

# 1254780

**Silverlining Childcare Limited**

Monitoring visit

Inspected under the social care common inspection framework

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

This home provides care and accommodation for up to four children who may have experienced disruption in their lives and may have social and/or emotional difficulties. It is run by a small private partnership company.

The home has been without a registered manager since 25 August 2020.

**Inspection date:** 11 May 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. A monitoring visit was completed on 9 February 2021. The notice of restriction of accommodation remains in place. In addition, on 25 February 2021 a notice of decision to cancel the registration of the home was issued.

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. There are currently no children living at the home.

The home does not have a registered manager. The previous registered manager withdrew his application to become the registered manager on 1 March 2021 and is now the deputy manager.

There are not enough staff to safely admit children to the home. The responsible individual told inspectors that it is their intention to voluntarily cancel the home's registration.

The leaders' and managers' oversight and monitoring of the home's health and safety is poor and ineffective. For example, no action has been taken to ensure that the recommendations raised in the legionella report in January 2021, rated as high risk, are completed. This places anyone visiting or living at the home at potential risk of harm.

Some of the home's records refer to one of the provider's other children's homes. For example, water temperatures have been recorded on a document that includes details of the company's other home. This is confusing and misleading. This is another example of the leaders' and managers' poor ability to oversee and rectify the home's records.

One young person, who no longer lives in the home, was not kept safe by staff. A senior staff member took the young person to have his hair cut. This was not permitted at the time due to COVID-19 (coronavirus) national lockdown measures in place at that time. The child was at an undetermined level of risk, as he was taken to an unassessed domestic home for the haircut. The staff member showed poor decision-making in their actions. There was a significant delay in this issue being identified, as staff say that they did not notice that the young person's hair had been cut. Ofsted is not assured by this explanation. Furthermore, managers failed to identify through their monitoring that this incident had occurred.

Since the last visit, there have been some improvements in some of the home records. For example, the statement of purpose has been updated, the staff roster now includes the hours that the manager works and the children's guide is now of an appropriate standard.

As a result of this visit, one requirement in relation to regulation 13 (the leadership and management standard) has been restated. One additional requirement in relation to regulation 12 (the protection of children standard) has been raised.

## 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 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>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child's welfare;</p> <p>are familiar with, and act in accordance with, the home's child protection policies.</p> <p>(Regulation 12 (1) (2)(a)(i)(iii)(v)(vi)(vii))</p> <p>This specifically relates to the registered person ensuring that risk is assessed and that staff take action to report any concerns and follow the home's child protection policies.</p> | 26 July 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>   | 26 July 2021 |

|   |  |
|---|--|
| <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.</p> <p>(Regulation 13 (1)(a)(b) (2)(c)(h))</p> <p>This specifically relates to the registered person ensuring that records are rectified, and the recommendations raised as high risk on the legionella risk assessment are completed. Also, ensuring that there are enough suitably qualified, skilled and experienced staff.</p> |  |
|---|--|

## 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

**Registered provider address:** 1 Flaxhall Street, Walsall WS2 9TW

**Responsible individual:** Tanya Humphries

**Registered manager:** Post vacant

## Inspector

Michelle Spruce, Social Care Inspector

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