

1241861

Registered provider: Newrays Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The service specialises in providing planned and managed therapeutic interventions for children who have suffered early life trauma as the victims of serious abuse and/or profound neglect. The registered manager has managed the home since July 2018.

Inspection dates: 20 to 21 August 2018

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 30 November 2017

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/11/2017	Interim	Declined in effectiveness
23/05/2017	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 quality and purpose of care standard is that children receive care from staff who understand the children's home's overall aims and the outcomes it seeks to achieve for children.</p> <p>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 and furnished so as to meet the needs of each child. (Regulation 6 (1)(a)(2)(c)(i))</p>	28/09/2018
<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 promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(b)(2)(c))</p>	28/09/2018
<p>The registered person must maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child, are kept up to date and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b))</p>	28/09/2018

Recommendations

- Ensure that just as in a family home, children are able to access all shared areas of their home unless there are specific reasons why this would not meet a child's needs. Limits on privacy and access may only be put in place to safeguard each child in the home (regulation 21(c)(i)). Any decisions to limit a child's access to any area of the home, and any modifications to the environment of the home, must only be made where this is intended to safeguard the child's welfare. All decisions should be informed by a rigorous assessment of that individual child's needs, be properly recorded and be kept under regular review. ('Guide to the

children's homes regulations including the quality standards', page 15, paragraph 3.10)

This is with reference to the use of bedroom door alarms.

Inspection judgements

Overall experiences and progress of children and young people: good

Young people benefit from individualised care that starts to be planned before they are admitted. For example, staff ensure that they are talking to health professionals and foster carers before young people arrive at the home. This helps to ensure that young people's health needs continue to be met and that staff are well informed about young people's individual needs.

Young people experience positive relationships with staff, who understand their needs well. This is made possible because the staff work closely with the in-house therapist to ensure that they develop their child-centred practice.

Although young people's school attendance can be varied, the staff work closely with schools to try to overcome barriers that impact on young people's learning. Staff are not afraid to challenge teachers to ensure that young people get the very best chances to succeed.

Young people can participate in a range of activities. For example, young people are members of a local football team, they visit museums and like playing board games. One young person told the inspector, 'The best thing about here is the activities with the staff.'

Young people's opinions matter. Staff are careful to ensure that documents are always presented in a child-friendly way. This openness helps young people to feel empowered and valued.

Although the home is clean, some areas of the house require improvement. For example, the kitchen work surface has been damaged for some time and areas of the garden are overgrown. This detracts from an environment that young people can feel proud of.

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

Young people do not go missing from home and they are not at risk of child sexual exploitation or radicalisation. If bullying occurs, staff are quick to take action.

Safe recruitment practice ensures that anyone employed in the home is safe to work with young people.

Some safeguarding records do not fully capture the good practice of staff. For example, although staff have an excellent understanding of the measures in place to keep young people safe, these details are not kept up to date in a young person's care plan.

Staff routinely use bedroom door alarms without any assessment to determine if this level of surveillance is necessary to keep young people safe.

The effectiveness of leaders and managers: good

The new manager and her team have worked hard to make the necessary improvements since the last inspection.

Staff speak positively about the manager and the changes that she has brought in. One member of staff commented, 'I have seen a lot of changes over the last year. We are now motivated and determined. The management team is really supportive and approachable.'

Professionals talk positively about the service. One social worker said, 'Communication here is really good. They are really prompt. I have already had the incident report from yesterday. They will be proactive about what needs to be done. I am really pleased. They are all welcoming and pleasant... they communicate with [the young person] at a level that he understands.'

Although staff have completed a variety of training, some training is out of date.

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: 1241861

Provision sub-type: Children's home

Registered provider: Newrays Care Services Limited

Registered provider address: Newrays Care Services Limited, Sinckot House, 211 Station House, Harrow HA1 2TP

Responsible individual: David Hughes

Registered manager: Teyte Parrish

Inspector

Louise Battersby: social care inspector

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