

SC020558

Registered provider: Overley Hall Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home cares for up to 22 children with severe learning disabilities, sensory impairment, autism spectrum disorder and/or challenging behaviours. Young people may stay beyond the age of 18 to complete their education.

The children's home is situated on the same site as a special school. A separate residential home for young adults, registered with the Care Quality Commission, also operates in the school grounds. The inspectors only inspected the social care provision at this school.

The manager registered with Ofsted in January 2021 and holds the appropriate qualifications.

Inspection dates: 24, 25 August and 14 September 2022

Overall experiences and progress of children and young people, taking into account **inadequate**

How well children and young people are helped and protected **inadequate**

The effectiveness of leaders and managers **inadequate**

There are serious and widespread failures that mean children are not protected or their welfare is not promoted or safeguarded, and the care and experiences of children are poor and they are not making progress.

Date of last inspection: 13 July 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/07/2021	Full	Good
10/07/2019	Full	Good
04/09/2018	Full	Good
09/05/2018	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: inadequate

Leadership and management and safeguarding arrangements at the home are inadequate. Leaders and managers have not ensured that some children have received their medication as prescribed or ensured that their health needs are met in line with their care plan which has compromised children's health. Leaders and managers poor oversight of staff training means that not all staff have had the training necessary to safely care for children. Consequently, these shortfalls have had a negative impact on the overall experiences and safety of children. As a result of this inspection, Ofsted issued two compliance notices under regulation 13, the leadership and management standard and regulation 23, medicines.

Staff have not always made sure that children's privacy and independence are promoted. For example, children's bathrooms did not contain all the necessary items such as towels, soap, toilet rolls and window coverings. When inspectors returned in September 2022, there had been some improvements. Bathrooms had the required items, and the provider was in the process of purchasing individual towels for children. This improvement will mean children have the privacy needed and items available without having to ask for them.

Staff have made sure that most of the children's bedrooms are personalised. They are decorated and furnished to each child's individual taste. However, one child's bedroom had not been promptly repaired after the child had damaged the flooring and furniture, and there were no window coverings. There had been some improvements when inspectors returned in September, with curtains having been hung and the flooring repaired.

Staff gain children's views about all aspects of their day-to-day care through a variety of communication methods. However, staff do not produce menus in a format that all children understand, such as pictures or symbols. This is particularly important for those who struggle to go to the food trolley to choose their meal.

The home has extensive grounds, which give children space to explore and experience things they may not normally do. For example, staff help children experience the joy of planting and growing fruit and vegetables, building dens and helping with outdoor cooking. As a result, children develop their skills and confidence.

Staff provide many activities for children in the home and the wider community. For example, children are taken swimming, bowling and shopping. Staff have taken some children on holiday. This variety of opportunities means that children's experiences are like those of any other child.

Children at this home attend the on-site school. There is good multi-agency working between staff at the home, teaching staff and other professionals. Consequently, children receive consistent care and are progressing well.

How well children and young people are helped and protected: inadequate

The home's arrangements for the safe administration of children's medication are poor. For example, staff have not ensured that they have administered medication for one child as prescribed by health professionals. Ineffective monitoring systems have meant that this child has not received their prescribed dose for three months. As a result, this has had an adverse impact on the child's behaviour and resulted in increased incidents.

Staff do not always ensure that children's health needs are met as set out in their healthcare plan. For example, staff have not consistently followed the guidance to ensure that a child who has a gastrostomy tube is safely supported. As a result, staff did not clean the tube regularly and this could have had serious consequences for the child's health.

Leaders and managers have not ensured that all staff are adequately trained to undertake physical interventions on children. Inspectors found that on several occasions, advanced physical interventions had been undertaken by staff who had not completed the training necessary to use this type of intervention. Inspectors found that on some occasions a member of staff who had not received any training completed a physical intervention on a child. The manager's oversight of physical interventions was poor, and she had not identified these shortfalls. This practice increases the risk of children suffering serious physical harm due to a lack of staff's skills and knowledge.

Staff have created behaviour management support plans for children. However, staff have not regularly reviewed and updated these for all children. For example, some have not been updated to reflect changes in children's behaviours and some have not been updated for over 12 months. This means that staff do not have the most recent information they need to understand children's behaviours and the strategies to support those behaviours appropriately.

On occasions, staff will impose a consequence to help children understand the effects of their behaviour. However, staff are not recording these, which means managers do not have oversight of the appropriateness of these consequences.

Managers promptly report and take appropriate action to safeguard children when there are concerns raised or allegations made against staff. Managers undertake full investigations and, where necessary, further action is taken. Consequently, those who raise concerns feel listened to.

The effectiveness of leaders and managers: inadequate

Leaders' and the manager's monitoring and reviewing systems are ineffective. As a result, managers have failed to identify shortfalls in staff's practice. Consequently, managers have failed to act on and address staff's poor practice, and this has had an adverse impact on the safety and well-being of children living at the home.

Managers have not made sure that all staff have had the training they need to care for children living at the home. For example, some staff have not had the appropriate training in physical intervention, autism spectrum disorder, safeguarding children and children's communication systems.

Managers have not regularly updated the staff rota to show who was working in the home and when. As a result, it is not evident that children have been cared for in line with the staffing ratios set out in their care plans.

The registered manager has updated the home's statement of purpose. However, she has failed to send this to Ofsted. This omission means that Ofsted does not have the most up-to-date information about the home.

The independent person who visits each month has not identified all the shortfalls that were found at this inspection. As a result, shortfalls which have put children at risk have continued.

Staff spoke positively about managers and the support they receive. Staff receive regular supervision, which is in depth and reflective. However, the supervision records for the registered manager do not show reflection and are not detailed, and actions are not always reviewed. This does not help the registered manager develop her skills and knowledge.

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; and</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. (Regulation 6 (1)(a)(b) (2)(c)(i))</p> <p>This specifically relates to repairing quickly the damage caused to children's bedrooms. In addition, ensure that bathroom windows have window coverings, that toilets have toilet paper, soap and towels readily available and that children have their own individual towels.</p>	30 October 2022
<p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <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. (Regulation 10 (1)(a) (2)(a)(i))</p>	30 October 2022

<p>This specifically relates to staff following guidance around changing the water in a mini tube for children who have gastrostomy tubes.</p>	
<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 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. (Regulation 12 (1) (2)(b))</p> <p>This specifically relates to children's positive behaviour support plans being regularly reviewed and updated.</p>	<p>30 October 2022</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>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home has sufficient staff to provide care for each child; and</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)(c)(d)(h))</p> <p>This specifically relates to the manager's oversight of all aspects of children's care. In addition, ensure that there are sufficient staff on shift and that only staff who have the appropriate training undertake physical interventions.</p>	<p>30 October 2022</p>
<p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p>	<p>30 October 2022</p>

<p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))</p> <p>This specifically relates to the provider sending revised versions of the home's statement of purpose to Ofsted within the time frame.</p>	
<p>*The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home.</p> <p>In particular the registered person must ensure that—</p> <p>medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child. (Regulation 23 (1)(2)(b)).</p> <p>This specifically relates to staff administering medication as prescribed.</p>	30 October 2022
<p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p>	30 October 2022

<p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(ii)(iv)(vi)(b)(i)(c))</p> <p>This specifically relates to managers ensuring that records are fully completed with all the details needed. In addition, ensure that debriefs are undertaken with staff and children.</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>if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and</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)(a)(b))</p> <p>This specifically relates to the person's inspection of records and the home to ensure there are no shortfalls in practice which affect the safety and well-being of children.</p>	<p>30 October 2022</p>

*These requirements are subject to a compliance notice.

Recommendations

- The registered person should ensure that children are supported to express themselves as individuals and are given an appropriate degree of freedom and choice in relation to day-to-day arrangements for their care, depending on their individual needs and the setting in which they are cared for. This is in relation to menus and that they are available in a form that children can understand and can make choices from. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.21)
- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.36)
- The registered person should ensure that a record of supervision is kept for staff, including the manager. The record should provide evidence that supervision is being delivered in line with regulation 33 (4)(b) and that it provides detail of reflective discussions and follow up from actions. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.3)
- The registered person should ensure that they make sure records are kept as per regulations 35-39. This details the records that must be kept in children's homes. Specifically, ensure that staff rosters show full details of each person working at the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.3)

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: SC020558

Provision sub-type: Residential special school

Registered provider: Overlay Hall Limited

Registered provider address: Overlay Hall School, Overlay, Telford, Shropshire TF6 5HE

Responsible individual: Anita Brown

Registered manager: Anna Davies

Inspectors

Debbie Bond, Social Care Inspector
Andrew Waugh, Social Care Inspector
Mazviita Makiyi, Social Care Inspector

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