

SC405985

ERA Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is one of a small group run by an independent provider. The home is registered to provide care for up to three children aged between 11 and 18 who cannot live with their own families and require support and help to manage their emotions and behaviour.

The manager registered with Ofsted on 30 November 2020. This is her first registered manager post.

Inspection date: 13 July 2021

This monitoring visit

The last full inspection of the home in May 2021 identified serious and widespread concerns. As a result, Ofsted served the home with two compliance notices. This visit was undertaken to review the provider's progress in meeting the required actions set out in the compliance notices. The inspector found that, although some improvements have been made, insufficient action has been taken to meet the steps set out in the compliance notices.

There were no children living at the home at the time of this visit. The child who was living at the home previously had moved out since the last inspection.

On one occasion, two staff with seven months' experience of working in a children's home were the only staff on duty for 24 hours. The provider was not able to demonstrate that they had satisfied themselves of the staff members' ability to meet this child's complex behavioural needs.

The updated location risk assessment for the home does not identify the risks presented by the fractured relationships between the home and the local community.

Although recording has improved, some important records, such as staff supervision and placement disruption meetings, are not available.

The provider is undertaking a programme of refurbishment at the home. They have repaired the damaged door locks and replaced the damaged windows. Each of the children's bedrooms is in the process of being repainted and refurbished. However, these works have yet to be completed.

Historical information about children has been removed and is now securely stored. Notifications of recent and historically significant incidents have now been sent to Ofsted.

The two staff who have worked for the organisation for more than a year have now had an annual appraisal of their performance.

Although some improvements have been made, the provider has not been able to offer sufficient evidence of improved behaviour management or management monitoring systems.

All staff currently employed to work at this home were redeployed in June 2021 to the organisation's other home. There are currently no staff available on site to care for children. The provider does not intend to operate the home at this time. The home will therefore be subject to a condition that the provider must inform Ofsted of its intention to accommodate children at the home at least three months before any child is accommodated.

Some of the previous requirements were outside the scope of this visit and were not reviewed. These requirements are therefore restated and will be reviewed at the next visit or inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/05/2021	Full	Inadequate
02/12/2019	Full	Requires improvement to be good
18/07/2018	Full	Good
21/06/2017	Full	Good

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>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>understand and apply the home's statement of purpose;</p> <p>ensure that staff understand and apply the home's statement of purpose;</p> <p>protect and promote each child's welfare;</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child; and</p> <p>enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iv)(c)(i)(ii))</p> <p>This requirement was made at the last inspection and is restated.</p>	1 September 2021
<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>	1 September 2021

an understanding about acceptable behaviour; and positive responses to other children and adults.

In particular, the standard in paragraph (1) requires the registered person to ensure—

that staff—

help each child to develop socially aware behaviour;

encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding;

help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;

communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding;

de-escalate confrontations with or between children, or potentially violent behaviour by children.

(Regulation 11 (1)(a)(b)(c) (2)(a)(ii)(iii)(iv)(v)(xi))

In particular, the registered person must:

ensure that managers reflect on incidents and take effective action to reduce risks in the future;

ensure that sharp knives are appropriately and securely stored and that all staff know the protocols on storage;

ensure that staff are suitably equipped and able to prevent, manage and respond to difficult situations effectively and safely; and

ensure that appropriate action is taken to address fractured community relationships and to respond to and resolve incidents in the community.

This requirement was made at the last inspection and is restated.

1 September 2021

The protection of children standard is that children are protected from harm and enabled to keep themselves safe.

In particular, the standard in paragraph (1) requires the registered person to ensure—

that staff—

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;

help each child to understand how to keep safe;

have the skills to identify and act upon signs that a child is at risk of harm;

manage relationships between children to prevent them from harming each other;

understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;

that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm;

that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health.
(Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(b)(d))

In particular:

ensure that the fire risk assessment and the suitability of the location assessment are consistently updated with new risks and any risk reduction measures;

ensure that children are prevented from harming each other and are safeguarded from adults and children who may harm them; and

ensure that staff take suitable action to prevent children from going missing from the home and respond appropriately to these incidents when they occur.

<p>This requirement was made at the last inspection and is restated.</p>	
<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 promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(f))</p> <p>In particular, ensure that:</p> <p>children receive care from an experienced, trained and skilled staff team;</p> <p>each shift has enough suitably skilled, trained and competent staff who can meet the needs of the children they are looking after and that arrangements for staffing overnight are safe and sufficient;</p> <p>staff are not required to undertake duties which are outside their competence and experience;</p> <p>management monitoring is effective; and</p> <p>incidents are appropriately reviewed to improve practice and that the review and any learning are recorded.</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>1 September 2021</p>

<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>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))</p> <p>This requirement was made at the last inspection and is restated.</p>	
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose;</p> <p>that arrangements are in place to—</p> <p>manage and review the placement of each child in the home;</p> <p>plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority; and</p> <p>that each child's relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(a)(b)(ii)(iii)(c))</p>	<p>1 September 2021</p>

<p>This requirement was made at the last inspection and is restated.</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>The relevant date is—</p> <p>in the case of an individual who starts working in a care role in a home after 1 April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or</p> <p>in the case of an individual who was working in a care role in a home on 1 April 2014, 1 April 2016. (Regulation 32 (4)(a)(b) (5)(a)(b))</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>1 September 2021</p>

Recommendations

- The registered person should ensure that children living at the home who are not in education are supported to sustain or regain their confidence in education and engaged in suitable structured activities. ('Guide to the children's homes regulations including the quality standards', page 28, paragraph 5.15)
- The registered person should ensure that there are clear rules and guidance in place regarding vaping. Staff should have the skills and knowledge to help children to understand the dangers of vaping and help them to stop. ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.18)

Information about this inspection

The purpose of this visit was to review the provider's progress in meeting the steps set out in the compliance notices that were served following the last inspection.

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

Children's home details

Unique reference number: SC405985

Provision sub-type: Children's home

Registered provider: ERA Care Limited

Registered provider address: Unit 3a, The Maltings, Station Road,
Sawbridgeworth CM21 9JX

Responsible individual: Miliano Mile

Registered manager: Stephanie Broderick-Fox

Inspector

Joanna Heller, Social Care Inspector

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