

1253623

The Spring Children's and Transitional Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This service is operated by a private provider and is registered to provide care and accommodation for two children who have learning disabilities.

The registered manager has been in post since the service opened in 2017 and has the required qualifications.

Inspection date: 7 January 2020

This monitoring visit

This children's home was judged inadequate on 20 November 2019. At this inspection 15 requirements were raised, two of which were subject to compliance notices.

This inspection focused on progress made to meet the compliance notices.

The registered manager is now in day-to-day charge of the home and has taken some steps to address the shortfalls found at the full inspection. Despite this, the registered manager has been slow to implement all required improvements.

Risk assessments still do not ensure that risks to children are clear and staff have guidance to mitigate these risks. There is a lack of evidence that staff have read or understood risk assessments that are in place. This means that staff continue to lack information about risk for children and how staff practice can mitigate this risk.

The registered manager has not ensured that staff have read and understood policies and protocols in relation to safeguarding. This means that staff do not have current knowledge about how to manage safeguarding in the home, including allegations about staff and children.

The registered manager has not ensured that staff's learning and development

needs are addressed. Staff have not completed essential training in respect of safeguarding, risk assessments, restraint, learning disabilities, challenging behaviour, fire safety and health and safety. This means that not all staff receive support to develop the skills and knowledge needed to keep children safe and understand their needs.

The registered manager's monitoring systems do not enable him to identify and make timely improvements to the quality of care provided to children. For example, when children share their views on the care they receive, it is not clear what action staff take to respond to this feedback.

Although the registered manager has reviewed the complaints procedure, children's guide and statement of purpose, these documents do not contain all required information. This does not demonstrate effective leadership.

The registered manager's incomplete supervision records mean that it is unclear whether all staff have received supervision or how effective it is. Because of this, it is also not clear how the manager has reviewed and responded to any gaps in staff's skills and knowledge.

The registered manager has reviewed the statement of purpose but has not provided this to Ofsted as required by regulation. The manager cannot be assured that staff are working to the aims of the home because not all staff in the home have read the statement of purpose.

Some progress was noted. All actions identified in the fire risk assessment are now complete. The home has had some decoration, including in children's bedrooms. Children now have curtains in their rooms, which provides them with privacy. Door alarms have been removed from bedrooms doors. Because of these changes, children live in a safer and improved physical environment.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/11/2019	Full	Inadequate
19/02/2019	Full	Good
19/12/2017	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 children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>develop positive relationships with them;</p> <p>engage with them; and</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that each child—</p> <p>has access to the home's children's guide, and the home's complaints procedure, when the child's placement in the home is agreed and throughout the child's stay in the home. (Regulation 7 (1)(a)(b)(c)(2)(b)(i))</p> <p>In particular, the children's guide should be in a form that each child is able to understand.</p>	08/03/2020
<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—</p> <p>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 necessary, make arrangements to reduce the risk of any harm to the child;</p>	08/03/2020

<p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child's welfare; and</p> <p>are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1)(2)(a)(i)(v)(vi)(vii)) *</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;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>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)(f)(h)) *</p>	08/03/2020
<p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <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>	08/03/2020
<p>A person may only manage a children's home if—</p>	

<p>having regard to the size of the home, its statement of purpose, and the number and needs (including any needs arising from any disability) of the children—</p> <p>the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children. (Regulation 28 (1)(b)(i))</p> <p>In particular, this is to ensure that staff are directed to complete necessary tasks and actions in a timely manner and there is management monitoring and oversight of these being completed.</p>	
<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; or</p> <p>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,</p> <p>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)(2)(a)(b)(3)(d))</p> <p>In particular, gaps in employment should be verified.</p>	08/03/2020
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b))</p>	08/03/2020
<p>The registered person must prepare and implement a policy</p>	08/03/2020

<p>which—</p> <p>is intended to safeguard children accommodated in the children's home from abuse or neglect; and</p> <p>sets out the procedure to be followed in the event of an allegation of abuse or neglect.</p> <p>The procedure to be followed in the event of an allegation of abuse or neglect must, in particular—</p> <p>provide for the prompt referral of an allegation about current or ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located;</p> <p>provide for records to be kept of an allegation of abuse or neglect, and the action taken in response;</p> <p>describe the measures which may be necessary to protect children following an allegation of abuse or neglect; and</p> <p>describe how and to whom staff are to report, without delay, any concern about abuse or neglect of a child. (Regulation 34 (1)(a)(b)(2)(b)(d)(e)(f))</p>	
<p>The registered person 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 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p>	<p>08/03/2020</p>

<p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ('the user'), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</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> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> <p>(Regulation 35 (1)(3)(b)(i)(ii)(c))</p>	
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child protection enquiry involving a child —</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious.</p> <p>(Regulation 40 (4)(d)(i)(ii)(e))</p>	08/03/2020
<p>The registered person must ensure that an independent person visits the children's home at least once each month.</p>	08/03/2020

<p>When the independent person is carrying out a visit, the registered person must help the independent person—</p> <p>if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires.</p> <p>The independent person must produce a report about a visit ('the independent person's report') which sets out, in particular, the independent person's opinion as to whether—</p> <p>children are effectively safeguarded; and</p> <p>the conduct of the home promotes children's well-being. (Regulation 44 (1)(2)(a)(4)(a)(b))</p>	
<p>The registered person must complete a review of the quality of care provided for children ('a quality of care review') at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ('the quality of care review report').</p> <p>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and</p> <p>make a copy of the quality of care review report available on</p>	08/03/2020

request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.
(Regulation 45 (1)(2)(a)(b)(c)(3)(4)(a)(b)(5))

*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: 1253623

Provision sub-type: children's home

Registered provider: The Spring Children's and Transitional Care Ltd

Registered provider address: 9 Grenville Drive, Birmingham, Warwickshire B23 7YX

Responsible individual: Blessing Manyara

Registered manager: Alastair McDonald

Inspectors

Karol Keenan, social care inspector

Paul Robinson, social care inspector

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