

SC032439

Registered provider: Wiltshire Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is registered to provide a short-break service for up to seven children. Some children may have physical disabilities, learning disabilities and/or sensory impairment. The local authority operates the home.

The registered manager has been in post since August 2020 and registered with Ofsted since December 2020.

Inspection date: 7 April 2022

This monitoring visit

At the full inspection in February 2022, Ofsted judged the home to be inadequate. Serious and widespread failures in safeguarding, staffing levels and leadership were identified. At the full inspection, seven requirements were made. During this monitoring visit, progress has been seen in respect of the requirements, however, these are not yet fully embedded and will remain in place.

Immediately following the full inspection leaders and managers made the decision to close the home for two days each week to address the staffing sufficiency issues. This has had a positive impact on staff well-being. Staff members told the inspectors that they feel more 'energised' to come to work and staff morale is improving.

All staff have now received supervision and this is being prioritised as a monthly commitment. Staff told the inspectors that they feel better supported and know who they can talk to if they would like further support.

Team meetings are taking place and there is emphasis within these on safeguarding practices and developing team knowledge and confidence in dealing with any concerns.

Safeguarding practices are now more robust, with steps added to ensure prompt management oversight. In one case, this meant the right services were consulted in a timely manner to support a child.

Children's records are being scrutinised by leaders and managers, who have plans to improve them further. The inspectors found that records contain ambiguous language, meaning that they remain unclear.

Mechanisms for improving management review and oversight are currently being developed. However, there is support from senior leaders in the interim to provide further scrutiny and challenge.

The requirements raised at the full inspection will remain in place, to be reviewed at the next full inspection.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|------------------------|------------------------|-----------------------------|
| 22/02/2022 | Full | Inadequate |
| 28/10/2019 | Full | Good |
| 02/01/2019 | Interim | Sustained effectiveness |
| 24/07/2018 | 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, 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 quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children’s home’s overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>understand and apply the home’s statement of purpose;</p> <p>ensure that staff—</p> <p>understand and apply the home’s statement of purpose;</p> <p>protect and promote each child’s welfare;</p> <p>treat each child with dignity and respect;</p> <p>provide personalised care that meets each child’s needs, as recorded in the child’s relevant plans, taking account of the child’s background. (Regulation 6 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)(iv))</p> <p>In particular, ensure that children’s care plans are followed and children are cared for by the appropriate number of staff, as assessed and detailed in their plan. In addition, ensure that careful consideration is given to the matching of children to ensure that their competing needs can be met in the home.</p> | 31 March 2022 |
| <p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> | 31 March 2022 |

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| <p>children receive advice, services and support in relation to their health and well-being; and</p> <p>children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. (Regulation 10 (1)(a)(b)(c) (2)(c))</p> <p>In particular, ensure that medical attention is sought for children when they are injured and/or showing signs of being in pain.</p> | |
| <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>help each child to understand how to keep safe;</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;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child’s welfare;</p> <p>are familiar with, and act in accordance with, the home’s child protection policies;</p> | <p>31 March 2022</p> |

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| <p>that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; and</p> <p>that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b)(e))</p> <p>In particular, ensure that identified safeguarding concerns are recorded and reported fully and in a timely manner, and that investigations into concerns are rigorous and identify learning opportunities and improvements in the quality of care.</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>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>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home has sufficient staff to provide care for each child;</p> <p>ensure that the home's workforce provides continuity of care to each child;</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>30 April 2022</p> |

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| <p>demonstrate that practice in the home is informed and improved by taking into account and acting on— feedback on the experiences of children, including complaints received; and</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)(c)(d)(e)(f)(g)(ii)(h))</p> <p>In particular, ensure that care notes are reviewed and that there is strong oversight and understanding of the experiences of children. Ensure there are sufficient staff to care for the children safely and that feedback is used to monitor and continually improve the service delivered.</p> | |
| <p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(b)(c))</p> <p>In particular, ensure that staff and managers receive regular and effective supervision that encourages reflective practice, with agreed actions, and is recorded fully and accurately.</p> | 31 March 2022 |
| <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>the name of the child;</p> <p>details of the child’s behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> | 31 March 2022 |

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| <p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>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")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</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 (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</p> <p>In particular, ensure that when incidents have occurred these are recorded in detail and children are given opportunities to communicate their feelings.</p> | |
| <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 accurately reflect the child's needs, and are regularly reviewed, signed and dated.</p> | 31 March 2022 |

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: SC032439

Provision sub-type: Children's home

Registered provider: Wiltshire Council

Registered provider address: Director of Social Services, County Hall, Bythesea Road, Trowbridge, Wiltshire BA14 8LE

Responsible individual: Lucy Townsend

Registered manager: Kevin Derby

Inspectors

Katie Ratcliffe, Social Care Inspector

Paula Lahey, Social Care Inspector

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