

1227330

# Assurance visit

## Information about this children's home

A private company operates this home. It is registered to provide care and accommodation for up to three young people who may have social and/or emotional difficulties.

Ofsted inspected the home on 14 May 2020. This was in response to a young person making a serious allegation. Following this inspection, the home's registration was suspended on 15 May 2020. Two compliance notices were issued in relation to Regulation 12 (the protection of children standard) and Regulation 13 (the leadership and management standard).

Monitoring inspections took place in June and August 2020 to review progress against the compliance notice and consider the suspension notice. Little progress was made, and the compliance notices were issued on two further occasions.

Following the August 2020 monitoring visit, the home was suspended for a further 12 weeks. One new requirement was raised under Regulation 40 (notification of a serious incident).

The home has been without a registered manager since July 2019. A new manager is in post, who is in the process of registering with Ofsted.

**Visit dates:** 15 to 16 September 2020

**Previous inspection date:** 11 November 2019

**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's registration is currently suspended. Therefore, there are no young people living in the home.

Some progress has been made in relation to the requirement under Regulation 14 (care planning). Managers have introduced new paperwork and files are set up ready for any new young person that is admitted to the home in the future.

### **The safety of children**

During the May 2020 inspection, serious failings were found in respect of the safeguarding of children and the leadership and management of the home. In response, the home's registration was suspended.

Managers have introduced new risk assessment paperwork. Managers and staff have discussed the home's failings that led to the suspension of the home. However, the majority of staff involved in the reflective practice no longer work at the home.

Limited progress has been made against the compliance notice issued under Regulation 12 (protection of children). This has been reissued.

Managers have failed to document a complaint from a young person who previously lived in the home. The young person made an allegation against an employee. Neither the manager or responsible individual were able to provide adequate details to the inspectors about this complaint.

The director of the company has made serious allegations regarding the previous responsible individual in relation to data breaches. Neither Ofsted nor the designated safeguarding officer have been made aware of these serious allegations.

Staff have received supervision. However, no team meetings have taken place since July 2020.

## Leaders and managers

There has been no registered manager in post since July 2019.

Since the May 2020 inspection, the responsible individual has resigned. A new responsible individual has been appointed and a new manager joined the home in July 2020. Only one member of the original staff team remains in post; all others resigned with immediate effect.

At the time of the inspection, limited progress had been made in relation to the compliance notice issued in relation to Regulation 13 (leadership and management) and it has been reissued.

There is insufficient staffing in post to meet young people's individual needs. The team consists of a manager and two support workers. The manager and one support worker are on probation and are new to the home. Managers are in the process of recruiting new staff to the home.

Managers have failed to follow safer recruitment processes in recruiting the newest member of staff. Managers have failed to obtain verification to the reason why the individual left their previous roles when working with children or vulnerable adults. Inaccurate information in the application form has not been checked. This means that managers have not assured themselves that the individual is suitable to work with children.

Managers have not ensured that a member of staff has received her annual appraisal within the 12-month timeframe. The manager was not aware that this was overdue.

Four of the eight requirements were not considered to be met and have been reissued.

## 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
The protection of children standard is that children are protected from harm and enabled to keep themselves safe.	18/10/2020

<p>In particular, the standard in paragraph (1) requires the registered person to ensure—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; 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; and</p> <p>are familiar with, and act in accordance with, the home’s child protection policies.</p> <p>(Regulation 12 (1)(2)(a)(i)(ii)(iii)(iv)(v)(vi)) *</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>ensure that the home has sufficient staff to provide care for 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</p>	<p>18/10/2020</p>

<p>development of the quality of care provided in the home; 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)(f))*</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 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, if the individual satisfies the requirements in paragraph (3).</p> <p>Full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2.</p> <p>(Regulation 32 (1)(2)(b)(3)(d))</p>	18/10/2020
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is an allegation of abuse against the home or a person working there.</p> <p>(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))</p>	18/10/2020

\*These requirements are subject to a compliance notice.

## Children's home details

**Unique reference number:** 1227330

**Registered provider:** Positive Outcomes Childcare Ltd

**Registered provider address:** Positive Outcomes Childcare Ltd, Suite 3, Churchill House, Queen Street, Wellington, Telford, Shropshire TF1 1SN

**Responsible individual:** Alan Davies

**Registered manager:** post vacant

## **Inspectors**

Debbie Holder, Social Care Inspector  
Ann-Marie Jones, Social Care Inspector

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