

# 2729647

Registered provider: Lorac Lodge

Assurance inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is run by a private company and provides care for up to four children who experience social and emotional difficulties and/or learning disabilities. Two children were living at the home at the time of inspection.

The manager registered with Ofsted in September 2024.

**Inspection date:** 19 December 2024

**Date of last inspection:** 9 July 2024

**Judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Information about this inspection

At this inspection, the inspector evaluated:

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

Inspectors have 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'.

## **Outcome from the inspection**

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

## **Findings from the inspection**

Since the last inspection, one child has moved in and out of the home. Staff were unable to meet the needs of the child safely. The manager worked with the child and their social worker to support this unplanned move. Two other children have moved on successfully in a planned manner following the progress they had made. At the time of the inspection, two children were living at the home and contributed to the inspection.

Staff know the children well and understand their individual needs. The children continue to make progress from their starting points and have established trusting relationships with staff.

Children take part in a wide range of enriching activities. These include trips to theme parks, the cinema and ice-skating rink. Both children have recently been involved in fundraising schemes for local charities. These experiences improve children's sense of community and well-being.

Children are helped to attend school or engage in home tutoring. When children are on a reduced timetable, staff ensure that additional support is in place to support their learning at the home.

Staff provide children with frequent opportunities to reflect on their experiences and behaviour. Planned one-to-one discussions help the children to express their feelings and understand their personal safety.

Safeguarding procedures have recently been emphasised in team and staff supervision meetings. Staff are now more aware of their responsibilities in relation to effective safeguarding practice.

Children's risk management plans are detailed and regularly updated. These cover a range of risks that are responsive to incidents and include individual strategies that staff use to support the children.

Leaders and managers have responded appropriately to several safeguarding concerns and allegations against staff. Referrals to the local authority designated officer have been made. Protective measures have been implemented to safeguard children and staff. Leaders and managers have ensured that thorough internal investigations take place. When necessary, disciplinary procedures have been followed. This has suitably addressed poor staff practice.

Staff use de-escalation techniques to avoid restraint when possible. Records show that the use of restraint has been reasonable, proportionate and necessary to maintain children's safety. Leaders and managers review incidents and identify further learning when this is needed. This has included recent physical intervention refresher courses for some staff.

The manager has the skills to manage the home and is working towards an appropriate qualification. The manager is well supported by a deputy manager, an operations manager and the responsible individual. Leaders and managers have taken measured action to address the previously identified shortfalls. This has led to positive change in relation to the help and care provided to children.

Leaders and managers have reviewed the staff on-call system. This now provides improved scope for leaders and managers to monitor staff practice and maintain effective oversight.

Staff feel well supported by leaders and managers. Regular supervision sessions take place, which provide suitable reflection and development opportunities for staff. Both the manager and the deputy manager have recently undertaken training to further strengthen the supervisory support provided to staff.

Leaders and managers ensure that structured staff meetings take place to reflect on and assess the quality of care provided to children. When a child moved on in an unplanned manner, the manager reviewed this ending with staff and identified future learning areas to better support children's experiences.

External monitoring from the independent person provides consistent scrutiny to influence practice developments. However, the independent person does not contact parents or family members during these visits. This is a missed opportunity to explore the views of family members and their insight into the care provided.

Generally, there are suitable processes to ensure that notifications are made to Ofsted when required. However, two serious incidents were not notified without delay. This has meant that Ofsted's ability to monitor the safeguarding arrangements during this time has been reduced.

Leaders and managers have largely enhanced their monitoring and review of incidents at the home. However, improvement is still needed to capture children's views following incidents when physical intervention has been used by staff. Additionally, some staff use references in children's case notes that are not objective. This results in some information that is difficult to monitor.

Leaders and managers have met three of the four requirements from the last inspection. One requirement has not been met and has been restated. One recommendation has not been reviewed as part of this visit. This will be reviewed at the next inspection.

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
09/07/2024	Full	Requires improvement to be good
20/09/2023	Full	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 within the given timescales.

Requirement	Due date
<p>The registered person must ensure that—</p> <p>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 (c))</p>	<p>3 February 2024</p>

### Recommendations

- The registered person should make best use of information from independent monitoring to ensure continuous improvement. The independent person's consultations with children's families should be more frequent. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)
- The registered person should ensure that all staff have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, when reasonable and practical, the views of other professionals who have worked with the staff member over the year and children in the home's care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)
- The registered person should ensure that staff understand the importance of careful, objective and clear recording. ('Guide to Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. ('Guide to Children's Homes Regulations, including the quality standards', page 63, paragraph 14.13)

## Children's home details

**Unique reference number:** 2729647

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

**Registered provider:** Lorac Lodge

**Registered provider address:** Trust Care Management Ltd, 319b, Walton Road,  
West Molesey KT8 2QG

**Responsible individual:** Zameer Chaudhry

**Registered manager:** Matthew Wood

## Inspector

Mark Anderton, Social Care Inspector

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