

# 2662751

Registered provider: Holywell Children's Services Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The children's home is operated by a small private organisation. The home is registered to provide care to one child with social and emotional difficulties.

The manager registered with Ofsted in January 2022.

### Inspection dates: 25 and 26 October 2022

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>requires improvement to be good</b>
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

**Date of last inspection:** not applicable

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** none

## **Recent inspection history**

Not previously inspected

## Inspection judgements

### **Overall experiences and progress of children and young people: requires improvement to be good**

The staff in the home know the child well and invest time in them. The relationships between staff and the child is positive. This helps to build trust and the child can identify a trusted adult who they can speak to about any worries or concerns they may have.

One child does not currently attend school; they receive home tuition for three hours each day. For several months, there has been a search to identify an appropriate school. This process has taken a considerable amount of time and has not been a priority. As a result, this has reduced the child's learning and social development opportunities. The manager and staff do not always advocate on behalf of the child for them to return to full-time education as soon as possible.

When children move into the home, they are sensitively welcomed. However, staff do not always carry out direct work with children once they have moved in. As a result of this, children are not given explanations about the children's guide or how to make a complaint, nor are they made aware of how to access advocacy services.

Children's health is promoted. There are clear health plans in place and the child is registered with local health services. The child's health appointments are up to date and staff regularly advocate on behalf of the child in regard to their health.

Children have their own bedrooms and are given the freedom to personalise them. However, when furniture is broken or faulty, it is not always replaced or repaired in a timely manner.

The child is making positive progress at the home and is relatively settled. The child's risk-taking behaviours has significantly reduced since moving into the home. One child's parent commented, 'I am really pleased with the progress. They keep my child safe. Their [the child's] risk-taking behaviour has decreased tremendously.'

### **How well children and young people are helped and protected: requires improvement to be good**

The home makes use of consequences and rewards, which are recorded. The manager reviews all consequences and their effectiveness, to ensure that they are relatable and restorative in nature.

There have been occasions when children have had to be held to keep them safe. Not all incidents of restraint are reviewed effectively by the registered manager. There is insufficient scrutiny and the effectiveness of the restraint used is not considered. The manager does not identify possible learning outcomes from

incidents and, as a result, staff do not reflect effectively or develop their practice following their involvement in incidents.

There are individual and up-to-date risk assessments in place, however, they do not address the vulnerabilities for each child effectively and do not clearly set out what action should be taken to mitigate these risks.

Room searches are carried out and recorded; children are informed and involved with the process. When one child informed staff that they had self-harmed, staff decided to carry out a room search. However, the incident of self-harm was not recorded and it is unclear what action was taken to support the child or what first aid was offered.

Fire safety in the home is good. Weekly and monthly checks take place and fire drills are carried out every month. Fire drills are also held when there has been a concern, to ensure that fire safety systems are effective and in working order. Children are involved in the fire drills and know how to safely evacuate the building.

### **The effectiveness of leaders and managers: requires improvement to be good**

Supervisions are held regularly and in line with the home's statement of purpose. Staff receive supervisions and are given opportunities to reflect on their practice and the care that they provide to children. Regular team meetings take place once a month. These are also reflective and provide staff with opportunities to appropriately challenge practice.

The manager has implemented a safe area report, which considers the local risks and hazards. The report provides actions to take to mitigate the identified risks and each risk is individually rated. However, the manager has not consulted with relevant agencies, such as local police in the community, to obtain their views.

Monitoring in the home is not effective. Issues are not always identified through the manager's checks, which prevents the manager from having a good understanding of the home's strengths and areas for development.

The home makes use of internal care plans that identify children's needs, however, they do not fully incorporate the placing authority care plan. The care plan that is in place in the home is outdated and does not reflect that the child currently lives at the home.

One child has experienced two bereavements in a short period of time. The manager has not recognised a training need for staff and has not provided them with additional training that will support their development and give them the relevant skills to support children who have experienced bereavement.

## 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>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 an explanation is given to each child as soon as reasonably practicable after the child's arrival about—</p> <p>the children's guide;</p> <p>how to make a complaint or representations in relation to the home or the care the child receives and how any such complaint or representations will be dealt with; and</p> <p>what advocacy support or services are available to the child, how the child may access that support or those services and any entitlement the child may have to independent advocacy provision.</p> <p>(Regulation 7 (1)(a)(b)(c) (2)(d)(i)(ii)(iii))</p> <p>Specifically, ensure that when children move into the home, there is a clear plan of introduction, covering the children's guide and other relevant topics to the home, ensuring that their move into the home is positive.</p>	8 December 2022
<p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p>	8 December 2022

<p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>maintain regular contact with each child’s education and training provider, including engaging with the provider and the placing authority to support the child’s education and training and to maximise the child’s achievement;</p> <p>raise any need for further assessment or specialist provision in relation to a child with the child’s education or training provider and the child’s placing authority;</p> <p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1) (2)(a)(vi)(vii)(viii))</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 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>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. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(v)(vi))</p>	<p>8 December 2022</p>

<p>The provider must ensure that the children's individual risk management plans provide staff with clear strategies to manage and reduce risk.</p> <p>The provider must ensure that factual records of restraint are completed.</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>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;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</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)(a)(c)(h))</p> <p>The provider must ensure that incidents are evaluated with scrutiny, taking into consideration any possible learning outcomes that can be implemented in children's risk management plans or to support the development of staff.</p> <p>The provider must ensure that incidents involving self-harm are recorded according to the home's reporting and recording procedures.</p> <p>The provider must ensure that staff are provided with additional bereavement training, to support children who have experienced loss.</p>	<p>8 December 2022</p>
<p>The care planning standard is that children—</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child's relevant plans are followed;</p>	<p>8 December 2022</p>

<p>(Regulation 14 (1) (2)(c))</p> <p>Specifically, ensure that there is an up-to-date care plan in place from the placing authority.</p>	
<p>The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard).</p> <p>When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (1) (2))</p> <p>The provider must ensure that they consult with relevant people and include their views when reviewing the location of the premises.</p>	<p>8 December 2022</p>

## Recommendations

- The registered person should have a workforce plan which can fulfil the workforce-related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should detail the process for managing and improving poor performance. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)
- The registered person should ensure that children are provided with appropriate furniture. Any broken furniture should be replaced or repaired. ('Guide to the Children's Homes Regulations, including the quality standards', page 16, paragraph 3.19)

## 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:** 2662751

**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:** Catherine Lupton

## Inspector

Kimmy Feeley, Social Care Inspector

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