

# 2542024

## **Proactive Care**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

The home provides care and accommodation for up to two children and young people who may have emotional and/or behavioural difficulties.

The home is managed by a private company and there is a qualified registered manager.

**Inspection date:** 14 July 2020

## **This monitoring visit**

This monitoring visit was undertaken to monitor the restriction notice currently in place at the home.

Since the previous monitoring visit, the responsible individual and the registered manager have held a team meeting to discuss the outcome of the visits and to identify learning points. Within the meeting, and during staff supervision sessions, the staff have refreshed their understanding of their roles and responsibilities for protecting young people. Individual staff members, leaders and managers are clear about their role in protecting the young people that they are responsible for.

The registered manager now has a work mobile phone number for staff and young people to contact her. The responsible individual has reviewed the arrangement where a staff relative visited the home without suitability checks and has appropriately addressed this issue.

Young people's compatibility risk assessments have been reviewed, which means that the needs of young people already living in the home and those moving in can now be carefully considered. Since the last monitoring visit, no young people have moved in or out of the home. However, staff are now better equipped to support young people during these times.

Inspectors spoke to young people's social workers. One social worker said that their child is making good progress, for example his offending behaviour has reduced. Furthermore, the social worker described good communication from the staff team.

Another professional involved with the child said that the child has complex needs. He said that this is the longest placement that the child has had. This demonstrates that the child feels settled living in the home.

A young person told the inspector that they like living at the home. They said that there is 'nothing bad really' and 'staff are all good'. The inspectors observed him with the staff and he presented as comfortable and relaxed in their company.

Since the last monitoring visit the managers have made improvements to the documents in the home, including updating the placement plans, behaviour management plans and risk assessments. However, shortfalls remain in relation to risk management strategies to support the staff team to safely manage risk. In addition, some of the documents still provide conflicting information. This could lead to confusion in the expectations of the staff team. For example, the time frames for when a young person goes out into the community. The registered manager accepted the shortfalls identified and plans to update and review all documentation in place.

There continues to be gaps in the training provided for staff. Managers told the inspectors that there have been delays in staff accessing face-to-face training due to COVID-19 (coronavirus). However, some staff have accessed training on the social care hub and dates were provided when training days are planned throughout July and August 2020.

Shortfalls were identified in the rota system. Rotas do not consistently reflect which members of staff are working in the home, including the hours that the registered manager is working. A requirement is made to address this breach in regulation.

A restriction notice was served after the previous monitoring visit restricting accommodation to the home. This is to ensure that young people currently living in the home are safeguarded. The provider has demonstrated that they have taken steps to address the shortfalls. Therefore, the restriction notice will no longer be in place.

A further monitoring visit will be conducted at the home to consider the two compliance notices that are in place under Regulation 12: The protection of children and Regulation 13: Leadership and management.

## Recent inspection history

Inspection date  
19/02/2020

Inspection type  
Full

Inspection judgement  
Good

# What does the young people'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, Young people's Homes (England) Regulations 2015 and the 'Guide to the young people's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>meet each child's behavioural and emotional needs, as set out in the child's relevant plans;</p> <p>help each child to develop socially aware behaviour;</p> <p>encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding;</p> <p>help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;</p> <p>communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding;</p> <p>help each child to understand, in a way that is appropriate according to the child's age and understanding, personal,</p>	10/08/2020

<p>sexual and social relationships, and how those relationships can be supportive or harmful;</p> <p>help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship;</p> <p>strive to gain each child's respect and trust;</p> <p>understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children;</p> <p>are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same;</p> <p>de-escalate confrontations with or between children, or potentially violent behaviour by children;</p> <p>understand and communicate to children that bullying is unacceptable; and</p> <p>have the skills to recognise incidents or indications of bullying and how to deal with them.</p> <p>(Regulation 11(1)(a)(b)(c)(2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(ix)(x)(xi)(xii)(xiii))</p>	
<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> <p>help each child to understand how to keep safe;</p>	<p>07/08/2020</p>

<p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <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</p> <p>that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm.</p> <p>(Regulation 12 (1)(2)(a)(i)(ii)(iii)(v)(vi)(b)) *</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</p> <p>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 work as a team where appropriate;</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>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>feedback on the experiences of children, including complaints received; and</p>	<p>09/08/2020</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)(b)(c)(f)(g)(ii)(h)) *	
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the young people's home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose.</p> <p>(Regulation 14 (1)(a)(2)(a))</p>	10/08/2020
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4;</p> <p>ensure that the records are kept up to date.</p> <p>(Regulation 37 (1)(2)(a)(b))</p> <p>In particular, ensure that the records include a copy of the staff duty roster of persons working at the home, a record of the actual rotas worked, and a record of any person who works at any time at the home.</p>	10/08/2020

\*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.

## **Young people's home details**

**Unique reference number:** 2542024

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

**Registered provider:** Proactive Care

**Registered provider address:** 2 The Chase, Bolton, Lancashire BL1 5HL

**Responsible individual:** Ashley O'Leary-Jones

**Registered manager:** Anita Elms

## **Inspectors**

Michelle Edge, social care regulatory inspection manager  
Catherine Fargin, 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's 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 children looked after, 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](mailto: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](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://reports.ofsted.gov.uk/>.

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](mailto:enquiries@ofsted.gov.uk)  
W: <http://www.gov.uk/ofsted>

© Crown copyright 2020