

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 has been without a registered manager since September 2020. The current manager has applied to Ofsted to be the registered manager.

Inspection date: 9 February 2021

This monitoring visit

On 13 and 14 October 2020, Ofsted undertook an assurance visit. The visit identified serious and widespread concerns. In response to that visit, a notice of restriction of accommodation was issued. Ofsted then undertook monitoring visits to the home on 5 November 2020, 2 December 2020 and 5 January 2021. A further notice of restriction of accommodation was issued on 6 January 2021 and remains in place.

In addition, on 16 December 2020, a notice of proposal to cancel the registration of the home was issued.

On 9 February 2021, Ofsted undertook a monitoring visit. This visit was completed remotely due to risks associated with COVID-19 (coronavirus). The purpose of this visit was to review the provider's progress in meeting the requirements raised at the last visit and to consider the home's adherence to the restriction notice.

The provider has adhered to the restriction of accommodation.

The home is registered for four children. There is currently one child in placement. The provider has made a request to Ofsted to vary their conditions of registration to only accommodate two children. However, current staff vacancies mean that they do not have enough staff to care for two children.

The home is currently reliant upon bank staff to care for the one child living in the home. The long-term availability of these staff is unclear, as the provider intends to make some of these bank staff permanent employees at their other children's home. This means that there are currently not enough permanent staff to care for the one child living in the home. Based on this information, Ofsted is of the opinion that it would be unsafe for any more children to be admitted to this home.

Staff recruitment is ongoing. The use of bank staff and the ongoing staff vacancies mean that the one child currently living in the home is likely to experience further changes to the adults who care for him. The child has previously identified staff turnover as being a factor which impacts upon his ability to form trusting relationships with staff.

At the time of the inspection, the manager provided the inspector with a list of staff who worked in the home. Subsequent information provided by the responsible individual indicated that this information was inaccurate. The manager's lack of awareness of the staff who work in the home does not provide any assurance that he has the requisite skills to lead and manage the home effectively.

The leadership and management of the home continues to be an area of weakness. This is because management oversight is poor and ineffectual. The manager does not scrutinise documents to ensure that they are up to date and hold current information. For example, the statement of purpose provides conflicting information about the use of surveillance cameras in the home. Similarly, the children's guide lacks information about how to contact the office of the Children's Commissioner. In addition, rosters do not include the manager's actual hours worked and records used to track staff supervisions do not give an accurate reflection of the supervisions provided. These administrative shortfalls do not give Ofsted assurance of the manager's ability to identify and address required improvements.

Staff do not have the required skills and experience to meet the needs of the child. For example, a staff member spoke to a child about his sexual health in an unprofessional and insensitive manner. This left the child feeling embarrassed and uncomfortable. This incident has further impacted on the child's ability to develop trusting and respectful relationships with staff.

Since the last visit, there have been some improvements. For example, parents and professionals are now receiving regular updates about the child, staff are receiving regular supervision and the manager has addressed the shortfall in safer recruitment identified at the last inspection.

As a result of this visit, one recommendation and two requirements have been raised in relation to regulation 16 (the statement of purpose) and regulation 37 (other records). Two requirements have been repeated in relation to regulation 11 (the positive relationships standard) and regulation 13 (the leadership and management standard).

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>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>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. (Regulation 11 (1)(a) (2)(a)(i))</p>	9 March 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>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</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)(c)(h))</p>	9 March 2021
<p>The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1.</p> <p>The registered person must—</p>	9 March 2021

keep the statement of purpose under review and, where appropriate, revise it. (Regulation 16 (1) (3)(a))	
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b))	9 March 2021

Recommendation

- The registered person should ensure that the children's guide should help children to understand how they can access advocacy support or independent advocacy if eligible and how to contact the office of the Children's Commissioner. ('Guide to the children's homes regulations including the quality standards', page 24, paragraph 4.22)

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 the last visit.

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

Inspector

Michelle Spruce, Social Care Inspector

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