

# 1263124

Registered provider: Autonomy Plus Limited

Monitoring visit

Inspected under the social care common inspection framework

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

This home is owned by a private organisation. It provides care for up to five children who have a learning disability and additional needs. At the time of the inspection, four children were living at this home.

The registered manager left on 16 April 2021. The home has been without a registered manager since.

**Inspection date:** 5 July 2022

## **This monitoring visit**

This children's home was judged inadequate at the full inspection on 29 and 30 May 2022, and a compliance notice was issued in relation to regulation 13, the leadership and management standard of the Children's Homes Regulations 2015. This monitoring visit was completed to review the action taken to comply with the requirements of the compliance notice.

Since the last inspection, the area manager has become the responsible individual, which has enabled the previous responsible individual to make an application to register as the manager. An improvement plan for the home is being developed, and the responsible individual is working closely with the proposed manager to implement the plan.

Records have been reviewed and new forms introduced. This forms part of the improved monitoring arrangements for the home. The new monitoring system allows for daily, weekly, monthly and quarterly review and monitoring by leaders and managers. The responsible individual will review the effectiveness of the new process on a quarterly basis. Changes have been shared with staff in team meetings and recorded in the new staff communication book.

Policies and procedures are due to be fully reviewed. However, action has been taken to amend flowcharts for staff in relation to safeguarding concerns and referrals to the local authority designated officer and the multi-agency safeguarding hub. This has been shared with staff during team meetings. No concerns have been raised since the last inspection, which means any improvements are still to be tested.

The complaints process and on-call protocol have been reviewed and changes shared with staff during team meetings. Forms and records used to log complaints, concerns and incidents have been reviewed and updated and these now allow for improved recording of actions and outcomes. Records are available electronically, which allows leaders, managers and staff easy access to these when they are away from the office. The inspector was advised this will enable staff to update records more easily and in a timely manner. This also allows for easier oversight by leaders and managers and provides the opportunity for better monitoring of quality. This is in the early stages of introduction and needs time to be fully embedded.

Staff supervision procedures have been reviewed and updated. A new form has been introduced and this is intended to provide better evidence of the effectiveness of supervision with staff, including sections for discussions about concerns and about practice.

Staff recruitment files are being audited, and action is being taken to ensure that all files meet the requirements of the regulations. A monthly review meeting has been introduced between the manager, the responsible individual and human resources to provide monitoring and oversight of these records. A new form has been added to the front of the recruitment records to evidence that safer recruitment practice is being followed. Plans are in place for the provider to confirm the information about the safe recruitment and evidence of training and qualifications for agency staff.

Staffing arrangements have been reviewed, and the importance of sufficiency reiterated with the staff team. Rotas reviewed by the inspector demonstrate that leaders and managers are taking action to ensure that there is sufficiency of staffing.

Sufficient action has been taken to meet the actions required by the compliance notice. However, the improvement plan is still in the early stages, so the requirements from the last inspection will remain and will be reviewed at the next full inspection.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/05/2022	Full	Inadequate
18/10/2021	Full	Requires improvement to be good
28/06/2021	Full	Inadequate
09/09/2019	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 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>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>manage relationships between children to prevent them from harming each other;</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; and</p> <p>are familiar with, and act in accordance with, the home's child protection policies;</p> <p>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; and</p> <p>that the effectiveness of the home's child protection policies is monitored regularly.</p> <p>(Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(e))</p>	1 July 2022

The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—

helps children aspire to fulfil their potential; and

promotes their welfare.

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

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;

ensure that staff work as a team where appropriate;

ensure that staff have the experience, qualifications and skills to meet the needs of each child;

ensure that the home has sufficient staff to provide care for each child;

ensure that the home's workforce provides continuity of care to each child;

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;

demonstrate that practice in the home is informed and improved by taking into account and acting on—

research and developments in relation to the ways in which the needs of children are best met; and

feedback on the experiences of children, including complaints received; and

use monitoring and review systems to make continuous improvements in the quality of care provided in the home.  
(Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)(f)(g)(i)(ii)(h))

1 July 2022

<p>A responsible individual must—</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 (7)(b))</p>	1 July 2022
<p>The registered provider must appoint a person to manage the children's home if—</p> <p>there is no registered manager in respect of the home. (Regulation 27 (1)(a))</p>	1 July 2022
<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>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, 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>	1 July 2022
<p>The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>how appropriate behaviour is to be promoted in the children's home; and</p>	1 July 2022

<p>the measures of control, discipline and restraint which may be used in relation to children in the home.</p> <p>The registered person must keep the behaviour management policy under review and, where appropriate, revise it. (Regulation 35 (1)(a)(b) (2))</p>	
<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;</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))</p>	1 July 2022
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4;</p> <p>ensure that the records are kept up to date; and</p> <p>retain the records for at least 15 years from the date of the last entry. (Regulation 37 (1) (2)(a)(b)(c))</p>	1 July 2022
<p>Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children.</p> <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 (1) (3))</p>	1 July 2022

## Recommendations

- The registered person should ensure that repairs to any damage in the home are of good quality and dealt with promptly to create a warm, welcoming environment. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

## **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:** 1263124

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

**Registered provider:** Autonomy Plus Limited

**Registered provider address:** 67 Roundpond, Melksham, Wiltshire SN12 8EB

**Responsible individual:** Nicholas Faulkner-Elliott

**Registered manager:** Post Vacant

## **Inspector**

Kerry Fell, Social Care Inspector

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