

# 1258026

Registered provider: Stanfield Care Services Limited

Interim inspection

Inspected under the social care common inspection framework

## Information about this children's home

This privately owned children's home provides care and accommodation for up to two children who have complex needs. There is currently no registered manager in post.

**Inspection date:** 20 November 2019

**Judgement at last inspection:** requires improvement to be good

**Date of last inspection:** 13 August 2019

**Enforcement action since last inspection:** none

## This inspection

### The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has declined in effectiveness.

There is currently no registered manager in post. This has led to a lack of management oversight since the last inspection and resulted in a decline in the quality of care provided to young people. The provider has appointed a new manager who has recently started to work at the home. She has completed a development plan which identifies areas for improvement in the home. However, due to the limited time the manager has been in post these changes are in the early stages.

There have been a number of changes in staffing since the last inspection. A number of permanent staff have moved from permanent contracts to working as bank staff due to a lack of morale in the staff team. This has led to a period of instability for the young people living in the home.

Young people have had periods of unsettled behaviour since the last full inspection. This

has resulted in some damage to property. The provider does not ensure that any damage to the property is repaired in a timely way. This does not ensure that young people live in a homely environment.

There have been a number of allegations made by young people since the last inspection. Staff report allegations to the designated officer; however, managers do not keep records of any investigations carried out or the outcome of any investigations. As a result, it is not clear whether staff have followed safeguarding processes to ensure that young people are kept safe.

There have been five complaints by young people since the last inspection. Records of the actions that the provider has taken to address these complaints are poor. Young people do not always receive feedback about the outcome of their complaint. Consequently, young people do not feel listened to and do not see whether and how their concerns are acted on.

Staff do not have the skills to de-escalate young people's behaviour effectively. This has led to the police being called to the home to manage young people's behaviour. Some staff allow behaviour, such as playfighting, which has escalated into incidents of challenging behaviour in the home.

Restraint recording is poor, and staff debriefs are not always recorded following a restraint being carried out. There has been one restraint carried out by a member of staff who had not had the required training to do so. This is not safe practice for the young person or the member of staff. Furthermore, the manager does not always complete an evaluation of restraint incidents. This limits the opportunity for the manager to identify any areas for improvement in staff's management of young people's behaviour.

Systems in place to promote positive behaviour are not effective. There have been three rewards recorded since the last inspection and six sanctions given. This does not demonstrate a system that promotes positive behaviour in the home. There is no management oversight of sanctions given.

Staff and children told the inspector that there is a lack of consistency within the staff team in how staff manage young people's behaviour. Some staff do not adhere to young people's routines, and this contributes to young people's behaviour escalating.

Arrangements for the recording and monitoring of the administration of medication are poor. There were no management audits of medication between 6 September 2019 and 22 October 2019. Staff do not sign medication sheets consistently. When there have been discrepancies in the administration of medication, it is unclear whether the staff involved have received any further training to address shortfalls in their practice.

The provider does not ensure that staff have the necessary skills, experience and knowledge to meet the needs of the young people living in the home. Staff working in the home have not had training in autism spectrum disorder, attention deficit

hyperactivity disorder and managing allegations. Only two staff members have received training in child sexual exploitation. As a result, not all staff working in the home have the knowledge and skills to meet young people's needs.

The provider does not consistently ensure that safer recruitment processes are followed by ensuring that sufficient reference checks are carried out on staff working in the home. This limits the opportunity for the provider to establish whether people are suitable to work in the home.

Staff do not receive regular supervision. Furthermore, new staff do not receive any induction to the role. This does not ensure that staff are supported in their roles.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2019	Full	Requires improvement to be good
25/02/2019	Interim	Sustained effectiveness
06/08/2018	Full	Requires improvement to be good
13/02/2018	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 quality and purpose of care standard is that children receive care from staff who— 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— ensure that the premises used for the purposes of the home are designed and furnished so as to—	03/01/2020

meet the needs of each child. (Regulation 6(1)(a)(b)(2)(c)(i)(ii))	
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— help each child to understand how to keep safe. (Regulation 12(1)(2)(a)(ii))	03/01/2020
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff work as a team where appropriate ensure that staff have the experience, qualifications, and skills to meet the needs of each child. (Regulation 13(1)(b)(2)(b)(c))	03/01/2020
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medication received into the children's home. (Regulation 23(1))	03/01/2020
After consultation with the fire and rescue authority, the registered person must— take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home. (Regulation 25(1)(a))	03/01/2020
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule. (Regulation 32(1)(3)(d))	03/01/2020
The registered person must— ensure that each employee completes an appropriate induction: and receive[s] practice-related supervision by a person with appropriate experience. (Regulation 33(1)(a)(4)(b))	03/01/2020
The registered person must prepare and implement a policy which— is intended to safeguard children accommodated in the children's home from abuse or neglect; and 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, in particular— provide for records to be kept of an allegation of abuse or neglect, and the action taken in response. (Regulation 34(2)(d))	03/01/2020

The registered person must maintain records ('case records') for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36(1)(a)(b)(c))	03/01/2020
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39(3))	03/01/2020

## 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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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:** 1258026

**Provision sub-type:** Children's home

**Registered provider:** Stanfield Care Services Limited

**Registered provider address:** Unit 6, Cuckoo Wharf, 427 Lichfield Road, Birmingham B6 7SS

**Responsible individual:** Robin Smith

**Registered manager:** Post vacant

## Inspector

Sarah Billett, social care inspector

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