

SC481295

Registered provider: iMapcentre Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is run by a private provider which specialises in delivering services for children with autism, learning disabilities and complex needs. It is registered to provide care for up to five children. There were four children living in the home at the time of the inspection.

The manager registered with Ofsted in April 2021.

Inspection date: 19 December 2023

This monitoring visit

Following a full inspection, the home was judged inadequate on 15 November 2023. Inspectors found poor practice relating to safeguarding, risk management and leadership. Four compliance notices were issued under section 22a of the Care Standards Act 2000 and a restriction enforced which prevented the provider from moving any more children into the home. The compliance notices related to regulation 12, the protection of children standard, regulation 13, the leadership and management standard, regulation 21, privacy and access, and regulation 35, behaviour management policies and records.

The purpose of this visit was to review whether the registered manager had met the steps in the compliance notices. Two of the compliance notices have not been met.

Managers now ensure that there are enough staff working in the home to meet the needs of the children. Children's plans identify their known needs and provide staff with clarity on the steps to take to keep children safe. Staff complete training which gives them the knowledge and skills to meet the needs of the children. However, not all staff follow children's individual plans.

Managers' evaluation of staff practice is inconsistent. Managers have not always taken steps to address shortfalls in staff practice. For example, two members of staff did not take immediate action when one child swallowed magnets. The manager has not addressed shortfalls in staff practice to ensure that all staff will act to keep children safe in line with their individual plans. This leaves children at risk of harm.

Managers have shared information with external professionals when allegations have been made. However, managers have not taken steps to address a delay in one member of staff reporting concerns about another staff member's conduct. This does not support staff to understand what is expected of them.

Staff do not appropriately record the use of restraint or take steps to understand children's views following a restraint. This means that children's experiences are not fully understood. This is a missed opportunity to develop staff practice.

Staff do not record the use of consequences or rewards. As a result, managers do not evaluate the effectiveness of consequences or rewards for children. Children do not understand when consequences that are in place will be reviewed. This does not support children to learn what is expected of them.

Improvements have been made to the home environment which make the home more welcoming and safer for the children to live in. Managers state that further work is planned to improve the decor in the home. The children can now access the fridge without assistance from staff.

Staff support children to develop skills to stay safe, in line with their individual ability to understand risks. Staff now seek medical attention when children harm themselves. One parent said that she receives regular updates from the staff about her child.

Managers have bought toys for the home which are suitable for the known needs of the children. Children access a range of activities out of the home, for example, one child plays for a football team. This supports children to develop their confidence and social awareness. Children are supported to develop their independence, in line with their abilities. One social worker said that staff use agreed communication aids to interact with the children.

The provider has not taken sufficient action to meet all the compliance notices. Compliance notices under regulation 12 and 21 are met. Further notices under regulation 13, the leadership and management standard, and regulation 35, behaviour management policies and records, are issued. The restriction which prevents the provider from moving any more children into the home will continue and be reviewed again at the next inspection.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|------------------------|------------------------|---------------------------------|
| 14/11/2023 | Full | Inadequate |
| 13/03/2023 | Full | Good |
| 08/12/2021 | Full | Good |
| 08/04/2019 | 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, 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 with 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>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)(c)(h))</p> <p>In particular, the registered person must ensure that staff have the experience, qualifications and skills to meet the needs of each child.</p> <p>The registered person must ensure that regular monitoring and review systems are in place to evaluate staff practice. In particular, where shortfalls are identified, ensure action is taken.</p> | <p>28 January 2024</p> |
| <p>*The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>the measures of control, discipline and restraint which may be used in relation to children in the home.</p> <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>28 January 2024</p> |

the name of the child;

details of the child's behaviour leading to the use of the measure;

the date, time and location of the use of the measure;

a description of the measure and its duration;

details of any methods used or steps taken to avoid the need to use the measure;

the name of the person who used the measure ("the user"), and of any other person present when the measure was used;

the effectiveness and any consequences of the use of the measure; and

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;

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")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

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 (1)(b)
(3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))

In particular, the registered person should ensure that only agreed restraints that staff have been trained in are used with children.

The registered person should ensure that any restraint used is recorded in line with regulation.

| | |
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| <p>The registered person should ensure that all children are spoken to after any restraint and their views about the measure are sought.</p> | |
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| <p>The registered person should ensure any consequences are appropriate to the needs of the children, recorded and reviewed to assess their effectiveness.</p> | |
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*These requirements are subject to a compliance notice.

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: SC481295

Provision sub-type: Children's home

Registered provider: iMapcentre Limited

Registered provider address: iMap School, Barrowmore Estate, Barnhouse Lane, Great Barrow, Chester CH3 7JA

Responsible individual: Martin McKeivitt

Registered manager: Joy Reckless

Inspectors

Sally Griffiths, Social Care Inspector

Kerri Lynch, Social Care Inspector

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