

2632330

Registered provider: Positive Steps Specialist Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company. It provides care for up to five children with learning disabilities, physical disabilities and/or sensory impairment.

The manager registered with Ofsted in April 2021.

Inspection dates: 11 and 12 July 2023

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 requires improvement to be good

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

Date of last inspection: 5 December 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/12/2022	Full	Good
14/12/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, five children were living at the home. The children are settled with some children living at the home for several years.

The staff know the children well, and there are positive interactions between staff and children. The staff understand each child's preferred method of communication and use this to support them. For children who do not use verbal communication, the staff know when they are happy or not. This understanding is based on the positive relationships that staff have with the children. This means that staff can advocate for children when they are not able to themselves.

All the children are in education. Staff support children to attend school and there are positive relationships between staff and school staff. Children are making progress in line with their abilities.

Staff support children's health. Medical advice is sought for children when they appear to be in pain and are unable to voice this to staff. Staff advocate for children's health to ensure that they are getting the correct support. Managers are arranging therapeutic support for one child who would benefit from this.

Children moving to the home are supported with a thorough transition plan. Staff spend time with children in their homes and schools as part of the transition. This allows children to build relationships with staff and the other children before they move in.

The home has undergone some refurbishment and a new kitchen is on order. The children are involved in choices for decorating their bedrooms. This creates an environment that is homely for the children.

Children are supported to maintain relationships with their families. The staff work to build relationships with families to support children in maintaining important family connections.

Children are not always supported with dignity and respect. On one occasion, staff filmed an unsettled child. This is not appropriate for a child who was not asked.

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

There is a reward system in place. Each child has a personalised reward chart to provide an incentive. This system works well, and the children enjoy receiving rewards. Staff review the targets to ensure that they are relevant to the children.

Safer recruitment is followed for new members of staff coming to work at the home. There is an induction process for new staff, which helps them to learn their roles.

There have been no incidents of children going missing from the home or bullying. Staff ensure that the children are well supervised to ensure that they are safe. Staffing ratios for children are in line with their plans and agreed with their placing authorities. Ratios are increased when there is a need, including when allegations are made. This protects the child and the staff.

Restraints are used proportionately and to keep children and staff safe. The use of restraints is minimal. The staff attempt de-escalation techniques before using restraints.

Allegations made against staff are not frequent but are investigated appropriately when they occur. Children are offered support following allegations being made. The manager ensures that referrals are made to the local authority designated officer as required. However, notifications to Ofsted are not always made, which limits Ofsted's oversight of the home.

Some children do not have up-to-date risk assessments. Risk assessments do not provide staff with strategies to use to support children. Some information in care plans is not up to date regarding staffing levels for children. This could lead to inconsistency in the care provided to children.

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

The registered manager is suitably qualified and experienced. However, overall management oversight is neither effective nor of good quality. Managers do not have clear oversight of children's care plans or risk assessments and do not ensure that these are reviewed regularly. Managers' evaluations following incidents and restraints are brief and do not identify actions or areas for development.

The manager is not aware of the staff's training needs. There is no workforce plan to review staff's training needs. One staff member was required to undertake additional training, but the manager did not monitor this. This means that staff without the appropriate training may be working with children.

The internal quality of care review does not include feedback from children. The children's views are important and should be considered when developing the service. There are no actions to improve the home identified in the review. These shortfalls limit the effectiveness of the report in identifying and driving improvement.

The shortfalls identified at the last inspection have not been fully met. One requirement has been restated. This fails to demonstrate a drive to improve children's experiences.

Staff say that they feel supported by the manager. Professionals talk positively about the communication with the manager. Supervision sessions and team meetings take place regularly to support the staff.

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 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 promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</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)(f)(h))</p> <p>In particular, ensure that restraints are evaluated to identify learning, and ensure that all children have risk assessments that include up-to-date and accurate information.</p>	<p>15 September 2023</p>
<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>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>treat each child with dignity and respect. (Regulation 6(1)(a) (2)(b)(iii))</p>	<p>31 August 2023</p>

<p>In particular, ensure that staff do not film children when they are unsettled.</p>	
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))</p>	<p>27 October 2023</p>
<p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. (Regulation 45 (2)(b)(c))</p> <p>This requirement was raised at the last inspection and is restated.</p>	<p>31 August 2023</p>

Recommendation

- The registered person should ensure that there is a workforce plan that can fulfil the workforce-related requirement of regulation 16, schedule 1 (paragraphs 19 and 20). (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 53, paragraph 10.8)

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: 2632330

Provision sub-type: Children's home

Registered provider: Positive Steps Specialist Care Services Limited

Registered provider address: 2 Trust Court, Vision Park, Chivers Way, Histon, Cambridgeshire CB24 9PW

Responsible individual: Gary Shorter

Registered manager: Kim Johnston

Inspector

Leanne Lyon, Social Care Inspector

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