

1277304

South West Childcare Services

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home provides care and accommodation for up to two children. It is operated by a private provider that has other homes in the region. The home has been without a registered manager since 5 February 2020. Since then, two interim managers have been in post. The most recent manager has provided temporary cover since 13 July 2020.

Inspection date: 28 July 2020

This monitoring visit

During the current COVID-19 (coronavirus) crisis, Ofsted is not carrying out routine inspections of social care provisions.

Due to off-site inspection activity raising concerns, an urgent on-site inspection was carried out. Due to the COVID-19 pandemic, no grading was given.

A complaint was made to Ofsted by a child who lives in the home. The child raised concerns that too many different staff look after him, that he did not receive timely medical attention on one occasion and, on another occasion, staff left him when out and then reported him as missing.

Upon taking up his temporary post, the new manager recognised that the staffing arrangements did not meet the child's needs. He confirmed that staff cover was unpredictable, often unplanned, and several staff did not have the experience or expertise to provide good care for the child. The day before the child made the complaint, managers and a trusted key worker sat with the child to establish which people he felt comfortable with. Following this, the manager worked out a new plan to ensure that the child had a stable and core staff team. This plan has now been implemented and has reassured the child, who says he feels happy and safe in the home. However, the child does not have written information to refer to so he knows who will be looking after him and when.

The recording of staff's actions is not clear regarding the missing incident that the child referred to in his complaint. From the manager's discussion with staff, it is evident that this incident was not managed satisfactorily. Neither the discussion or a management overview of the incident have been recorded, to demonstrate a robust response to ensure staff are guided to take the right actions to keep the child safe. Future guidance for staff about what to do when the child goes missing, although discussed, has not been updated in writing to ensure staff have clear instruction. Additionally, the covering manager has not read the child's placement plan, which has not been updated since the child has moved to this home from another home within the organisation.

The child suffered an injury to his finger and did alert staff on several occasions. However, a necessary hospital visit did not take place until nearly 24 hours later, leading to the child taping up his own fingers in the meantime. Some context exists to this situation, but there is a lack of attention to detail. For example, by not recording the child's concerns or alerting the on-call manager, opportunities were missed that could have prevented this delay. No management review has been recorded, although discussions have been had.

A new permanent manager has been appointed to start on 3 August 2020 but the current manager will remain in the home for two further weeks after this date. The purpose of this is to help the child manage the change and ensure that the home continues to provide consistent care. The manager will also carry out introductions to the child's parent, who has confidence in the present manager and the changes he has made during the two weeks he has provided cover.

Statutory requirements have been set to address the regulatory breaches found at this inspection. Ofsted will continue to monitor this home. Requirements raised at the previous inspection remain in force as they were not reviewed at this inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/08/2019	Full	Requires improvement to be good
06/11/2018	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
<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>help each child to understand how to keep safe;</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>(Regulation 12 (1)(2)(a)(ii)(v)(vi))</p> <p>In particular:</p> <ul style="list-style-type: none"> ■ Ensure that children are supported to learn to use the internet safely without close supervision (previous requirement). ■ Ensure that an up-to-date missing protocol is in place that staff can follow. ■ If a child goes missing, ensure that staff take robust action to promote a child's safety, and record these actions thoroughly. ■ Staff must respond to a child if they raise a concern and take advice if they (staff) are uncertain about what to do. 	01/09/2020
<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>	01/09/2020

<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>ensure that the home has sufficient staff to provide care for each child;</p> <p>ensure that the home's workforce provides continuity of care to 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.</p> <p>(Regulation 13 (1)(a)(b)(2)(a)(c)(d)(e)(f)(h))</p> <p>In particular:</p> <ul style="list-style-type: none"> ■ Equip the child with information about who will be caring for him and when. ■ Ensure that robust management monitoring and oversight takes place in relation to incidents and that any learning from incidents are disseminated to the team. ■ Ensure that an up-to-date placement plan is in place and available, which has been read by the manager and staff. 	
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's homes overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>protect and promote each child's welfare;</p> <p>treat each child with dignity and respect.</p>	<p>30/09/2019</p>

<p>(Regulation 6 (1)(a)(b)(2)(ii)(iii))</p> <p>This particularly refers to ensuring that whenever possible, children are present when the staff search their bedrooms and remove any of their possessions.</p>	
<p>The children's views, wishes and feelings standard is that children receive care from staff who—</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>help each child to understand how the child's views, wishes and feelings have been taken in to account and give the child reasons for decisions made in relation to the child.</p> <p>(Regulation 7 (1)(c)(2)(a)(iii))</p>	<p>30/09/2019</p>
<p>The health and well-being standard is that—</p> <p>children receive advice, services and support in relation to their health and well-being;</p> <p>children are helped to lead healthy lifestyles.</p> <p>(Regulation 10 (1)(a)(b)(c))</p>	<p>30/09/2019</p>

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: 1277304

Provision sub-type: Children's home

Registered provider: South West Childcare Services

Registered provider address: Maybrook House, Second Floor, Queensway,
Halesoan, West Midlands B63 4AH

Responsible individual: Guy Mammatt

Registered manager: Post vacant

Inspector

Sarah Canto, social care inspector

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