

# 1183136

Registered provider: Nottinghamshire YMCA

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The children's home is registered to provide care for up to two children who have social, emotional and/or behavioural difficulties.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 15 December 2020 to carry out an assurance visit. The report is published on our website.

### Inspection dates: 22 to 23 June 2021

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>good</b>
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 30 April 2019

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/04/2019	Full	Good
26/06/2018	Full	Good
20/10/2017	Full	Good
23/01/2017	Full	Good

## **Inspection judgements**

### **Overall experiences and progress of children and young people: good**

There has been one child living at the home throughout the period of the COVID-19 (coronavirus) pandemic. A dedicated, bespoke staff team has provided care and support throughout this time.

The child has been provided with home tutoring and alternative education throughout this time. The child has engaged in this provision. This is significant progress for a child who had been out of education. An education professional said: 'Staff are always very supportive of education, and communication with us is excellent.'

Healthcare and therapy are priorities in this home. Staff are proactive in accessing the right support for children. Children's outcomes improve because of effective partnership work.

Staff ensure that children enjoy a range of activities, both in and outside the home. Ensuring that children have fun is integral to the daily routines.

Staff reward children with praise and encouragement. Incentives motivate children to earn gifts of their choice. This promotes positive behaviour.

### **How well children and young people are helped and protected: good**

Children stated that they feel safe and happy living in this home. They feel that staff support them and teach them how to keep safe.

Staff have a clear understanding of the vulnerabilities of the child in placement. From admission to the home, risks are understood. Risks are reviewed and strategies to protect children adapted.

Children have been missing from the home. Staff understand the factors leading to children running away. They are proactive to locate and return the child to the home.

There have been no physical interventions since the last inspection. Staff help and support children to learn how to regulate their own behaviours. Staff are effective in understanding the emotions that underlie and can trigger certain behaviours. The staff manage behaviour effectively.

The registered manager works proactively with safeguarding agencies, including social care professionals and police. A police officer provided very positive feedback on effective partnership working. This proactive approach addresses any concerns about the safety or welfare of children.

## **The effectiveness of leaders and managers: good**

The registered manager has extensive experience in working with children in residential care. The responsible individual provides senior leadership. The management team strives to ensure that children benefit from high standards of care.

This inspection reviewed the requirements and recommendations from the previous visit. The manager has made improvements in response to most of the shortfalls. However, the workforce development plan is not detailed and does not show the training profile of staff. In addition, not all bank staff are studying for the relevant qualification.

Supervision arrangements have been satisfactory during the pandemic. Staff stated that the registered manager is supportive. They feel that they have worked well as a team during the period of COVID-19. They are cohesive and committed to providing good-quality care.

Due to the restrictions, most training has been in the form of online learning. The provider plans to deliver face-to-face learning with the easing of restrictions. However, new staff and not all bank staff have had mandatory training. This is necessary to ensure consistent care.

External quality assurance provides an analysis of care provision. This gives a clear overview of the home's strengths and weaknesses. Detailed internal monitoring shows good management oversight. However, this process lacks the feedback and opinions of children.

Partnership work is largely positive. Stakeholders commented on effective communication and collaborative work. However, one social care professional had some concerns about the placement. The provider is addressing these issues with the placing local authority.

# 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 registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The requirements are that—</p> <p>the individual has the appropriate experience, qualification and skills for the work the individual is to perform.</p> <p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) ('the Level 3 Diploma'); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>(Regulation 32 (1) (3)(b) (4)(a)(b))</p> <p>This is with specific reference to all staff in a care role having a relevant qualification.</p>	28 July 2021
<p>The registered person must complete a review of the quality of care provided for children ('a quality of care review') at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and</p>	28 July 2021

any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

(Regulation 45 (1) (2)(b) (5))

## Recommendations

- The registered person should ensure there is a workforce plan. The plan should detail the necessary management and staffing structure, the experience and qualifications of staff currently working within the staffing structure and any further training required for those staff, detail the processes and agreed timescales for staff to achieve induction, probation and any core training (such as safeguarding and health and safety and mandatory qualifications). The plan should be updated to include any new training and qualifications completed by staff while working at the home, and used to record the ongoing training and continuing professional development needs of staff – including the home's manager. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)
- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.11)

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the 'Social care common inspection framework'. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

## Children's home details

**Unique reference number:** 1183136

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

**Registered provider:** Nottinghamshire YMCA

**Registered provider address:** YMCA, 4 Shakespeare Street, Nottingham NG1 4FG

**Responsible individual:** Brenda Serrant

**Registered manager:** Francesca Baggan

## Inspector

Amanda Ellis, Social Care Inspector

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