

SC447645

Unity Residential Care Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

A private provider runs this home which provides care and accommodation for up to four children who have experienced childhood instability, resulting in trauma and associated complex behaviours.

There has been no registered manager since February 2020. A new manager is in post and is currently registering with Ofsted.

Inspection date: 13 October 2020

This monitoring visit

On 23 July 2020, a monitoring visit was carried out in response to information received by Ofsted about the home. That visit raised concerns about the safety of children and the ability of staff to manage children's complex needs. As a result, Ofsted issued a notice of restriction of accommodation on 27 July 2020.

The home received a quality assurance visit on 3 September 2020. The inspector did not identify any serious or widespread concerns in relation to the care or protection of children.

This monitoring visit was specifically to review the notice of restriction of accommodation, which expires on 18 October 2020. At this visit, Ofsted found that managers have made good progress in addressing the shortfalls in practice. As a result of the marked improvement, the notice restricting accommodation will lapse on 18 October 2020.

Two children live in the home. No children have been admitted or discharged since the notice of restriction of accommodation was issued.

The new manager has continued to have a positive impact. Feedback obtained by the inspector during the inspection was very positive. Children's social workers informed the inspector that they are pleased with the care that their children

receive. Furthermore, social workers told inspectors that their children are making significant progress.

When children display risk-taking behaviour, staff now follow well-informed risk assessments that tell them what to do. As a result, children no longer go missing from the home and they feel safe.

The number of incidents where children display complex and challenging behaviours has decreased. Managers review incidents promptly and update behaviour management plans to give staff clear guidance on how to look after children and keep them safe. However, managers do not use monitoring systems to ensure that cover staff read plans and are familiar with children's risks. As a result, managers are not assured that all staff understand children's current needs and presenting risks.

Staff now set clear boundaries and manage relationships between children. Therefore, relationships between children have improved and there have been no incidents of bullying.

Managers acknowledge that they are on a journey to ensure that the home has a full complement of trained staff. Six staff have recently been recruited and are completing their induction. Of these, two have significant management experience in residential childcare. Overall, six of the 11 staff have a level 3 qualification or above in residential childcare.

Restrictions related to COVID-19 mean that four staff have not received required training in physical intervention. The manager has achieved a qualification to deliver this training and has a clear plan to ensure that all staff are appropriately trained.

Staff are undertaking regular health and safety checks. However, the inspector found a broken window restrictor in a child's bedroom. Records show that the restrictor had been broken for five days. The child was therefore potentially placed at risk.

Children continue to live in a well-presented and comfortable home. Children's bedrooms are highly personalised, and staff encourage children to take pride in their bedrooms and to keep them tidy. A child's bathroom has a new shower cubicle. However, the floor tiles are still not laid. The manager told the inspector that delay in completing this work was due to restrictions related to COVID-19.

Recording of incidents when physical restraint is used by staff do not meet regulation and do not help managers and staff understand what has happened and what needs to be put in place to make things safe. Poor recording practice inhibits communication between staff, which affects the quality of care for children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/10/2019	Full	Good
19/02/2019	Full	Good
10/01/2018	Full	Good
22/03/2017	Interim	Declined in effectiveness

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
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1)(2)(d))	22/11/2020
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(h))	22/11/2020
The registered person must ensure that— 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— a description of the measure and its duration; 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")—	22/11/2020

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 (3)(a)(iv)(b)(i)(ii)(c))

Recommendation

- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

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: SC447645

Provision sub-type: Children's home

Registered provider: Unity Residential Care Services Limited

Registered provider address: Belvoir Farmhouse, Woolsthorpe Road, Redmile, Nottingham, Nottinghamshire NG13 0GN

Responsible individual: Hilary Jones

Registered manager: Post vacant

Inspector

Karen Gillingwater, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2020