

# 1235576

Registered provider: South West Childcare Services

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home was registered in June 2016 and is part of a small organisation based in south-west England. This home is registered to provide accommodation and care for up to two young people. The current manager was registered with Ofsted on 10 May 2018. The home is situated in a residential area on the outskirts of a large city, with access to good amenities and public transport.

**Inspection dates:** 25 to 26 September 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      requires improvement to be good

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

**Date of last inspection:** 9 November 2017

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/11/2017	Full	Good
07/02/2017	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 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>ensure that the staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home's workforce provides continuity of care to each child;</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) and (2)(c)(e)(h))</p> <p>In particular:</p> <ul style="list-style-type: none"> <li>■ ensure that any issues or incidents are thoroughly recorded, reviewed and escalated where appropriate;</li> <li>■ ensure that children are clear about the outcome of any concerns or complaints they raise.</li> </ul>	<p>03/12/2018</p>
<p>22: Contact and access to communications</p> <p>Subject to paragraph (5), the registered person must ensure that children are provided at all reasonable times with access to the following facilities which they may use without reference to persons working in the home—</p> <p>(a) a telephone on which to make and receive telephone calls in private.</p>	<p>01/10/2018</p>

## Recommendations

- Where the placing authority or another relevant person does not provide the input and services needed to meet a child's needs during their time in the home, the home must challenge them to meet the child's needs (see regulations 5 (c)). Staff should act as champions for their children, expecting nothing less than a good parent would. ('Guide to the children's homes regulations including the quality standards', page 12, paragraph 2.8)
- Homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

## Inspection judgements

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

The progress that young people have made since coming to live in this home is remarkable. They feel settled and safe, and clearly benefit from the specialised care organised and provided by the manager and staff.

Young people have made progress academically and emotionally because of the hands-on support and encouragement they receive. Young people who have previously felt unable to go to school now attend regularly. They have made friends, who visit their home, and their outside interests and hobbies have expanded. A parent commented how pleased she is that her child is making progress in managing her emotions and now getting out and doing things that she had stopped doing previously.

Young people said they 'love' living in this home and feel like they are part of a family. They are successfully helped to understand why they live in the home and what the plans are for their future. The manager and staff make sure that young people have lots of things to look forward to and enjoy. A range of resources are used in the home to help young people, in addition to day-to-day activities and holidays. A huge amount of discrete planning and thought goes on to help children develop their potential and independence.

Staff work very closely with family members and professionals outside of the home. This has a very positive impact on the young people because plans are worked out together and young people know what to expect. Feedback from professionals about the home is excellent.

The environment is homely and inviting, with much evidence of enjoyed shared experiences such as board games and activities. There are some very minor points that detract from a largely welcoming home, such as unnecessary fire signs. Additionally, young people do not always have access to a telephone without having to ask staff first.

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

The manager works tirelessly to establish a loving environment which provides consistent routines and security for young people. Staff care for young people so that they are encouraged to develop self-love, self-worth and confidence. Consequently, incidents of a safeguarding nature have reduced significantly as young people respond to this approach. A young person who was restrained on an almost daily basis at a previous home has not been restrained in this home.

When safeguarding incidents occur, staff recognise these incidents and know how to respond to ensure that young people are safe.

If a young person makes an allegation, staff do listen and respond. However, on one occasion, the manager did not make clear to the young person what the outcome of the investigation was.

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

The registered manager is new to the role and is a caring, child-focused and enthusiastic leader, whose specialist skills are an asset to the home. She supports staff to work creatively and positively with young people, to help them achieve in all aspects of their life. Team meetings and supervision occur regularly, and performance is monitored.

Management oversight could be improved in some areas, such as reviewing of concerns, complaints or incidents. While action is taken to deal with safeguarding issues initially, some aspects of young people's care have not been followed up adequately and require further challenge to ensure that their needs are met.

Continuity of staffing has been problematic alongside a lack of experienced staff who work in supervisory roles when the manager is not present. This has had a negative effective on young people. Staffing arrangements have started to improve as the manager has recruited permanent staff members.

Staff feel valued and supported by their manager and are equipped with the necessary training to carry out their roles. The manager and staff clearly describe the progress made by the young people they care for and are proud of the young people's achievements.

## **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:** 1235576

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

**Registered provider:** South West Childcare Services

**Registered provider address:** 46 Durnford Street, First Floor Flat, Plymouth, Devon PL1 3QN

**Responsible individual:** Angela Glynn

**Registered manager:** Ryasia Chambers

## Inspector

Sarah Canto, social care inspector

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Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
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