

2648508

Registered provider: My3 Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately owned children's home. It is registered to provide care for up to two children with learning difficulties and/or emotional and/or behavioural difficulties.

The registered manager post has been vacant since April 2022.

Inspection dates: 7 and 8 June 2022

Overall experiences and progress of children and young people, taking into account requires improvement to be good

How well children and young people are helped and protected requires improvement to be good

The effectiveness of leaders and managers requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Recent inspection history

Not previously inspected

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

This is a newly registered children's home which opened in January 2022. At the time of the inspection, one child was living at this home. The staff team is building relationships with the child and the inspector observed nurturing relationships between the child and staff. The home is well presented and comfortable.

The child's plans are individualised and include lots of information in relation to the child. However, further work is required to ensure that plans include clear goals and actions for staff to follow to support the child. Furthermore, this will demonstrate the progress and experiences of the child.

Staff promote the education of the child. They take the child to school and remain at the school throughout the day to provide appropriate support and guidance.

Staff are supported in their role with regular input from a range of professionals, including an occupational therapist and learning disability nurse. However, the advice and guidance is not clearly recorded in the child's plans. This is a missed opportunity to ensure that practice is consistent and that all staff have all the necessary information to care effectively for the child.

The child has complex health needs. Leaders and managers ensure that the child attends the necessary health appointments. However, not all staff have a detailed knowledge or understanding of the child's health needs or fully understand the support that they need to provide. This impacts on the quality of care provided for the child.

The child's social worker is positive about the staff team. He commented on how staff are getting to know the child and this is helping them to make some progress.

Staff actively support and encourage the child to spend quality time with their family. Appropriate assessments are in place to support family members to visit the child at the home. This helps the child maintain relationships with people who are important to them.

How well children and young people are helped and protected: requires improvement to be good

The child is safe in the home. Staff have attended relevant safeguarding training.

Managers do not ensure that there are consistent boundaries and routines in place for staff to follow. This does not support the child to consistently learn and develop appropriate behaviours. However, there has been a decrease in incidents when the child is in crisis. Staff spoken to say that this is because they know the child better

and are now familiar with some triggers to their behaviours. While this is an improvement, leaders and managers need to ensure that this information is properly evaluated to develop effective and consistent strategies for all staff to follow in practice.

There are risk assessments in place that address some of the child's vulnerabilities. These assessments include strategies for staff to follow to manage the child's risks. However, there are gaps in the risk assessments because they do not address all the child's known vulnerabilities and not all staff have signed to indicate that they have read and understand the content. Therefore, staff do not always have a consistent approach to managing and minimising risks.

A high number of physical interventions have been used with the child. Although records demonstrate that staff use physical intervention appropriately, staff do not always manage interventions in line with regulation. Furthermore, the previous registered manager evaluated an incident that she was involved in. This makes it difficult for leaders and managers to evaluate if the measure was appropriate and used effectively to protect the child and staff.

Leaders and managers have effective safe recruitment processes in place. This prevents unsuitable people from working with the child.

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

The home opened in January 2022 and the registered manager left in April 2022. There is an interim manager in post who has not yet registered with Ofsted. However, the interim manager has identified areas for improvement in the home.

Leaders and managers do not monitor effectively the quality of care that staff provide for the child. For example, leaders and managers do not consistently review and evaluate records and the child's plans. Therefore, they cannot evaluate staff practice to continually improve the quality of care provided for the child. Leaders and managers recognise this and there are plans in place to address this.

The quality of children's case records is inconsistent. It is not always clear who has recorded the details in an incident report and reports are often descriptive and lengthy. This does not ensure that managers review and evaluate clear and accurate information.

The interim manager needs to ensure that she includes her own and staff's actual working hours on staff rosters. This is a requirement in regulation and necessary to ensure that accurate records are kept in case there are any safeguarding concerns.

Leaders and managers have not sent the home's statement of purpose to Ofsted in line with regulation. This is a breach in regulation and impacts on the regulator being able to monitor the home effectively.

Staff are not receiving supervision in line with the home's statement of purpose. Therefore, staff, including those who are inexperienced, do not always have the opportunity to reflect on the child's progress, how they support the child and their own learning and development.

Staff talked about the positive changes that the interim manager has implemented. Staff said that practice in the home is gradually improving and that staff morale is much better.

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 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>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>the home’s day-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1)(a)(i)(v) (2)(b))</p> <p>This is particularly in relation to ensuring that all known vulnerabilities are assessed in respect of the child, with clear strategies for staff to reduce risk.</p>	<p>5 September 2022</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>5 September 2022</p>

<p>ensure that staff have the experience, qualifications and skills to meet the needs of 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>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(c) (2)(f)(h))</p> <p>Leaders and managers must have robust monitoring and review systems in place to ensure that there is effective oversight of the quality of care being provided for the child.</p> <p>Leaders and managers need to ensure that all staff have the knowledge and skills to meet the child’s individual needs.</p>	
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children’s home. (Regulation 14 (1)(a))</p> <p>Leaders and managers need to ensure that the child’s plans address all her needs and that progress is recorded and monitored.</p>	5 September 2022
<p>The registered person must compile in relation to the home a statement ("the statement of purpose") which covers the matters listed in Schedule 1.</p> <p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b))</p>	5 September 2022
<p>The registered person must ensure that all employees—</p> <p>receive practice related supervision by a person with appropriate experience. (Regulation 33 (1) (4)(b))</p>	5 September 2022

5 September 2022

The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—

how appropriate behaviour is to be promoted in the children's home; and

the measures of control, discipline and restraint which may be used in relation to children in the home.

The registered person must keep the behaviour management policy under review and, where appropriate, revise it.

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—

the name of the child;

details of the child's behaviour leading to the use of the measure;

the date, time and location of the use of the measure;

a description of the measure and its duration;

details of any methods used or steps taken to avoid the need to use the measure;

the name of the person who used the measure ('the user'), and of any other person present when the measure was used;

the effectiveness and any consequences of the use of the measure; and

a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;

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")—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

<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 (1)(a)(b) (2) (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(ii)(c)</p>	
<p>The registered person must maintain records ("case records") for each child which—</p> <p>include 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>	5 September 2022
<p>The registered person must—</p> <p>maintain in the home the records in Schedule 4; and</p> <p>ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b))</p> <p>In particular, ensure that rotas include the full names of all staff, including the manager, who work in the home and their actual hours worked.</p>	5 September 2022

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: 2648508

Provision sub-type: Children's home

Registered provider: My3 Limited

Registered provider address: 300 St Marys Road, Garston, Liverpool L19 0NQ

Responsible individual: Louise Tierney

Registered manager: Post vacant

Inspector

Catherine Fargin, 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 2022