

# 2548567

## **Worcestershire Children First**

Monitoring visit

Inspected under the social care common inspection framework

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

This home was previously owned by the local authority. It was re-registered in October 2019 when the local authority moved to be a holding company. It is registered for up to eight children who have suffered adverse childhood experiences that have led to associated trauma and presenting complex behaviours, as well as for children who have learning disabilities and/or autism spectrum disorder.

The manager registered with Ofsted in October 2019 and holds a NVQ level 4 in leadership and management.

**Inspection date:** 15 and 16 July 2020

### **This monitoring visit**

On 1 and 4 May 2020, Ofsted carried out a remote monitoring inspection of the home. Following this visit, three compliance notices were issued under regulations 12, 13 and 14 of the Children's Homes (England) Regulations 2015.

On 2 and 3 June 2020, Ofsted carried out an on-site inspection to review the progress that had been made in meeting the three compliance notices. Ofsted found significant shortfalls, which resulted in Ofsted making the decision to suspend the home's registration from 5 June 2020 until 27 August 2020 and to issue a further two compliance notices.

A further monitoring visit was conducted on 15 and 16 July 2020 to evaluate whether the provider has complied with the suspension notice and met the two compliance notices.

Ofsted carried out this inspection remotely. The inspectors gathered evidence by talking to the responsible individual, who provided electronic documents for the inspectors to review.

This visit found that the provider has complied with the suspension notice and met the two compliance notices.

Senior managers have developed an action plan. This plan is in the early stages of implementation and currently the suspension notice remains in place.

Children's personal possessions have now been moved from the home and returned to them.

There are plans in place to help to address shortfalls in staff's knowledge and skills. For example, some members of staff have recently received training to help them understand the needs of children who have a diagnosis of having Pica.

Complaints made by children have been investigated. However, records still do not fully capture the process, including how the outcome is reached, or any learning that has taken place. As a result, the management monitoring system is still not yet effective in making sure that the child's voice is reflected in the process.

The remaining requirements were not assessed at the monitoring visit and will be reviewed at a future inspection.

## Recent inspection history

Inspection date

Inspection type

Inspection judgement

# 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 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>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>(Regulation 11 (1)(a)(b)(c)(2)(a)(x))</p>	12/07/2020
<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>have the skills to identify and act upon signs that a child is at risk of harm.</p> <p>(Regulation (12)(1)(2)(a)(iii))</p>	12/07/2020
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p>	12/07/2020

<p>have a positive experience of arriving at or moving on from the home.</p> <p>(Regulation 14(1)(a)(b))</p>	
<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>(Regulation 37(1)(2)(a))</p>	12/07/2020
<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> <p>In particular, the standard in paragraph (1) requires the registered person to—</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)(h))</p> <p>This is in specific relation to ensuring that recordings of complaints investigations, outcomes and any learning are captured.</p>	21/08/2020

## 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.

Ofsted is aware of the challenges that COVID-19 (coronavirus) is currently posing to those we inspect. During this visit, the inspectors took into consideration the impact of any measures being taken to slow the spread of COVID-19 by the home. This has included the effect these have had on staffing arrangements.

This inspection was carried out under the Care Standards Act 2000.

## Children's home details

**Unique reference number:** 2548567

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

**Registered provider:** Worcestershire Children First

**Registered provider address:** Worcestershire Children First, County Hall Campus,  
Spetchley Road, Worcester, Worcestershire WR5 2NP

**Responsible individual:** Adam Johnston

**Registered manager:** Alan McGonigle

## **Inspectors**

Louise Battersby, social care inspector

Mrs Dawn Bennett, social care inspector

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