

1271213

Care 4 Children Residential Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The children's home is operated by a private company and is registered to provide care and accommodation for up to five children or young people who may have emotional and/or behavioural difficulties.

The registered manager left the setting in September 2020, following the assurance visit.

Inspection date: 3 November 2020

This monitoring visit

During an assurance visit on 23 and 24 September 2020, inspectors identified a number of significant shortfalls in safeguarding practices and procedures in the home. Leaders, managers and staff did not appropriately respond to incidents that occurred or implement effective strategies to safeguard and protect the children living in the home. In addition, poor risk management, a lack of appropriate boundaries and structures, and unsafe practice placed the children living at the home at risk of harm. An emergency suspension notice was issued together with three compliance notices.

On 3 November 2020, a monitoring visit was conducted. The purpose of this monitoring visit was to ensure that the provider is compliant with the emergency suspension notice and to assess the progress made by the provider to meet the three compliance notices issued. These relate to regulation 12, the protection of children standard; regulation 13, the leadership and management standard; and regulation 14, the care planning standard.

At this visit, the inspectors found that the provider had complied with the emergency suspension notice and there are no children living in the home. The provider has

taken steps to improve staff's responses to safeguarding concerns. Care planning for children has been reviewed and new monitoring and review systems implemented.

Following the assurance visit, the manager left the organisation. The provider has identified a new manager and work is in progress to support their learning and development before they undertake this role.

The provider has ensured that significant improvements have been made to the environment. The home has been redecorated throughout and presents as clean and welcoming. Some windows in the living room area still need replacing and have been ordered. There have been delays in these being delivered due to the COVID-19 (coronavirus) pandemic.

Risk management plans, care plans and placement plans have been reviewed and updated to ensure that they will reflect each child's behaviours, risks and vulnerabilities. These documents have been shared with the staff team and will be standard agenda items at handovers and team meetings. However, as the home is not yet in operation, these documents have not been used. The provider has a plan to complete documents with fictitious information to demonstrate to managers and staff how these will need to be completed with the appropriate level of detail required.

The provider has completed a root-cause analysis to identify what went wrong at the home. It has implemented new processes and developed systems to improve care practices. For example, systems have been introduced so that decision-making processes relating to safeguarding are clearly recorded. The provider has tested the staff's knowledge of safeguarding in supervision sessions and in team meetings. The whistle-blowing procedures have been reinforced to ensure that staff understand their roles and responsibilities in protecting and supporting children.

Impact risk assessments have been revised and updated. The assessments will now be completed in conjunction with the registered manager, responsible individual, therapist and education staff. This will ensure that the assessment is thorough and will enable the correct support packages to be identified and implemented before a child moves into the home. Any plans to move new children into the home will be discussed with the staff who will be responsible for caring for the child.

Staff have undertaken some training to develop their skills and knowledge to deliver care to children in line with the home's statement of purpose. Specifically, staff are now trained to be able to safely manage children who may be at risk of exploitation. Further training is planned for staff, but this has been delayed due to restrictions caused by the pandemic.

The provider has introduced a golden-hour checklist for managers. This will enable managers to routinely monitor, evaluate and analyse the work undertaken by the staff. Daily and monthly monitoring systems have been discussed with the managers

and staff to ensure that they are clear about the expectations for these to be completed with all relevant information. However, as these systems have not yet been used in practice, it is unclear if this will improve practice.

The provider has ensured that staff understand the home's statement of purpose, ethos and vision, and the policies and procedures. Managers and staff discussed job roles and expectations at a staff meeting. Managers shared practice standards with staff to ensure that the children will receive a good quality of care.

The provider has met with the local police force to discuss areas of risk in the local community. However, further work is required to assess the suitability and location of the home with a wider range of professionals. This will ensure that the location assessment will include all areas of risk and all considered strategies to minimise any risks.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/05/2019	Full	Good
15/01/2019	Full	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, the 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>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans;</p> <p>seek to secure the input and services required to meet each child's needs; and</p> <p>seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation.</p> <p>(Regulation 5 (a)(b)(d))</p>	27/11/2020
<p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's 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>(Regulation 6 (1)(a)(b))</p>	27/11/2020
<p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being; and</p> <p>children are helped to lead healthy lifestyles.</p>	27/11/2020

<p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require.</p> <p>(Regulation 10 (1)(a)(b)(c)(2)(c))</p>	
<p>The registered person must ensure that—</p> <p>the privacy of children is appropriately protected;</p> <p>children can access all appropriate areas of the children's home's premises; and</p> <p>any limitation placed on a child's privacy or access to any area of the home's premises—</p> <p>is intended to safeguard each child accommodated in the home;</p> <p>is necessary and proportionate;</p> <p>is kept under review and, if necessary, revised; and</p> <p>allows children as much freedom as is possible when balanced against the need to protect them and keep them safe.</p> <p>(Regulation 21 (a)(b)(c)(i)(ii)(iii)(iv))</p>	27/11/2020
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience.</p> <p>(Regulation 33 (4)(b))</p>	27/11/2020
<p>The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>how appropriate behaviour is to be promoted in the children's home; and</p>	27/11/2020

the measures of control, discipline and restraint which may be used in relation to children in the home.

The registered person must keep the behaviour management policy under review and, where appropriate, revise it.

The registered person must ensure that—

within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—

the name of the child;

details of the child's behaviour leading to the use of the measure;

the date, time and location of the use of the measure;

a description of the measure and its duration;

details of any methods used or steps taken to avoid the need to use the measure;

the name of the person who used the measure ('the user'), and of any other person present when the measure was used;

the effectiveness and any consequences of the use of the measure; and

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.

<p>(Regulation 35 (1)(a)(b)(2)(3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i) (ii)(c))</p>	
<p>The registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date: and</p> <p>are signed and dated by the author of each entry.</p> <p>(Regulation 36 (1)(a)(b)(c))</p>	<p>27/11/2020</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: and</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, including the registered manager.</p>	<p>27/11/2020</p>
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child—</p>	<p>27/11/2020</p>

<p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious.</p> <p>(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))</p>	
<p>The registered person must use reasonable endeavours to ensure that an independent person visits the children's home at least once each month.</p> <p>When the independent person is carrying out a visit, the registered person must help the independent person—</p> <p>if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires.</p> <p>The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether—</p> <p>children are effectively safeguarded; and</p> <p>the conduct of the home promotes children's well-being.</p> <p>(Regulation 44 (1)(2)(a)(4)(a)(b))</p>	<p>27/11/2020</p>
<p>The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard).</p> <p>When conducting the review, the registered person must consult, and take into account the views of, each relevant person.</p> <p>(Regulation 46 (1)(2))</p>	<p>27/11/2020</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: 1271213

Provision sub-type: Children's home

Registered provider: Care 4 Children Residential Services Limited

Registered provider address: 1 Stuart Road, Bredbury Park Industrial Estate, Bredbury, Stockport SK6 2SR

Responsible individual: Amy Moulton

Registered manager: Louise Arrowsmith

Inspectors

Michelle Edge, Social Care Inspection Manager
Jessica Forshaw, Social Care Inspector

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