

# 1259178

Registered provider: Solid Global Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is run by a privately owned limited company. It provides care for up to two children. The home specialises in providing therapeutic care for children with mental health needs.

The home is managed by a suitably experienced manager who registered with Ofsted in October 2023.

### Inspection dates: 9 and 10 April 2024

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

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 25 September 2023

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
25/09/2023	Full	Requires improvement to be good
13/06/2023	Full	Inadequate
10/01/2023	Full	Requires improvement to be good
20/09/2022	Full	Inadequate

## Inspection judgements

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

At the time of this inspection, one child was living at the home.

The manager has been proactive in improving the quality of care. He has ensured that there is a stable staff team and developed plans which help staff understand how best to care for the child. As a result, the child has progressed well.

Staff have formed positive relationships with the child. They listen to the child and involve them in all aspects of their care. This has contributed to the child becoming more settled and feeling valued and respected.

The manager has advocated well for the child when he has felt that their health needs were not being met. As a result, the child is now receiving the support that they need for a medical condition. This has contributed to the child's mental health improving.

The child's progress has meant that they are no longer subject to a deprivation of liberty order. The child is now more independent and accesses the community as any other child would.

The child is helped by external professionals to explore their feelings and develop coping strategies. As a result, they are more confident to be independent and are less reliant on staff support.

The child's increased confidence means that they are beginning to think about their future. Previously, they were reluctant to engage in education. However, they now participate in home tuition and online training courses and have started a course in animal welfare.

Staff help the child to prepare for the next stage of their life. They help them to learn the skills they need, such as cooking and budgeting. Staff have helped the child to apply for their provisional driving licence and start driving lessons. However, the child is not yet in a good daily routine and, as a result, struggles to be ready for the day ahead.

Staff encourage the child to keep in touch with their family. The child is taken to visit family members regularly, including overnight stays at their family home. Consequently, the child is able to maintain links with those who are important to them.

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

The child is cared for by a consistent staff team who know them well. As a result, incidents of self-harm and admissions to hospital have dramatically reduced.

There have been few incidents at the home. When incidents do occur, staff use their knowledge of the child to pre-empt difficulties and use distraction and diversion techniques well. As a result, staff have not needed to use physical intervention to keep the child safe.

Staff monitor the child's online activity and, when needed, discourage contact with people the child does not know. To support the child's understanding of online and community risks, they have had learning opportunities in key-work sessions with staff, undertaken online training courses and been visited by the local police community support officer to discuss risks.

On occasions, the child has gone missing from home. Staff have followed the home's missing-from-home protocol in searching and reporting the child as missing. When the child has returned home, staff have helped them to explore why they felt the need to go missing and to develop strategies to prevent further occurrences of going missing.

Plans which help staff to understand how to keep the child safe have improved. However, they are not clear on the action staff need to take if they are concerned about the child's welfare when they are out in the community without staff. In addition, records do not show that when room searches are carried out, this is done in line with the child's risk assessment.

The manager is creative in helping the child understand fire risks. The local fire service have visited and spent time with the child discussing fire safety at home.

Staff took prompt action when the child raised a concern about their safety when out in the community. They gathered information and reported to the police.

The manager took action when the child raised a concern about staff practice, reporting and investigating this appropriately.

Several new staff have been recruited to the home. There are some shortfalls in recruitment checks, which could mean that people who should not work with children are doing so.

### **The effectiveness of leaders and managers: good**

The manager is instrumental in making changes to improve the quality of care. He is child-focused and has high expectations for himself and the care provided.

The manager knows the child well. He has a good understanding of the child's needs and has developed plans which help staff understand how best to support them. This has meant that the child's progress has exceeded expectations.

The responsible individual has begun to develop his role. He is now spending time at the home monitoring practice and talking to staff and the child. He has undertaken training

for his role and attends regular meetings with other responsible individuals to further develop his knowledge and skills.

The manager has improved monitoring systems which help him to identify shortfalls. He has a clear vision of the improvements that need to be made to continue to improve the care the child receives.

Staff feel well supported. They receive regular supervision. However, some supervision records do not show how staff have reflected on their practice.

Staff receive a variety of training, which develops their skills and knowledge. However, some staff have still not completed the relevant qualification in the required timescales.

Staff new to the home have an induction and probation period. However, probation meetings and analysis of performance to show they have met the required standard to pass their probation are not recorded.

## 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 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— 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>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(i)(v))</p> <p>Specifically, that there are plans in place which tell staff what action to take if they are concerned about a child’s safety or welfare when out in the community without staff. In addition, that staff undertake room searches in line with children’s plans.</p>	12 April 2024
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children’s home;</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a) (3)(d))</p>	24 May 2024
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety.</p>	24 May 2024

The registered person may only—

employ an individual to work at the children’s home; or

if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,

if the individual satisfies the requirements in paragraph (3).

The requirements are that—

the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;

For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—

the Level 3 Diploma for Residential Childcare (England) (“the Level 3 Diploma”); or

a qualification which the registered person considers to be equivalent to the Level 3 Diploma.

The relevant date is—

in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or

in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016.

The registered person may defer the relevant date if the individual—

does not work, or has not worked, in a care role in a home for a prolonged period; or

works, or has worked, in a care role in a home on a part-time basis.

(Regulation 32 (1) (2)(a)(b) (3)(a)(b)(c)(d) (4)(a)(b) (5)(a)(b) (6)(a)(b))

Specifically, that staff's progress towards achieving the appropriate qualification is monitored so that they can complete this within the relevant timescales or, where these have been exceeded, as soon as practicable.

This requirement was made at the last inspection and is restated.

## Recommendations

- The registered person should ensure staff help each child to prepare for any moves from the home, whether they are returning home, moving to another placement or adult care, or to live independently. This includes supporting the child to develop emotional and mental resilience to cope without the home's support. ('Guide to the Children's Homes Regulations, including the quality standards', page 17, paragraph 3.27)
- The registered person should have systems in place so that all staff, including the manager, receive supervision of their practice which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure that recruitment, supervision and performance management of staff safeguard children and minimise potential risks to them. Specifically, that there is a record of how staff have been assessed as suitable at the end of their probation period. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

## 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:** 1259178

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

**Registered provider:** Solid Global Limited

**Registered provider address:** 8 Astor House, 282 Lichfield Road, Sutton Coldfield B74 2UG

**Responsible individual:** Octovus Muchemenye

**Registered manager:** Nathaniel James

## Inspector

Debbie Bond, Social Care Inspector

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