

# 1226266

Registered provider: Kingdom Care Children's Homes Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is registered to provide care and accommodation for up to six girls between 10 and 17 years old. The home's statement of purpose identifies that the home can accommodate children who display risk-taking behaviours including self-harm, absconding, risk of sexual exploitation, substance misuse and aggressive behaviours, and emotional and/or behavioural difficulties.

A private organisation runs the home. The home changed ownership in February 2018. The manager has been registered since 2016.

**Inspection dates:** 2 to 3 August 2018

<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:** 4 October 2017

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/10/2017	Full	Good
13/03/2017	Interim	Declined in effectiveness
22/09/2016	Full	Good

## 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 registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1.</p> <p>In particular, a statement of the range of needs of the children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 16 (1)(1))</p>	30/09/2018
<p>The registered person must compile a review of the quality of care provided for children ("a quality of care review") at least once every six months. (Regulation 45 (1))</p>	30/09/2018
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience.</p> <p>In particular, ensure that all staff receive regular supervision. (Regulation 33 (4)(b))</p>	30/09/2018

### Recommendations

- The registered person should have a workforce development plan which can fulfil the workforce-related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should:
  - detail the necessary management and staffing structure, (including any staff commissioned to provide health and education), the experience and qualifications of staff currently working within the staffing structure and any further training required for those staff, to enable the delivery of the home's statement of purpose
  - detail the processes and agreed timescales for staff to achieve induction, probation and any core training (such as safeguarding and health and safety, and mandatory qualifications)

- detail the process for managing and improving poor performance
- the process and timescales for supervision of practice (see regulation 33(4)(b)) and keep appropriate records of staff in the home.

The plan should be updated to include any new training and qualifications completed by staff while working at the home and used to record the ongoing training and continued professional development needs of staff- including the home's manager. ('Guide to the children's homes regulations, including the quality standards', page 53, paragraph 10.8)

## Inspection judgements

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

Young people are settled living in this home and are making good progress. Despite this being a busy home, the staff successfully deliver individualised care in a nurturing environment. Young people's behaviour improves, and their risk-taking behaviour reduces. Young people's attendance at school is good or improving. Staff understand the risks young people face and they appropriately focus on young people's safety.

Managers and staff show interest in, and care for, the young people, sharing positive interactions and experiences. This supports the young people to recognise their own strengths and abilities and raises their self-esteem and self-worth.

The staff team creates a safe and welcoming home that enables the young people to develop, and to start on their journeys to adult life. The young people develop positive relationships of trust and respect with the staff. The atmosphere in the home is very nurturing and young people like and respond very well to this. There is a plan to redecorate and refurbish the home. Each young person's bedroom is personalised and reflects their individuality.

The young people can learn, meet friends and have fun. The staff team has a good understanding of each young person's likes and dislikes. There is a range of ways in which young people can voice their views, wishes and opinions; the staff take these seriously and act upon them.

The staff sensitively support the young people to maintain and improve their relationships with their families. The staff develop a good rapport with young people's parents and carers and keep them fully informed. In addition, the staff work well with the young people's placing authorities to ensure that the young people continue to make progress, and that the local authorities provide support at the moving-on stage.

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

The staff team helps the young people to understand risk and how to stay safe, while allowing the young people to become independent and to take appropriate risks. This helps the young people to manage their behaviours and, over time, make the right choices.

The staff use key-worker sessions to help young people understand how to keep

themselves safe. The staff are aware of the risks to young people in the local and wider community. The staff work well with other agencies in addressing anti-social behaviour and concerns relating to drug misuse and sexual exploitation.

The staff team's focus on providing high standards of care means that young people make good progress in changing negative behaviours. Individual risk assessments provide clear and sensible strategies to lessen the risks associated with known or presenting new behaviours.

The staff understand the risks that the use of the internet and social media may pose to the young people. The manager continues to develop strategies to keep the young people safe, and to support them in learning how to keep themselves safe. The home's location risk assessment is detailed and shows the depth of knowledge the staff have about the surrounding area. Young people are encouraged not to smoke. Currently, the staff team is working with agencies to address the use of drugs such as cannabis.

The young people are protected by careful recruitment procedures, and regular monitoring of staff also reduces the risk of unsuitable people being employed.

There are clear and effective arrangements in place for the management and oversight of allegations against people who work with the young people. Relevant external safeguarding agencies are informed promptly of all.

Robust and regular health and safety checks ensure that the physical environment of the home is safe and secure and protects young people from harm or the risk of harm. It was unclear from records that all works identified in a recent fire audit had been completed, although the registered manager stated they were.

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

The home changed ownership in February 2018. The registered manager has stayed the same. The registered manager is suitably qualified and experienced and continues to extend her management skills in line with the expectations of the new owner. She has a strong commitment to providing a high standard of care, improving outcomes for young people and developing her staff's skills. The registered manager is managing the change of ownership well and is committed to implementing new systems as required by the new owner. She has an excellent understanding of the home's strengths and areas for improvement. An action plan gives good detail about areas she and senior managers are focusing on with the staff team, including achieving more consistent monitoring, oversight and reviewing of records and practices, and refurbishment of the house. The new and improved systems being introduced are not all fully embedded yet. The manager is being supported by a team of leaders and senior managers in implementing the home's action plan.

The manager knows her staff team well. The staff team is supportive of her, and staff have a broad range of experience which they use effectively in their roles. The manager supports her staff team, and is using competency testing to evaluate training, knowledge and day-to-day practice; there are plans to extend this further. The staff are strong advocates for the young people. They successfully advocate on young people's behalf and challenge other agencies if they have not acted in the young people's best interests.

The home meets its objectives as stated in the statement of purpose, although it needs to reflect in more detail the care needs of children it can meet. Currently, the range of needs it can meet is extensive and not individualised to this home. It has a suitable children's guide.

The members of the staff team are suitably qualified to work in the home. Staff are supported through training and supervision and are well informed and focused on their roles. A plan is in place to ensure that all staff receive regular supervision, as this has lapsed for some staff in recent months. The change of ownership has enabled staff to extend their knowledge through access to additional in-house training delivered by specialist professionals. The few staff vacancies that occur are quickly filled.

The home's workforce development plan does not give sufficient detail about the staffing structure, timescales for completion of induction, details for managing poor performance and details of timescales for supervision. The plan is not kept up to date.

The change of ownership has resulted in the six-monthly review of the quality of care being submitted late. The development and action plan in place suitably highlights the areas that need addressing.

## **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.

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:** 1226266

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

**Registered provider:** Kingdom Care Children's Homes Ltd

**Registered provider address:** 30/34 North Street, Hailsham, East Sussex BN27 1DW

**Responsible individual:** Emma Beech

**Registered manager:** Linda Palfrey

## Inspector

Liz Driver, social care inspector

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