

# 2519196

Registered provider: Holywell Children's Services Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is operated by a private provider. It was registered in October 2019 and provides care for up to two children. The home's statement of purpose states that children who receive care here may have complex needs arising from social, emotional or behavioural difficulties and/or learning disabilities.

### Inspection dates: 29 and 30 June 2022

<b>Overall experiences and progress of children and young people, taking into account</b>	<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 September 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/09/2021	Full	Good

## **Inspection judgements**

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

At the time of this inspection, there was one child living at the home. Children are supported to attend education and engage in educational activities. However, the child's school placement has recently broken down due to their emotional and mental health needs. While managers are sourcing a more suitable school placement, the child is being provided with a tutor. Staff are maintaining the child's routines around tuition with fun and engaging educational activities.

Staff support children with their health. The child has accessed health services such as dental appointments, physiotherapy, optical assessments and blood tests. However, plans in place to meet children's health needs lack the necessary input and guidance from professionals to meet the child's very specific needs. Furthermore, they do not contain all the necessary health information to ensure all needs are monitored effectively.

The child benefits from engaging in positive activities such as piano lessons, swimming and learning languages. The child is also keen on creating artwork and learning about different countries and cultures. Staff nurture the child's interests by learning languages with them and helping them to explore other cultures through trips to Asian food markets and creative cooking activities.

Staff have created a nurturing environment where the child feels safe, comfortable and relaxed. Because of this, relationships between staff and the child are good and the child's verbal and non-verbal communication has improved. Furthermore, through attending youth clubs and school, the child has gained confidence in interacting with others socially and has made positive connections outside the home. Improved social relationships have increased the child's happiness and overall health and well-being.

Leaders and managers have appropriately assessed the suitability of children moving into the home. However, previously unseen behaviours displayed by one child caused distress to the child currently living in the home. This resulted in the first child's placement being ended. Following this, managers sought agreement for increased support and attention for the child living in the home. This is providing the child with a settled time and increased attention to meet their needs.

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

The child living in this home has a history of self-injurious behaviours. There was a significant increase in these behaviours when another child was admitted to the home. However, overall, these behaviours have declined, and the child is making significant progress in this area.

Staff fully understand the procedures to be taken in the event of an incident of self-harm. They have taken quick and effective action when incidents have occurred, to ensure the child's safety. Staff provide a consistent and predictable approach to self-injurious behaviour and have appropriately intervened when necessary. This improves the child's safety and has helped to reduce incidents.

Leaders and managers have recorded several incidents of restrictive physical intervention in the home. Most of these relate to preventing the child from self-harming. Holds are supportive in nature and generally do not 'restrict' the child. When restriction has been necessary, holds are proportionate and appropriate and serve to protect the child from injury.

Risk assessments in place for children are up to date and reflective of current risk levels. Those relating to self-injurious behaviour require additional input from health professionals in respect of the management of the behaviour and suicidal ideation, to ensure these are fully informed and agreed by those with the appropriate clinical qualifications and knowledge.

Behaviour management strategies recorded by staff do not always demonstrate a nurturing or supportive response towards children. During one incident, staff recorded that they had told the child they would call the police. This response was not proportionate to the behaviours displayed and is not reflective of the caring ethos and environment observed at the time of the visit. A requirement is made to address this.

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

Children are supported by a stable and consistent staff team who know children well. Staff feel supported by leaders and managers and enjoy working in the home. Staff are passionate about caring for children and demonstrate genuine warmth and affection towards them. Because of this, the child living in the home has consistent boundaries and feels well cared for.

Advocacy for children has not been prioritised. The child living in the home wishes to explore their identity further and also to have access to a mobile phone and social media apps. These requests are currently denied by the local authority. The lack of advocacy support for the child means that decisions made on behalf of the child have not been challenged effectively or raised for consideration in line with the child's views and wishes.

Recruitment procedures are robust. This means that all those working in the home are appropriate and safe to do so. Managers regularly review and monitor staff files and staff training. This ensures staff remain well trained and have the necessary knowledge and skills to provide effective care and support for children.

Complaints procedures have been strengthened since the previous inspection. One complaint has been documented from a child, another from neighbours. The

manager has investigated and responded to these appropriately. This improves transparency and serves to improve the experiences of children living in the home.

Leaders and managers have taken action to meet the requirements and recommendations made at the previous inspection. They are also developing new ways to gather the views of children and others to improve the service and the care provided to children.

## 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 children's views, wishes and feelings standard is that children receive care from staff who—</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> <p>regularly consult children, and seek their feedback, about the quality of the home's care;</p> <p>ensure that each child—</p> <p>is enabled to provide feedback to, and raise issues with, a relevant person about the support and services that the child receives;</p> <p>is given appropriate advocacy support. (Regulation 7 (1)(c) (2)(a)(iv)(b)(i)(iii))</p> <p>Specifically, seek advocacy for children to support them to challenge decisions made on their behalf which do not reflect their views and wishes.</p>	4 August 2022
<p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being;</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p>	4 August 2022

<p>that staff help each child to—</p> <p>achieve the health and well-being outcomes that are recorded in the child's relevant plans;</p> <p>understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding. (Regulation 10 (1)(a)(b) (2)(a)(i)(ii))</p> <p>Specifically, seek support, guidance and information from health agencies and professionals. Implement information into children's plans and risk assessments where necessary.</p>	
<p>No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child. (Regulation 19 (1))</p> <p>In particular, children should not be subject to threats of consequence which are not proportionate to the behaviours exhibited.</p>	<p>4 August 2022</p>

## Recommendation

- The registered person should ensure that the use of CCTV or other monitoring equipment is covered by a written policy describing how this will support the safeguarding and well-being of those living and working in the home in accordance with regulation 24. Homes must gain consent to any monitoring or surveillance by the placing authority in writing at the time of placement. In particular, ensure the appropriateness of CCTV use is regularly reviewed and discussed with children and that consents obtained for surveillance are held in writing. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.16).

## 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:** 2519196

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

**Registered provider:** Holywell Children's Services Limited

**Registered provider address:** Dalton House, 9 Dalton Square, Lancaster,  
Lancashire LA1 1WD

**Responsible individual:** Sabe Connor

**Registered manager:** Don-Collins Ekwem

## Inspector

Natalie Bennett, Social Care Inspector



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