

1212094

Assurance visit

Information about this children's home

The home is owned and managed by a private company. The home provides care and accommodation for up to three young people who may have emotional and/or behavioural difficulties.

A registered manager has been in place since July 2020.

Visit dates: 2 to 3 September 2020

Previous inspection date: 21 May 2018

Previous inspection judgement: Good

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

The home reopened in July 2020 following a complete redecoration and refurbishment of the home. The home is comfortable and homely.

Currently, there are two young people living at the home, who were both admitted in August 2020. They have settled in quickly and are beginning to show some progress in relation to their starting points. Young people are developing positive relationships with staff and each other. Young people did not have any complaints.

Young people attend school regularly and receive good support from staff with their education and learning. Young people have contact with their families and they maintain their close relationships with the people who are most important to them. Staff provide young people with positive activities to promote their interests and hobbies.

Young people are well involved in their care planning, so they have a good knowledge and understanding of their plans. Young people have access to the health services they need to promote their good health and physical and emotional well-being.

One young person reported, 'I have done lots of activities. I get on with the other young person. Staff listen to my wishes and feelings and I have contributed towards my care plans. I feel safe and happy at [the home] and get to see my family.'

The safety of children

Young people benefit from effective support, help and protection. Staff have a good understanding of young people's specific needs and vulnerabilities, and take appropriate action to address them.

Young people are kept safe and they report they feel safe living at the home. Young people reported there were no issues with bullying. Staff support young people effectively and promote their positive behaviour.

The use of robust risk assessment and safe working practice promote the safety and well-being of young people.

No serious or widespread concerns in relation to the care or protection of children were identified at this assurance visit.

Leaders and managers

A newly established staff team and an experienced manager are in place. The registered manager is establishing an effective oversight of the day-to-day operations of the home.

A well-trained and suitably qualified staff team is employed to meet the specific needs of the young people at the home. The registered manager consults with young people, parents and social workers to ensure that they are content, confident and happy with the services provided by the home. The manager is beginning to use this stakeholder feedback to review the standard and quality of care provided for young people.

One young person reported, 'It's good because staff listen a lot. They help me with things as much as they can. I have no issues. I enjoy the company of all staff.'

The manager has restricted the numbers of people who come to visit the home at any one time. Good use has been made of virtual visits and technology. This keeps young people, other professionals and staff safer during the pandemic. With restrictions easing, face-to-face visits are slowly resuming. Track and trace systems are in place and hand sanitisers are provided within the home.

An independent person has now resumed visiting the home each month to monitor the progress, experiences and well-being of young people. Combined with the registered manager's own internal monitoring activities, this helps leaders, managers and staff to begin to understand the strengths and weaknesses of the home. As a result, they can take appropriate action to secure improvement.

No requirements or recommendations are made following this visit.

Children's home details

Unique reference number: 1212094

Registered provider: Hexagon Care Services Limited

Registered provider address: Tustin Court, Riversway, Preston, Lancashire PR2 2YQ

Responsible individual: Louise Whitby

Registered manager: Rachel Evans

Inspector

Anthony Kyem, Social Care Inspector

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