

1273769

Registered provider: Oak Childcare Plus

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company. It is registered to provide care and accommodation for up to three children who have experienced childhood instability leading to trauma and associated complex behaviours.

The home has been without a registered manager since June 2021. A new manager has been appointed. The manager will apply to register with Ofsted.

Ofsted last visited this home on 28 and 29 April 2021 to carry out a full inspection. The report is published on the Ofsted website.

Inspection dates: 16 and 20 September 2021

Date of last inspection: 28 April 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has declined in effectiveness.

Four requirements made at the last inspection have been met. Children's files now have all essential records from their placing authorities. In addition, children have furniture for their bedrooms that is not broken. However, managers have failed to ensure that the two remaining requirements have been met. Failure to meet previous inspection requirements has resulted in two compliance notices being issued following this inspection.

Managers are unable to show that staff are safely recruited. Of the four members of staff who have joined the home since the last inspection, the file for only one of them holds information on relevant safe recruitment checks. Files for the other three staff members are empty. This means that it is unclear if adults working in the home are suitable to do so. This is a repeated shortfall from the earlier inspection.

There are continued failings in staff supervision. Managers fail to ensure that all staff receive supervision in line with the organisation's supervision policy. For example, only one member of staff received supervision during June 2021. Furthermore, the manager has only received three supervisions since she began employment on 2 June 2021. This is despite an organisational expectation of fortnightly supervision for new staff. This lack of oversight leaves managers unable to demonstrate how they have supported staff to reflect on and improve their practice to ensure that children receive safe care.

Children know how to complain. However, children are not always aware of the outcome of the complaint and follow-up actions are not always completed. Children are not helped to understand the impact of their behaviours on themselves or others. In addition to this, not all complaints are recorded within the home. For example, the inspector was provided with an electronic copy of a complaint handwritten by a child on 23 August 2021. There is no record of this complaint within the home and no details about how this was addressed. This lack of reporting means that children may be faced with safeguarding incidents that go unreported.

Children do not live in a homely and nurturing environment. Two children do not have curtains or a functioning blind for their bedroom windows. This is despite one child making requests since April 2021 for a blackout blind to help him sleep. This lack of action by staff and managers does not help children to strengthen their sense of belonging and have pride in their bedrooms.

Management oversight and monitoring is still poor. The home has been without a registered manager since June 2021. Despite the recruitment of a new manager,

who joined the home in June 2021, Ofsted has yet to receive an application to register. The provider is also without a responsible individual, as the previous one left at short notice. There are shortfalls in management monitoring systems. For example, managers were not aware of the whereabouts of several records at the time of the inspection, including recruitment files and children's complaint records. This lack of oversight means that sensitive and confidential data is removed from the home without the manager's knowledge.

Managers report safeguarding incidents to Ofsted on most occasions. However, there has been one occasion when the home has not notified Ofsted of a serious incident. This does not ensure that Ofsted has a good overview of safeguarding concerns between inspections.

Despite the significant shortfalls found during this inspection, children make some progress. All three children have maintained good school attendance. Previous conflict incidents between children have reduced and there have been no incidents requiring physical restraint.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/04/2021	Full	Requires improvement to be good
17/02/2020	Interim	Declined in effectiveness
07/05/2019	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>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)(c)(i)(ii))</p> <p>This specifically relates to the standard of children's bedrooms.</p>	31 October 2021
<p>The children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>develop positive relationships with them;</p> <p>engage with them; and</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p>	31 October 2021

<p>help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child. (Regulation 7 (1)(a)(b)(c) (2)(a)(iii))</p> <p>This specifically relates to children's requests for improvements to their bedrooms that have not been listened to.</p>	
<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> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c) (2)(b))</p> <p>This specifically relates to children being informed of outcomes following complaints and being helped to rebuild relationships with others.</p>	<p>31 October 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 specifically relates to managers having effective monitoring tools in place and ensuring that all records are accessible in the home.</p>	<p>31 October 2021</p>

<p>An individual may only carry on a children's home if the individual satisfies the requirements in paragraph (5).</p> <p>An individual may only carry on a home with another individual or other individuals, otherwise than in a partnership, if that individual and each other individual satisfies the requirements in paragraph (5).</p> <p>The requirements are that—</p> <p>the individual is of integrity and good character;</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2;</p> <p>the individual is mentally and physically fit to carry on the home; and</p> <p>the individual is financially fit to carry on the home.</p> <p>The requirements are that—</p> <p>the individual is of integrity and good character; and</p> <p>full and satisfactory information is available in relation to the individual in respect of the matters in paragraphs 1 and 3 to 6 of Schedule 2.</p> <p>A responsible individual must—</p> <p>satisfy the requirements in paragraph (5)(a) to (c); and</p> <p>have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (1) (2) (5)(a)(b)(c)(d) (6)(a)(b) (7)(a)(b))</p> <p>This specifically relates to ensuring that individuals responsible for the running of the home are suitably assessed as appropriate.</p>	<p>31 October 2021</p>
<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>employ an individual to work at the children's home; or</p>	<p>31 October 2021</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>the individual is of integrity and good character;</p> <p>the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;</p> <p>the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and</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)(a)(b) (3)(a)(b)(c)(d))</p> <p>This specifically relates to the safer recruitment checks that are required to be completed and that should be accessible in the home.</p>	
<p>*The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience.</p> <p>(Regulation 33 (4)(b))</p> <p>This specifically relates to staff receiving supervision in line with the organisation's own policies.</p>	31 October 2021
<p>The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))</p> <p>This specifically relates to ensuring that complaints made by children are recorded and accessible in the home.</p>	31 October 2021
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p>	31 October 2021

<p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child—</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))</p> <p>This specifically relates to ensuring that Ofsted is informed of significant incidents in the home.</p>	
--	--

*These requirements are subject to a compliance notice.

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 1273769

Provision sub-type: Children's home

Registered provider: Oak Childcare Plus

Responsible individual: Post vacant

Registered manager: Post vacant

Inspector

Kev Brammer, 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 <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://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