

# 1226495

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 provides care and accommodation for up to six children. It currently accommodates exclusively boys. The home changed ownership in February 2018, and it is run by a large national organisation.

The home has not had a registered manager since July 2018.

**Inspection dates:** 6 to 7 February 2019

**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:** 18 July 2017

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
18/07/2017	Full	Good
24/03/2017	Interim	Sustained effectiveness
06/09/2016	Full	Good

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

### 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 process and timescales for supervision of practice (see regulation 33(4) (b)) and keep appropriate records for staff in the home. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)

In particular, ensure that the targets for how often supervision takes place are realistic.

## Inspection judgements

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

Overall, most children make good progress. For children who previously lived in the home, some areas of progress had been hindered by external factors that the staff were not able to control negatively influencing behaviours. This resulted in children being moved onto more appropriate placements for their safety and well-being. Leaders have taken quick action to evaluate and reflect on this period and reviewed their referral and admission decision-making processes to ensure that the home can safely meet the needs of children who move into the home. The children currently living in the home have settled in well and are making good progress.

The staff successfully deliver individualised care in a nurturing environment. The staff have a very clear understanding of the support needs of the children in their care. There is regular communication with parents and social workers. The staff share positive interactions and experiences with the children, and this supports the children to recognise their own strengths and abilities and raises their self-esteem and self-worth.

The children's education is a key priority for the staff. The staff work hard with education professionals to ensure that the most appropriate educational establishments are sought in a timely manner. If needed, leaders and managers will challenge those authorities who are slow to respond or act.

The children are encouraged to engage in activities outside the home wherever possible, fully supported by the staff if necessary. The staff are familiar with what is available for the children in the local community. One child has been successful in gaining work experience at a local restaurant.

The staff team has a good understanding of each child's likes and dislikes. There is a range of ways in which children can voice their views, wishes and opinions, and the staff take these seriously and act upon them.

The children benefit from the extensive renovations undertaken during the summer of 2018. All works are of an excellent standard. The home is very well maintained. Care has been taken to make the house feel like a family home.

The staff sensitively support the children to maintain and improve their relationships with their families and friends, where possible. The staff develop a good rapport with children's parents and carers and keep them fully informed.

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

There are clear and effective safeguarding arrangements in place to protect children. Arrangements meet statutory guidance. Allegations or suspicion of harm are immediately

shared with the appropriate safeguarding agencies and managed well.

The staff have all received comprehensive safeguarding training and recognise the risks faced by children in their care. Careful consideration is given to the location of the service and the impact that this has on current and future placement decisions. There is a consistent and proactive approach to managing risk by the staff that reduces the risk of harm to children. This includes regular and effective contact and planning with both the child's allocated social worker and their family, where appropriate. Children say that they feel happy and safe at the home and with the staff team. They say they feel comfortable in talking to the staff about any concern that they may have.

The staff team's focus on providing good standards of care means that children can start to make progress in changing their negative behaviours. Individual risk assessments provide clear and sensible strategies to lessen the risks associated with known or presenting new behaviours. As a result, there has been only one physical intervention, minimal use of room searches and a significant decrease in 'missing' incidents in recent weeks. All 'missing' incidents are managed well. Online recording systems provide very safe and clear records of incident management.

The staff team helps the children to understand risk and how to stay safe, while allowing them to take appropriate risks. This helps the children to manage their behaviours and, over time, to make the right choices. This includes the risks that the use of the internet and social media may pose. In addition, the staff use key-worker sessions to help the children to 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 behaviours, such as anti-social behaviour and 'missing' incidents, and concerns relating to substance misuse and sexual exploitation.

The children are protected by careful recruitment procedures, and regular monitoring of staff also prevents unsuitable people from being employed.

Robust and regular health and safety checks ensure that the physical environment for children is safe and protects them from harm or the risk of harm.

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

The home changed ownership in February 2018. The new provider closed the home while it underwent extensive refurbishment and redecoration. It re-opened in October 2018. Since changing ownership, the home has experienced some uncertainty around management arrangements following the departure of the registered manager and succeeding manager. Since January 2019, management arrangements have been very clear. The interim manager is very experienced and well qualified. Her appointment is already having a strongly stabilising influence on the home. Despite the brief time that she has been in post, she demonstrates an excellent understanding of the work that needs to be done. The responsible individual is taking positive steps to recruit a permanent registered manager.

Some of the staff team are new to the home, but they all have good experience of working with children in previous roles. The staff who are new to the service speak positively about their induction to the home. All have received an excellent introductory training programme. There are clear plans in place to further develop their knowledge and skill during their probation. Managers have struggled to meet the high targets relating to the regularity of supervision that are set out in the home's Statement of Purpose. The home's manager is currently reviewing the arrangements.

The interim manager and senior leaders have reflected on and evaluated the admissions and moving on of children in the last year. During this inspection, the home was preparing for the arrival of a new child. The suitability of the child's placement had been very carefully considered. The needs and the views of the other children in the home are also a key factor in the decision-making.

The responsible individual is very involved in the oversight and development of the home. She is highly supportive of the interim manager and, together, they have implemented a clear plan for improvement which is being closely monitored. Leaders and managers are able to identify areas of strength and weakness and take effective action.

Staff are aspirational and ambitious for the children in their care. Every child is offered equality of opportunity.

## **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 difference 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:** 1226495

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

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

**Registered provider address:** Part 2nd floor, Maybrook House, Queensway, Halesowen, Worcestershire B63 4AH

**Responsible individual:** Michelle Callard

**Registered manager:** Post vacant

## Inspectors

Liz Driver, social care inspector

Peter Jackson, social care inspector



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