

1259178

Registered provider: Solid Global Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home cares for two children who are affected by mental ill health. It is owned and operated by a small private company.

The registered manager resigned in January 2022. A new manager has been appointed and is in the process of applying to register with Ofsted.

Inspection date: 17 August 2022

This monitoring visit

Ofsted undertook a monitoring visit on 6 July 2022. Due to concerns identified at that visit, Ofsted issued a notice restricting accommodation at the setting and issued a compliance notice in relation to regulation 13, the leadership and management standard.

A further monitoring visit took place on 8 and 9 August 2022, following an anonymous complaint to Ofsted which raised safeguarding concerns. That monitoring visit took place to monitor the provider's compliance with the restriction of accommodation and to review the progress made in meeting the steps outlined in the compliance notice issued under regulation 13.

One child continues to live in the home. The provider has adhered to the notice of restriction and no children have moved into the home since the last inspection.

The provider has made the improvements needed to meet the steps in the compliance notice. All staff have completed mandatory and specialist training as outlined in the home's statement of purpose. The new manager has revised the behaviour management plan for the child and it now reflects the home's therapeutic model and provides guidance for staff to follow. Core staff are being upskilled to

help them to develop the skills and knowledge necessary to be able to provide the child with a better quality of care.

The new manager has implemented a quality monitoring system which is enabling her to identify and address some shortfalls in a timelier manner. This includes oversight of health and safety and staff training and is enabling the manager to begin to improve the quality of care provided to the child.

Despite some progress in safer recruitment outlined at the previous monitoring visit on 8 and 9 August 2022, shortfalls remain. Checks on the new manager are incomplete and it was not clear that managers had satisfied themselves that an agency member of staff had been recruited safely by the agency they came from.

Managers failed to notify Ofsted of an allegation made by the child against a member of staff working in the home. They were aware of this allegation prior to the monitoring visit on 8 and 9 August 2022 but did not inform the inspector, despite being asked if there were any current safeguarding concerns. This raises concerns regarding the honesty and integrity of the provider.

The provider has not ensured that an independent visit takes place each month and a report is sent to Ofsted. This was raised as a requirement previously and is repeated. This shortfall means that there is limited external oversight and Ofsted is not kept abreast of what is happening at the home. In addition, the provider has not produced a quality of care review report. This does not help managers to understand and act on areas for improvement.

Weaknesses remain in care planning. The provider and the child's placing authority have failed to come together to review the child's placement and set out clear expectations regarding the clinical input from the provider. Despite the provider giving notice on the child's placement and the authority wanting to move the child, no meetings have taken place to determine what is happening and how the child will be supported with a move from the home. Despite some challenge from managers to the child's placing authority, no resolution has been reached and this inability to work together effectively is having a detrimental impact on the child's behaviour and well-being.

Staffing in the home has at times been insufficient and unsafe, with the child being cared for solely by agency staff who were not familiar with her needs and lacked relevant training. Recently, the provider has taken steps to address this, ensuring that agency staff are working alongside a core member of staff and that all staff working in the home have received relevant training. This work needs to continue to provide continuity of care to the child from people who know her and have the skills and knowledge to care for her appropriately.

Arrangements for the administration of medicines in the home have improved. Staff are all trained in medication administration and appropriate guidance is in place.

However, some medication had unclear labelling. Managers took immediate steps to rectify this shortfall.

In the child's daily records and incident reports, staff have, at times, used inappropriate language, which has the potential to stigmatise the child. The new manager had already identified this issue and has arranged reporting and recording training for staff in the near future.

The new manager has reviewed the location of the home and liaised with key people to understand any local risk. This understanding is being disseminated to staff to support them in keeping the child safe.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/06/2021	Full	Good
28/09/2018	Interim	Not judged
05/06/2018	Full	Inadequate

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 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>ensure that the home has sufficient staff to provide care for each child;</p> <p>ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(d)(e))</p> <p>Specifically, that the home does not rely wholly on agency staff to cover the rota.</p>	<p>18 September 2022</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 arrangements are in place to—</p> <p>manage and review the placement of each child in the home;</p> <p>and 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;</p>	<p>25 August 2022</p>

<p>that each child’s relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(b)(ii)(iii)(c))</p> <p>This specifically relates to the provider and local authority devising a care plan detailing the arrangements for clinical oversight and transition from the home.</p>	
<p>An individual may only carry on a children’s home if the individual satisfies the requirements in paragraph (5).</p> <p>The requirements are that—</p> <p>the individual is of integrity and good character. (Regulation 26 (1) (5)(a))</p> <p>This relates to a failure to disclose a safeguarding concern to the inspector during a visit.</p>	<p>18 September 2022</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>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>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)(d))</p> <p>This specifically relates to ensuring that all staff have a full employment history and that overseas checks are undertaken where relevant.</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>18 September 2022</p>
<p>The registered person must notify HMCI and each other relevant person without delay if—</p>	<p>18 September 2022</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 concludes (in which case, the notification must include the outcome of the child protection enquiry)</p> <p>A notification made under this regulation—</p> <p>must include details of—</p> <p>the matter;</p> <p>the other persons, bodies or organisations (if any) who or which have been notified;</p> <p>and any actions taken by the registered person as a result of the matter;</p> <p>must be made or confirmed in writing. (Regulation 40 (4)(c)(d)(i)(ii) (5)(a)(i)(ii)(iii)(b))</p>	
<p>The registered person must ensure that an independent person visits the children’s home at least once each month.</p> <p>When the independent person is carrying out a visit, the registered person must help the independent person—</p> <p>to inspect the premises of the home and such of the home’s records (except for a child’s case records, unless the child and the child’s placing authority consent) as the independent person requires. (Regulation 44 (1) (2)(b))</p> <p>Specifically, that a visit is facilitated each month and a report sent to Ofsted.</p> <p>This requirement was made at the last inspection and is restated.</p>	<p>18 September 2022</p>
<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>18 September 2022</p>

After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report").

The registered person must—

supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed.

(Regulation 45 (1) (3) (4)(a))

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

Recommendations

- The registered person should ensure that they make suitable arrangements to manage, administer and dispose of any medication. These are fundamentally the same sorts of arrangements as a good parent would make but are subject to additional safeguards. Specifically, that children's medication labels are clear and display the dose and strength of the medicine. ('Guide to the Children's Homes Regulations, including the quality standards', page 35, paragraph 7.15)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. Specifically, that non-judgemental language is used in children's records. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 1259178

Provision sub-type: Children's home

Registered provider: Solid Global Limited

Registered provider address: Suite G, Eldon House, 24 Central Square, High Street, Erdington, Birmingham, West Midlands B23 6RY

Responsible individual: Octovus Muchemenye

Registered manager: Post vacant

Inspectors

James Tallis, Social Care Inspector
Lisa O'Donovan, Social Care Inspector

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