

# 1250902

Registered provider: Calcot Services For Children Limited

Interim inspection

Inspected under the social care common inspection framework

## **Information about this children's home**

This home is owned and managed by a private organisation. It is registered to accommodate up to four young people. The home caters for young people who have learning disabilities.

**Inspection date:** 7 December 2017

**Judgement at last inspection:** good

**Date of last inspection:** 30 August 2017

**Enforcement action since last inspection:**

none

## **This inspection**

### **The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection**

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

Since the full inspection in August 2017, this children's home continues to provide a nurturing and stimulating environment where young people who have complex needs make good progress. Staff were observed to be caring in their approach, and they clearly know and understand the young people well. The manager has a strong presence in the home and fully supports and works with the staff and young people; she has an excellent awareness of practice.

There have been no discharges from the home since the last inspection, and only one admission. This admission has been managed very well; staff have worked effectively together to support each other and the young people. Communication is well coordinated with both parents and professionals throughout each young person's care

package. This enables young people's needs to be fully supported by all involved, and a consistent approach to be achieved.

There is evidence of improvements for the young people from their starting points on first using the service. Professionals and parents were eager to share examples of how young people have progressed, for example by managing their challenging behaviours, enhancing their emotional well-being and improving their confidence. They feel that this is a result of how the care staff support the young people. One parent stated of her child, 'She has grown into a confident young lady; I now have my daughter back. She has made amazing progress and not just little steps.' Another professional described how the progress a young person has made has been amazing, and feels that this is down to the stability provided which helps the child to feel safe. However, other young people have placed themselves at considerable risk by going missing from the home. The managers have worked well with external professionals and with the young people to reduce this behaviour, and security measures have been put in place, including door alarms. However, missing-from-home episodes have still occurred, with four incidents of this type of risk-taking behaviour. Although a range of work is being implemented, this has yet to be effective in changing the behaviour. Further exploration is needed with the young person and the therapists involved to fully determine the most successful strategies to be implemented.

Since the last inspection there have been no physical interventions used, and during the inspection staff were observed managing the challenging behaviours of young people in a sensitive and calm manner. Staff are able to successfully diffuse incidents, and proactively manage situations, due to the relationships they have formed with the young people. Clear, consistent and appropriate boundaries are in place. Work is underpinned by individualised behaviour management strategies, with a focus on incentives. Staff are constantly reviewing these systems to ensure that they are effective.

The relationships between staff and young people continue to be a strength. A parent described what she felt the children get from the staff: 'A lot of care and a lot of love; and my child feels part of a family.' The staff group is able to communicate effectively with young people, providing them with choice in their daily lives and many opportunities to do things that they enjoy doing. Young people's voices are heard in many aspects of shift planning, and there continues to be a focus both in gaining views from young people in various imaginative ways and observing young people's behaviours.

The previous requirement in relation to young people's risk assessments has been met. All young people's risk assessments have been updated, including their impact risk assessments. All are now being used as live documents to which staff refer. Body maps are now in place and are filled out following accidents and injuries, and when unexplained marks and bruising are noted. However, the process that staff need to follow would benefit from being clearer.

Staff are confident in their roles, and key workers are well informed on the needs and progress of their key children. There is thorough monitoring of the service, both through the visits by the independent visitor and regular checks and audits by the manager.

These systems are used to good effect to identify shortfalls, and appropriate action is taken in response. The manager has a very good awareness of the strengths of the service and the areas to develop further. She is aware of the need to keep up to date with her work practice. The manager and her staff team are effective in working in partnership with external agencies such as health services and the local police. Information is communicated well to ensure that staff have the appropriate and necessary knowledge to support young people's individual needs. The manager also attends external events and conferences to ensure that she keeps up to date with current practice. This is then shared with her staff team.

Young people live in a home that is comfortable, and young people can personalise their bedrooms to their own taste. The manager and her staff team have successfully ensured that the home is not institutionalised in its appearance, and maintenance is seen as a priority to ensure that the environment is kept safe.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/08/2017	Full	Good

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

### Recommendations

- Ensure that full evaluation takes place of missing incidents to identify any gaps in training, skills or knowledge for staff. This evaluation should inform the review of the quality of care. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.31)  
In particular, ensure full exploration with all professionals to fully determine if there are any trends and patterns to missing incidents and then implement further strategies.
- Ensure staff have the knowledge and skills to recognise and be alert for any signs that might indicate a child is in any way at risk of harm. ('Guide to the children's homes regulations including the quality standards', page 43, paragraph 9.12)  
In particular, ensure processes are clear on how to document and report accidents and injuries.

### Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children

and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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:** 1250902

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

**Registered provider:** Calcot Services For Children Limited

**Registered provider address:** Haines Watts, 87 Castle Street, Reading RG1 7SN

**Responsible individual:** Rachel Redgwell

**Registered manager:** Natalie Boothroyd

## **Inspector**

Emeline Evans, social care inspector

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