

# 2769240

Registered provider: Welfare First Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

A private provider operates this children's home. The home is registered to care for two children who may have emotional and social difficulties.

At the time of the inspection, one child was living at the home.

The manager registered with Ofsted in May 2024.

### Inspection dates: 30 and 31 October 2024

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>good</b>
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** not previously inspected

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** not applicable

## **Inspection judgements**

### **Overall experiences and progress of children and young people: good**

There is a supportive and homely environment at the home. The child has personalised his bedroom, and the home is decorated and furnished in a manner akin to a family home. This contributes positively to the child settling and feeling comfortable.

An education plan is in place. The child attends education, and their educational needs are well understood by the staff.

The social worker and independent reviewing officer for the child confirm that the child is settled and making progress and that the child being enrolled at school is 'amazing'. They say that the child has good relationships with staff and is kept active.

The child is in good health. They are registered with primary health services and attend their appointments. Staff support the child to take responsibility for their health, which is important in preparation for adult life.

The child says that sometimes staff are overly attentive but enjoys activities with staff, such as going to the gym and visiting the farm to see the horses. He has a varied diet and chooses what he will have to eat each week. The child can make choices about their food and activities.

The child maintains regular contact with their family members, who are welcomed into the home. Staff support family time, which is important to the child's sense of self and identity.

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

There have been no incidents of the child going missing from the home or of behaviours requiring physical intervention. This is because the child and staff have positive relationships and resolve any issues through discussion.

Staff have a strong commitment to safeguarding the child through practical measures and risk assessments. Staff are actively involved in monitoring their activities. They are working hard to help keep the child safe. The child has a network of online friendships, which staff are aware about. Online safety is a continual challenge for the child.

There was an incident of the child being sent extreme material on his phone. The staff and manager took appropriate action by referring to the relevant services and liaising with education and the local authority. This was a significant event that was

not notified to Ofsted at the time. This means that the regulator was unaware of some of the issues that the child was facing.

The locality risk assessment provides a general overview of risks but lacks specific details on emerging threats and collaboration with local police, which could enhance its effectiveness.

Health and safety measures, including regular fire drills and checks, are in place to ensure a secure environment for the child.

### **The effectiveness of leaders and managers: good**

The home is managed by an experienced manager who is child-focused and committed to her role. The manager knows the child very well and advocates for them. This ensures that the child receives care that is appropriate to their needs.

Staff are offered regular formal and informal support. Supervision records are detailed, and staff are offered the opportunity to reflect on their work with the child. Staff say that they feel supported by the manager and leadership team and that they are committed to their role.

The staff group is stable, and the rota system ensures that there are enough staff providing care and promoting stability for the child. This helps to ensure the child has a safe, structured and predictable routine.

The manager has not put in place a staff workforce development plan, to enable planning for staff structure and to support staff.

## What does the children's home need to do to improve?

### Statutory requirement

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 notify HMCI and each other relevant person without delay if—</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is any other incident relating to a child which the registered person considers to be serious.</p> <p>(Regulation 40 (4)(b)(e))</p>	29 November 2024

### Recommendations

- The registered person should ensure that consultation takes place with the placing authority so that the provider can be assured that day-to-day risks can be assessed and managed in relation to access to the internet, apps and social media. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)
- The registered person should have a workforce plan which can fulfil the workforce related requirements of regulation 16, schedule 1, paragraphs 19 and 20. The plan should detail the process for managing and improving poor performance. ('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:** 2769240

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

**Registered provider:** Welfare First Ltd

**Registered provider address:** 31 Kibble Grove, Brierfield, Nelson BB9 5EW

**Responsible individual:** Shazia Noreen

**Registered manager:** Rachel Bulcock

## Inspector

Cathy Wilkins, Social Care Inspector

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