professionals following safeguarding incidents.

Managers have not reviewed risk management strategies to ensure that these are necessary and proportionate to keep children and young people safe. For example, they have not changed or reviewed the practice of locking some internal and external doors and this remains common practice. This places unnecessary restrictions on children and young people.

Managers and staff have not improved the quality of children's risk assessments. Key information is not contained in these documents to inform and guide staff. For example, one child's risk assessment does not contain information about sexualised behaviours despite this being a known risk.

Managers and staff do not seek feedback from children and young people consistently well following incidents. For example, one young person who was distressed after being targeted by another resident was not given the opportunity to talk about what happened. In addition, the inspector found that the child who had targeted the young person for negative attention had not been spoken to or encouraged to undertake any restorative work to address this behaviour. As a result, staff had not helped children and young people to understand the impact of their behaviour on others and to maintain positive relationships with one another.

When new children and young people come to live at the home, managers do not carefully consider whether they are suitably matched to those already living at the home. For example, managers have not considered particular risks and how to manage these. This potentially leaves children and young people vulnerable and at risk of harm.

Managers have not improved recruitment practice to prevent unsuitable people from working at the home. For example, managers have still not verified references and they have not ensured that staff have full employment histories with a satisfactory explanation for any gaps. This compromises children's and young people's safety.

Managers have not updated the home's statement of purpose to accurately reflect changes to the staff team and service delivery. In addition, they have not taken action to ensure that staff understand the therapeutic support outlined in the statement of purpose and how children and young people can access this. This shortfall undermines the managers' and staff's ability to deliver care that is consistent with the aims and objectives set out in this document.

Some improvements have been made. External monitoring is more robust and the independent visitor is highlighting shortfalls and making recommendations to managers to support improvement. If these recommendations are acted upon, this is likely to help to bring about positive change to the quality of care that children and young people receive.

One young person's care plan is now progressing. Managers and staff are working with other professionals to make sure that he is able to receive education that better suits his needs.

The home environment has improved. For example, one young person's bedroom has been redecorated and personalised. This means that it is more welcoming and comfortable for him and it helps him to feel valued. In addition, staff no longer wear white coats when preparing food and unnecessary signage has been removed from being on display around the home. However, staff still use practices that give the home an institutional feel. For example, staff still use a metal roller shutter hatch between the kitchen and dining room to serve food to children and young people.

The new manager was taking some steps to review staff training and supervision. However, not enough progress has been made to ensure that staff training records are up to date and that managers are confident that staff undertaking the level 3 qualification will complete this within the required timescales. Restraint records were not reviewed on this monitoring inspection and so the relevant requirement will be carried over until the next inspection.

Three compliance notices have been issued as a result of this inspection.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|---------------------------------|
| 01/05/2019 | Full | Requires improvement to be good |
| 23/10/2018 | Full | Requires improvement to be good |
| 01/08/2018 | Full | Inadequate |
| 21/08/2017 | Full | Requires improvement to be 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 |
|--|------------|
| The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. (Regulation 11 (1)(a)(b)(c)) | 31/08/2019 |
| 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— 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 (1)(2)(a)(i))* | 16/08/2019 |
| 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 have the experience, qualifications and skills to meet the needs of each child; and 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)(c)(h)) | 31/08/2019 |
| The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation | 31/08/2019 |

| | |
|---|------------|
| 16 (1)(3)(a)(b)) | |
| 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 necessary and proportionate, is kept under review and, if necessary, revised. (Regulation 21 (a)(b)(c)(i)(ii)) | 16/08/2019 |
| An individual may only carry on a children’s home if the individual satisfies the requirements in paragraph (5). The requirements are that— the individual is of integrity and good character. (Regulation 26 (1)(5)(a)) | 16/08/2019 |
| The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety. The registered person may only— employ an individual to work at the children’s home; if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1)(2)(a)(3)(d))* | 16/08/2019 |
| The registered person must prepare and implement a policy which— sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must provide for liaison and co-operation with any local authority which are, or may be, making a child protection enquiry in relation to a child accommodated in the home. (Regulation 34 (1)(b)(2)(a))* | 16/08/2019 |

*These requirements are subject to a compliance notice.

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: SC368032

Provision sub-type: Children's home

Registered provider: Constant Child Care Limited

Registered provider address: Beecham Business Centre, Beecham Business Park, Northgate, Aldridge, West Midlands WS9 8TZ

Responsible individual: Barry Edwards

Registered manager: Post vacant

Inspector

Patrick McIntosh, 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 looked after children, 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

<http://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: <http://www.gov.uk/ofsted>

© Crown copyright 2019