

1244946

Wigan Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This local authority children's home is registered to provide care and accommodation for up to two children who may experience emotional and/or behavioural difficulties or mental disorders, excluding learning disabilities.

The manager was registered with Ofsted on 26 January 2021. He holds the relevant qualification.

Inspection date: 9 March 2021

This monitoring visit

This visit took place using a blended approach of both on-site and off-site activity. A child living in the home was spoken to during the visit. The focus of the visit was to ensure that children are safe and to monitor the progress made since the last inspection on 16 March 2020.

The home has undergone recent redecoration in downstairs communal areas, and soft furnishings have been used to create a more homely feel. Children's bedrooms are personalised with space for them to relax. They also have access to a small games room, and there is a large garden area at the rear of the property. However, some areas of the home appear tired and would benefit from refurbishment.

Children said that they like living in the home, they feel safe and can talk to staff. They are supported to develop positive relationships with staff who understand their vulnerabilities and needs. There are clear and consistent boundaries in place that help children to understand expectations in the home and to feel safe.

Health needs are understood. Children are supported to attend appointments and access specialist services as required. Hygiene practices in relation to COVID-19

(coronavirus) are consistently implemented. Hand sanitisers and personal protective equipment are readily available and used as required by children, staff and visitors.

Children are supported and encouraged to complete education in line with their plans. In addition to formal education, the team also provides opportunities for children to develop life skills and work towards nationally recognised qualifications.

Children are helped to keep in touch with people who are important to them. The manager has implemented strategies to maintain family time with children when they are away from the home and has strengthened the relationships between the home and children's families and friends.

Despite some previous issues with communication with other professionals, the team now communicates well with others, keeping them updated and working together to meet children's needs. A social worker said, 'Communication is much improved. I'm happy with the care provided and I have no concerns about the home.'

Children have been supported to move on from the home in a planned and positive way. Transitions into the home are also planned and positive. However, when a child moved into the home, key adults linked to a child already living in the home were not consulted. The manager has addressed this and has made changes to further strengthen future transitions.

Staff have access to detailed risk and behaviour management plans, which provide them with strategies to keep children safe. They talk to children about the issues that are affecting them and support them to take age-appropriate risks as safely as possible.

Physical interventions are rarely used. However, it was identified during the visit that there have been two incidents during which physical interventions have taken place involving the manager who has not yet been trained in the home's behaviour management techniques. He was also involved in completing the debriefs with the child, removing the opportunity for independent consultation. Other staff who have recently joined the home have also not completed this training.

The home is managed by an experienced and qualified registered manager. He joined the home in December 2020 and in a relatively short time has implemented a number of changes to improve outcomes. The manager has clear expectations and ensures that any practice issues are swiftly addressed.

There have been a number of staffing changes since the last inspection. A core staff team has remained in place to provide consistency to the children, and agency staff are not used. Any staffing shortfalls are covered by experienced staff employed by the authority. Supervisions are planned in advance, and the manager has recently completed a training audit to identify training needs across the team. Staff said that

they are empowered to make decisions and feel supported in their roles. They value the changes the manager is implementing and benefit from his clear leadership and guidance.

The requirement made at the previous inspection has been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/03/2020	Interim	Sustained effectiveness
28/01/2020	Full	Good
12/02/2019	Interim	Improved effectiveness
29/05/2018	Full	Requires improvement to be good

What does the children's home need to do to improve?

Statutory requirement

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>13: The leadership and management standard</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. (Regulation 13 (2)(c))</p> <p>This relates to ensuring that all staff have access to relevant physical intervention training</p>	30 April 2021
<p>The registered person must ensure that—</p> <p>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—</p> <p>the name of the child;</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p>	30 April 2021

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.

(Regulation 35 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))

Recommendations

- The registered person should ensure that high standards are maintained throughout the home. Some areas appear tired, and the upstairs corridor and downstairs toilet would benefit from refurbishment. ('Guide to the children's homes regulations including the quality standards', page 13, paragraph 3.9)
- The registered person should ensure that key individuals are consulted about children moving into the home and that transition plans fully explore the impact that the child's arrival may have on children already living in the home. ('Guide to the children's homes regulations including the quality standards', page 38, paragraph 8.3)

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: 1244946

Provision sub-type: Children's home

Registered provider: Wigan Council

Registered provider address: Town Hall, Library Street, Wigan WN1 1YN

Responsible individual: Shirley Parkinson

Registered manager: Daniel Thornber

Inspector

Caroline Bertram, 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 children looked after, 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.

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

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.

This publication is available at www.reports.ofsted.gov.uk/.

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

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2021