

# 1247386

Registered provider: Carlisle Mencap Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is registered by a charitable organisation to provide care and accommodation under short-break arrangements for six children. The home is registered for children who have learning disabilities and/or physical disabilities.

The registered manager is a qualified social worker and has worked in the home for many years.

**Inspection dates:** 11 to 12 December 2019

**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:** 29 January 2019

**Overall judgement at last inspection:** Good

**Enforcement action since last inspection:** None

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
29/01/2019	Full	Good
01/02/2018	Interim	Sustained effectiveness
18/07/2017	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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <ul style="list-style-type: none"> <li>helps children aspire to fulfil their potential; and</li> <li>promotes their welfare.</li> </ul> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <ul style="list-style-type: none"> <li>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</li> <li>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</li> </ul> <p>(Regulation 13 (1)(a)(b)(2)(c)(h))</p>	11/02/2020
<p>The registered person must ensure that all employees—</p> <ul style="list-style-type: none"> <li>receive practice-related supervision by a person with appropriate experience; and</li> <li>have their performance and fitness to perform their roles appraised at least once every year.</li> </ul> <p>(Regulation 33 (4)(b)(c))</p>	11/02/2020
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must maintain in the home the records in Schedule 4 and ensure that the records are kept up to date.</p> <p>(Regulation 37 (1)(2)(a)(b))</p> <p>In particular, ensure that a copy of the staff duty roster of persons working at the home includes the manager and a record of the actual rotas worked.</p>	11/02/2020
<p>After consultation with the fire and rescue authority, the registered person must—</p> <ul style="list-style-type: none"> <li>make arrangements for persons working at the home to receive suitable training in fire prevention;</li> <li>ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire.</li> </ul> <p>(Regulation 25 (1)(c)(d))</p>	11/02/2020
<p>The registered person must—</p> <ul style="list-style-type: none"> <li>keep the statement of purpose under review and, where appropriate, revise it; and</li> </ul>	11/02/2020

<p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))</p>	
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## Inspection judgements

### Overall experiences and progress of children and young people: good

Children are welcomed into the home in a well-planned way. Their needs are established through consultation with their parents and social workers. The child and the parents visit the home before children commence their stays. This results in children being well prepared for coming to the home for short breaks.

Children enjoy coming to the home because staff make it a warm, welcoming and fun environment. Children are supported to make choices about their meals and activities. Staff know and understand children well and can anticipate their needs. Every effort is made to communicate with children in a way that they can understand and that is commensurate with their needs. More photographs would better evidence the good work that is done by staff in the home.

Children are matched to each other in advance of their stays. Staff are aware of friendships within the cohort of children accessing the service and promote these through planning for children to receive short breaks together. This benefits children's social and emotional development and gives them the best possible experience.

Social workers reported that children make good progress because of the care they receive. One child has made particularly good progress in developing self-care skills, which the social worker attributed to the persistent support and encouragement by staff.

Joined-up working is central to the ethos of the home. There is ongoing communication with schools, parents, health professionals and social workers to ensure that consistency of care is achieved.

The home has the appropriate facilities to meet children's complex health and learning needs. Children's needs and routines are clearly identified in their residential action plans, which ensures that staff know how to care for each child individually. The home would benefit from an interior re-paint due to the paintwork being chipped in several areas.

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

Children using the short-break service are vulnerable due to their disabilities. Their risk assessments clearly identify their risks arising from their disabilities, such as their lack of awareness of danger, choking or wandering off. Staff are vigilant and offer a high level of supervision so that children are kept safe. Risk assessments clearly identify what staff

need to do to maintain safety. Identified risk management strategies are relevant and clear. For example, children may need to have an adult with them in the car on journeys so that they do not unfasten their seat belt.

Safeguarding incidents are very rare. There are no missing from home episodes, no incidents of child sexual or criminal exploitation and no concerns in relation to internet safety.

Staff understand and know how to intervene and de-escalate children if they are becoming agitated. This means that incidents of difficult behaviour are rare. There have been no physical interventions since the home's last full inspection in January 2019.

Positive behaviour support plans are written in the first person and provide a good description of what behaviours children may display when they are happy, angry or upset. This helps staff to understand, interpret and respond to their behavioural cues, which is particularly important for children who have little or no verbal communication.

The home has appropriate firefighting equipment. Children are inducted in fire procedures when they first arrive at the home. Children have individual personal emergency evacuation plans that clearly identify actions staff need to take in the event of a fire. This includes special door signage for children with additional needs. A great deal of detail goes into the plans for those children who have limited mobility or sensory needs arising from conditions such as being deaf. Staff have been trained by their colleagues in fire safety, but the content of this training is unclear, and they would benefit from more formalised fire training. Additionally, fire drills should happen more frequently.

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

The manager is experienced in his role and genuinely cares about the children. He ensures that young people's experiences and memories in the home are good ones. The manager's approach to childcare is reflected in the practice of the team and overall has a positive impact on children's time at the home.

Although staff reported feeling supported, they are not all provided with regular supervision, including during staff induction periods. The manager has not completed appraisals for staff this year. This has an impact on staff learning and development in their roles. Additionally, the staff duty roster of persons working in the home does not include the actual hours worked by staff. A code system is in place, making it unclear what staff are present in the home at a given time.

Independent person visits take place monthly. However, some recommendations made by the visitor are not addressed immediately by the manager and are often recommended again the following month. Monitoring by the manager is factual but could be further developed by reviewing and evaluating the quality of care provided for children.

The statement of purpose is robust and has an accompanying visual aid for children and young people. The statement of purpose has recently been updated to reflect staff changes but had not been sent to the regulator at the time of this inspection.

The manager works proactively and positively with other professionals to promote the well-being of children. The local police community support officer has carried out training with the children about internet safety. The north-west youth advocacy service (NYAS) visits the home regularly so the children have someone independent to talk or communicate with, and the fire brigade has visited them to teach them about fire safety.

Social workers and parents spoke very highly of the service and feel that families benefit from their child accessing short breaks there. The manager and staff are regularly complimented on the service they provide, and children's feedback indicates that they enjoy their time at the home.

Although a number of requirements have been made at this inspection relating to the management of the home, this does not detract from the positive impact the home has on family life for children accessing the service nor from the positive experience children have during their short breaks.

## **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:** 1247386

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

**Registered provider:** Carlisle Mencap Ltd

**Registered provider address:** Carlisle Mencap Ltd, Unit J3, Duchess Avenue, Kingmoor Park North, Carlisle CA6 4SN

**Responsible individual:** Sheila Gregory

**Registered manager:** Frank Tripp

## Inspectors

Charlie Bamber, social care inspector

Cheryl Field, social care inspector

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