

# SC010090

Registered provider: Partners in Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is operated by a private organisation. It provides care for up to four children who may have social and emotional difficulties. Three children live in the home at the time of the inspection.

The home is operating without a registered manager.

### Inspection dates: 10 and 11 October 2023

<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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 7 March 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/03/2023	Full	Good
24/08/2021	Full	Outstanding
26/11/2019	Full	Outstanding
04/07/2018	Full	Good

## Inspection judgements

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

Children have good relationships with all the staff. Staff want the children to be the best version of themselves. The children said that they feel well cared for by the staff team and that they are safe and happy living in this home.

Children's health needs are met. They are registered with health professionals and appointments are made as necessary. The children's emotional needs are assessed and supported by the in-house psychology department. This service ensures that the children receive the right level of support and guidance from the staff who care for them.

Children are supported to lead healthy lifestyles and have healthy diets. They participate in planning, shopping and preparing meals to provide them with skills in budgeting and planning for living independently.

Children take part in a wide range of activities and leisure pursuits, both individually and as a group. For example, they attend sea cadets, fishing, go-karting and football. In the home, they have games and activities, including board games, books and gaming consoles. Children say they enjoy competing with staff and often win.

With the exception of one short-term placement, all children attend full-time education. Staff understand the importance of promoting education and work closely with children to enable them to achieve good educational outcomes. This enhances children's future employment and career opportunities.

Family time is recognised as important for children and is prioritised. Individual arrangements help the children to understand the plans and the arrangements in place to support family visits.

Consistent daily routines ensure that children understand their plans for each day and the expectations placed on them. This provides children with a natural sense of stability and ownership of their plans.

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

The staff are trained to safely hold a child to keep them safe should they be at risk of harm to themselves or others. Assessments that identify risks are thorough and provide staff with simple and effective steps to reduce and manage risks.

Since the last full inspection in March 2023, the home has experienced a period of challenge and instability. For example, there has been an increase in the need to hold one child to keep them safe, and more requests for external support including the police and ambulance services. Staff perseverance has ensured that the child was suitably assessed and requests for specialised emotional support expedited.

Records of the child being held are thorough and include how the child was held, supported and debriefed in accordance with guidance. However, there are occasions where a child is held on more than one occasion during a single incident. This is not reflected by a separate record for each hold. As a result, the exact number of holds taking place is not always clear.

Incidents of children being reported as missing from the home are rare. Since the last full inspection, there have been two incidents of a child being reported as missing. Staff promptly instigated the missing from home guidance to locate and return the child home. Furthermore, the child was provided with additional support including direct work sessions, consultation with the organisation's therapists and an independent return home interview. This prompt wraparound response has resulted in no further issues regarding the child being missing from home.

A room search is undertaken should there be a concern. There has been one room search conducted. Records identify the reason for the search and if any items were removed because of the search. When items are removed, the record details where they are stored for safe keeping.

Since the last inspection, there have been four complaints made by children. The records provide a clear overview of the investigation, outcome and feedback to the child. However, the record is held alongside other complaints. This means that should a child wish to review or comment on the document, there is a risk of them observing other children's complaints.

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

The home has not had a registered manager since May 2023. There has been a delay in the manager submitting a full application to register with Ofsted. This was rectified during the inspection and a full application has been received.

Some staff say that they feel supported by the manager. However, since the last full inspection, seven staff have left the home following a change of management and incidents occurring in the home. This means that some staff have not been fully supported by managers to be able to remain working in the home.

On one occasion, a child received hospital care as a result of an accident in the home. This was not reported to Ofsted in accordance with regulation 40. On other occasions, notifications do not follow the general data protection regulations and have identified children living in the home using their full names.

Since the last inspection in March 2023, one child has been discharged. The responsible individual agreed that, in combination with other factors, changes in the management and staff impacted on the home's ability to manage an increase in behaviours and risk for the child. Consequently, suitable transition arrangements were not made available to the child.

The independent visitor's report provides a helpful assessment of the progress and challenges for the children living in the home. Action is taken to address any shortfalls identified during these visits.

Safer recruitment practices are followed to ensure that children are looked after by staff who are assessed as safe to do so. Seven new staff have been provided with an induction and training to care for the children. One member of staff said, 'It is great to be part of [name of the organisation] family, we are all here to do our best for the children.' The new staff have a range of relevant experience and skills to bring to the developing team.

Overall, the home is suitably maintained. Each child has a private bedroom decorated in a style of their choice, and they are consulted on the decor of the home. However, paintwork in areas such as the dining room looks tired and in need of a refresh.

As identified within this inspection, there are several records that require further development to ensure that information is accurate, confidential and submitted in line with guidance.

## 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, The 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</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 work as a team where appropriate;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</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)(b)(f)(g)(h))</p>	17 November 2023
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is any other incident relating to a child which the registered person considers to be serious. Regulation 40 (4)(e))</p>	17 November 2023

## Recommendations

- The registered person should ensure that, where more than one physical intervention has occurred during an incident, each intervention is recorded separately. ('Guide to the Children's Home Regulations, including the standards,' page 49, paragraph 9.59)
- The registered person should ensure that records of complaints can be reviewed by children without compromising the confidentiality of other children's complaints. ('Guide to the Children's Home Regulations, including the standards,' page 62, paragraph 14.6)
- The registered person should ensure that regulation 40 reports do not include children's full names. ('Guide to the Children's Home Regulations, including the standards,' page 63, paragraph 14.4)
- The registered person should work with the placing authority to ensure that each child's transition is planned and help each child to prepare for leaving, both practically and emotionally. ('Guide to the Children's Home Regulations, including the standards,' page 57, paragraph 11.9)
- The registered person should ensure that the decor of the home is regularly maintained. ('Guide to the Children's Home Regulations, including the standards,' page 15, paragraph 3.9)

## 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:** SC010090

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

**Registered provider:** Partners in Care Limited

**Registered provider address:** 2 The Calls, Leeds LS2 7JU

**Responsible individual:** Zoe Charnock

**Registered manager:** Post vacant

## Inspector

Maria McGranaghan, Social Care Inspector



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