

# 1271587

Registered provider: Greenfields Adolescent Development Limited

Assurance inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned by a private company. It is registered to provide care for up to five children who have had adverse childhood experiences that have led to associated trauma and complex behaviours.

**Inspection date:** 21 September 2023

**Date of last inspection:** 20 June 2023

**Judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Information about this inspection

At these inspections, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

## Findings from the inspection

We identified the following serious and widespread concerns in relation to the care and protection of children at this assurance inspection:

- Staff practice and records are not consistent and, as a result, fail to prevent risks to the children.
- A lack of managerial oversight means that poor practice is not being addressed and records and systems are not being effectively used to reduce risks and improve future practice.
- Managers are late in informing Ofsted of significant incidents.

This visit took place in response to concerns from safeguarding notifications that were submitted to Ofsted.

At the time of the inspection, there were three children living in the home. Since the last inspection, one child had moved out of the home after the provider served notice on her placement. Staff continued to support her until she moved into a new home. One child has moved in to the home. He has built positive relationships with staff and settled well.

Since the last inspection in June 2023, there have been three safeguarding notifications. In two cases, there was a delay in managers ensuring that Ofsted was notified in line with regulations. This hinders the regulator's oversight of the service.

Staff practice fails to consistently prevent risks to the children. For example, one safeguarding incident occurred because staff did not supervise the children in line with their plans.

Guidance set out for staff in risk assessments is confusing and does not result in consistent staff practice. For example, it is not clear why or how often phone checks and room searches should be carried out. Records of these checks are inconsistent and do not evidence that checks are being routinely conducted.

After incidents occur, managers and staff take appropriate action. They work with appropriate partnership agencies to ensure that referrals are made, if necessary, or children receive medical attention. There is regular communication, dialogue and meetings with placing authorities. However, these are not recorded.

Leaders and managers do not have good operational overview of this service. For example, managers are not reviewing incidents, risk assessments, or records to ensure that staff practice is safeguarding children. Where shortfalls have been evidenced, there are no records of the actions taken.

These shortfalls have been recognised by senior leaders and the manager. As a result, they have taken a number of actions. They have put an action plan in place

which includes additional training, scheduled for the whole staff team. An internal investigation is underway, to review staff practice and the operation of the service. The interim responsible individual and a registered manager from another children's home are providing additional managerial support while the current manager is working his notice period and a new manager is recruited. They have also made the decision not to move any more children into the home for the foreseeable future. The impact of these actions is not yet known.

Improvement has been made to address the requirements made at the previous inspection. There is one repeated requirement to improve the quality of risk assessments.

Overall, the children are making good progress in many areas of their lives. Staff support them to achieve their goals by providing day-to-day help and advice, as well as direct sessions and activities. For example, the children who have historically struggled to engage with education all have clear education plans. These include timetables that promote a phased return to full-time education, alternative education provision, and regular weekly work placements. However, concerns remain regarding the safety of children and the quality of the leadership and management of the home.

Ofsted will undertake a further unannounced visit to monitor the home's progress.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/06/2023	Full	Good
11/01/2023	Full	Requires improvement to be good
20/04/2021	Full	Good
12/11/2019	Full	Requires improvement to be 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>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. (Regulation 12 (1) (2)(a)(i)(iii)(iv))</p> <p>In particular, ensure that staff supervise the children in line with their plans. In addition, ensure that guidance set out for staff in children's risk assessments is clear and informs staff of the actions they must take to protect children.</p>	5 November 2023
<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> <p>In particular, ensure that records demonstrate the actions taken by managers and staff.</p>	5 November 2023

<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</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 is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))</p>	<p>5 November 2023</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>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))</p>	<p>5 November 2023</p>

## Children's home details

**Unique reference number:** 1271587

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

**Registered provider:** Greenfields Adolescent Development Limited

**Registered provider address:** Caretech Community Service Ltd, Metropolitan House, 3 Darkes Lane, Potters Bar, Hertfordshire EN6 1AG

**Responsible individual:** Lee Furnace

**Registered manager:** Paul Wigham

## Inspector

Dawn Bennett, Social Care Inspector

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