

1254780

Silverlining Childcare Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately-owned home provides care and accommodation for up to four children who may have faced adverse childhood experiences, resulting in trauma.

The home does not have a registered manager. The current manager has been in post since September 2020 but has not yet applied to Ofsted to be registered.

On 13 and 14 October 2020, an assurance visit was conducted. The visit identified serious and widespread concerns. Ofsted issued a notice of restriction of accommodation. In addition, two compliance notices were raised under regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard).

On 5 November 2020, a monitoring visit was conducted. The purpose of this visit was to review the provider's progress in completing the action set out in the compliance notices. Inspectors found that the compliance notices were not met. Two compliance notices were reissued under regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard). In addition, a compliance notice was issued under regulation 7 (the children's views, wishes and feelings standard). The notice of restriction of accommodation remained in place.

On 2 December 2020, a remote monitoring visit was conducted. The purpose of the visit was to review the provider's progress in completing the actions set out in the compliance notices and review the restriction of accommodation. During the visit, inspectors found that leaders and managers had not met the compliance notices. The restriction of accommodation remained in place and a notice of proposal to cancel registration was served on 16 December 2020.

Due to the concerns identified at the monitoring visit completed on 5 January 2021, a further notice of restriction of accommodation has been issued.

Inspection date: 5 January 2021

This monitoring visit

The visit was completed remotely due to the risks associated with COVID-19 (coronavirus). At the time of the visit, one child was living in the home.

During the visit, inspectors found that staff had not been safely recruited. One recruitment file showed that a staff member has a previous offence related to driving whilst under the influence of alcohol. The manager had not completed a risk assessment to consider this offence. This means that no action has been taken to mitigate any potential risks related to this offence.

Furthermore, it is unclear if valid and accurate disclosure and barring checks have been completed for all staff. This is because recruitment records are unclear.

The manager has been involved in the recruitment of a member of staff to whom he is related. This is a potential conflict of interest. This does not demonstrate robust safer recruitment processes.

Since the last monitoring visit, the deputy manager has resigned from her position. The manager told inspectors that the deputy did not feel supported by the leadership team. A new deputy manager has yet to be recruited. As such, the home has a reduced leadership team. The departure of the deputy manager, who had only worked in the home for a few weeks, is a further example of the high turnover of staff within the organisation.

The responsible individual told the inspectors that the home is not ready to admit further children. The responsible individual identified that she does not have the capacity to manage the transition of another child into the home. This is because she is still working to address the shortfalls identified by Ofsted at this home and the provider's one other children's home.

The responsible individual told inspectors that the current manager needs more time to develop his skills and knowledge before it would be appropriate to admit another child to the home. This demonstrates that the responsible individual does not yet have confidence in the manager to lead the home effectively.

The manager has not shown that he has a good understanding of the children's homes regulations. During the inspection, it was identified that the manager did not understand his responsibilities under regulation 16 (statement of purpose) and regulation 45 (quality of care review) of the children's homes (England) regulations. This does not provide Ofsted with reassurance that the manager has the required skills, knowledge and experience to manage the home.

The manager's oversight of the home is poor. Although staff have completed training, the manager has not maintained an accurate record of what training staff have completed. Furthermore, the manager has not assessed whether the training

completed by staff has provided them with sufficient knowledge and skills to support them in their roles. This does not demonstrate effective leadership.

During the monitoring visit completed on 5 November 2020, it was identified that one child was not taking their prescribed medication. The manager had not taken appropriate action in response to this. Following that visit, the manager identified the need to seek guidance from the child and adolescent mental health service (CAHMS). The manager contacted the social worker who agreed this was an appropriate plan. Despite this, the manager has failed to contact CAHMS to seek the required advice and guidance. This does not show that the manager is able to promote the health and welfare of children.

The child currently living at the home told the inspector that he finds it difficult to build up trusting relationships with staff. This is because of the high turnover of staff.

The inspector was informed by parents, a child's independent reviewing officer and a social worker that communication with staff is poor. As a result, professionals and parents do not have a clear understanding of the care being provided to the child.

Since the last visit, there have been improvements to the home environment. New carpets, soft furnishings and redecoration provides a more welcoming feel.

Staff consult with the child to gain his views. Where appropriate, staff act on his requests. This is helping the child to feel that his opinions and views matter.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/06/2018	Full	Requires improvement to be good
20/02/2018	Full	Inadequate

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>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 need. (Regulation 5 (a)(b))</p>	8 February 2021
<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>meet each child's behavioural and emotional needs, as set out in the child's relevant plans;</p> <p>help each child to develop socially aware behaviour;</p> <p>encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding;</p> <p>help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;</p> <p>communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding;</p> <p>understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children;</p>	8 February 2021

<p>de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c)(2)(a)(i)(ii)(iii)(iv)(v)(ix)(xi))</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 work as a team where appropriate;</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>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>research and developments in relation to the ways in which the needs of children are best met;</p> <p>feedback on the experiences of children, including complaints received; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(a)(b)(c)(d)(e)(f)(g)(i)(ii)(h))</p>	<p>8 February 2021</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;</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p>	<p>8 February 2021</p>

full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1)(2)(a)(3)(d))	
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c))	8 February 2021

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: 1254780

Provision sub-type: Children's home

Registered provider: Silverlining Childcare Limited

Responsible individual: Tanya Humphries

Registered manager: Post vacant

Inspectors

Michelle Spruce, Social Care Inspector

Lisa O'Donovan, Social Care Inspector

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