

# 2541440

**Berry Gifford Limited**

Monitoring visit

Inspected under the social care common inspection framework

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

The home registered with Ofsted in February 2020 and is owned by a private company. The home offers care and accommodation for up to three children who have experienced childhood instability which has resulted in trauma and associated complex behaviours.

A new manager has been in post since January 2021. The manager has submitted his application to become registered with Ofsted.

Ofsted carried out a monitoring visit on 12 November 2020 following concerns shared with Ofsted about the quality of care provided to children. The inspection found fire safety measures were not effective. Staffing levels were at times insufficient and staff were inexperienced and unqualified. Requirements were raised to help the provider bring about improvement.

**Inspection dates:** 9 and 10 March 2021

## **This monitoring visit**

This visit took place in response to information shared with Ofsted about the quality of care provided to children. The concerns raised were in relation to insufficient staffing levels and the skills and experience of staff. Due to the COVID-19 (coronavirus) pandemic, the inspector visited the home and reviewed some documents electronically. At the time of the visit, two children were living at the home.

Since the last monitoring visit, in November 2020, there have been several changes to the staff team. Eight new members of staff have joined and four have left. The current manager has only recently been appointed and he is the third manager since the home was registered in February 2020. At times staffing levels in the home remain insufficient. The home relies on agency staff to fill gaps and core staff work additional hours. Changes in staff and the high use of agency staff do not provide children with consistent care.

Staff rosters do not accurately reflect who has worked in the home. They do highlight occasions when there have been insufficient numbers of staff to safely meet the needs of children. This does not demonstrate effective leadership and management of the home and does not promote children's welfare.

Most staff are unqualified and lack experience. Only three out of eight core staff have the required level 3 qualification, and this includes the manager and deputy manager. In addition, not all staff have completed training in physical restraint. Although staff have received training in mental health, they have not received any additional training specifically in relation to self-harm. As a result, children do not benefit from being looked after by an appropriately skilled staff team. Although some input for staff is now being sourced from a child's placing authority, specific training to be able to meet children's needs has not happened in a timely way. This has the potential to significantly impact on their safety, progress and experiences.

Managers have failed to ensure that all agency staff have been safely recruited. This means that potentially unsuitable people could be caring for children.

One child's records did not contain all required information. At the time of the monitoring visit, the inspector requested to see a child's deprivation of liberty order and care plan review documentation. Not all of the information was provided by managers. Missing documentation has the potential to limit staff's ability to deliver coordinated support to children.

Management oversight of records is poor. As a result, shortfalls remain in the accuracy and quality of records. In addition, staff do not record all serious incidents promptly. These shortfalls mean that the manager is unable to evaluate incidents effectively and address concerns identified in staff practice.

Both children are supported by staff to engage in their education and learning. One child, who was previously out of education for a considerable amount of time, is now attending. Since starting at his new school, staff are attending with him each day to help him settle. As a result, children are making some good progress from their starting points.

Children said that they are happy and confirmed that they are able to speak to staff if they have any concerns and that they feel listened to. This means that children can express their views, wishes and feelings and these will be respected and acted upon.

Managers need to give consideration to the children when staff leave the home, as children are not always helped to understand when and why staff have left. This does not take into account children's individual relationships with staff and the possible impact of staff leaving on children's emotional health.

Managers and staff make arrangements for children to celebrate their birthdays. When one child recently celebrated his birthday, he received a gift and had a birthday meal. This helped the child mark an important life event. This is an improvement since the last inspection and shows some areas of practice are developing.

Fire safety has improved. New procedures have been explained to, and are understood by, staff. In addition, a revised fire risk assessment has been shared with the Fire and Rescue Service.

Staff support children to maintain relationships with their families. This means that children are able to maintain safe and positive links to people who are important to them.

Four requirements are raised as a result of the shortfalls identified. Ofsted is concerned that further admissions to the home may place children at risk of harm. As a result, a notice restricting accommodation is also issued.

## **Recent inspection history**

This home has not previously had a judgement inspection

## 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>protect and promote each child's welfare. (Regulation 6 (1)(a) (2)(b)(ii))</p> <p>In particular, when staff leave, ensure that children are supported to have the opportunity to say goodbye and are helped to manage their feelings when relationships end.</p>	11 April 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>ensure that the home has sufficient staff to provide care for each child; and</p>	11 April 2021

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)(d)(h))	
<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>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <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)(b) (3)(d))</p>	11 April 2021
<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. (Regulation 36 (1)(a))</p>	11 April 2021

## Information about this inspection

The purpose of this visit was to monitor the quality of care provided to children since the last monitoring visit.

This inspection was carried out under the Care Standards Act 2000.

## **Children's home details**

**Unique reference number:** 2541440

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

**Registered provider:** Berry Gifford Ltd

**Registered provider address:** Berry Gifford Ltd, Branston Court, Branston Street, Birmingham, West Midlands B18 6BA

**Responsible individual:** Sally Hanson

**Registered manager:** Post vacant

## **Inspector**

Sarah Junor-Fitzpatrick, Social Care Inspector

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