

# 1274089

**Lonsdale Care Ltd**

Monitoring visit

Inspected under the social care common inspection framework

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

This children's home is operated by a private provider. It is registered for up to four young people who may have emotional, behavioural and/or learning difficulties.

The manager has been registered with Ofsted since December 2020.

**Inspection date:** 14 January 2021

## **This monitoring visit**

This monitoring visit was completed off site. The visit was instigated due to a regulation 40 notification received by the regulator. The safeguarding notification related to a serious incident of self-harm. Information provided to the regulator also raised concerns about the management of this incident and of the actions taken by staff following the event. Recommendations from the previous inspection were not examined during this visit.

In relation to the incident which triggered this visit, staff were found to have responded quickly and effectively. This ensured the young person's safety. However, staff do not have clear guidance or procedures for dealing with instances of suicidal ideation, suicide attempts or self-harm that are individualised to young people. Staff were inconsistent in their responses when asked about procedures for managing similar unforeseen events. This compromises staff's abilities to respond appropriately to incidents.

The team have not received up-to-date training appropriate to young people's self-harming behaviours. This means that their capacity to respond to and manage such incidents is not informed by recent research and guidance. Because of this, staff do not have the correct skills to ensure young people's safety during times of crisis.

Risk assessments are updated following any serious or significant events. Risk levels are appropriate and take historical and current information into consideration. Young

people are aware of their risks and feel supported by those in the home to reduce them.

Following incidents, staff monitor young people and support them to discuss their concerns or worries. On one occasion, a young person refused to attend health services. Staff did not seek advice and guidance from qualified professionals, for example by using the NHS 111 service. This means that there has been a delay in young people receiving assessments for both their physical and mental health.

Care planning for young people is not robust. The home incorporates plans for health and education into one singular care plan. This plan does not include all the necessary information from which to form the basis of young people's care. For example, young people's mental needs are not clearly documented. Consequently, those working with young people do not have all the necessary information to provide agreed, individualised needs-assessed care.

Young people have positive experiences of moving in to the home. Leaders and managers take the time to get to know and understand young people prior to their admission. Robust transition planning ensures that staff are able to provide a safe and supportive environment that meets young people's needs.

Young people benefit from the consistency of having a dedicated and experienced staff team that recognises the need for stability and positive relationships. Team meeting minutes include clear key-working responsibilities and evidence a child-centred approach to care. Because of this, young people have positive relationships with staff and are able to discuss their problems or worries.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/01/2020	Full	Outstanding
22/11/2018	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, 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 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>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(2)(b)(iv))</p>	26 February 2021
<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>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1)(2)(a)(v))</p>	26 February 2021
<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>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p>	26 February 2021

ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(b)(2)(c))	
---	--

## Recommendations

- Staff should have sufficient understanding of relevant health services, including the functions of the designated nurse for looked-after children in their area. They should support children to navigate these services, advocating on their behalf where necessary and appropriate. (Guide to the Children's homes regulations including quality standards, 2015, page 34, paragraph 7.8)  
Specifically, access appropriate healthcare services to seek advice following incidents that may affect children's physical, emotional and/or mental health.

## 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:** 1274089

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

**Registered provider:** Lonsdale Care Ltd

**Registered provider address:** 34 Broadacre, Caton, Lancaster, Lancashire LA2 9NH

**Responsible individual:** Paul McClintock

**Registered manager:** Clark Senior

## Inspector

Natalie Bennett, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit

<http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: <http://www.gov.uk/ofsted>

© Crown copyright 2021