

# 1228522

Registered provider: Kedleston (Wood Grove Childcare) Ltd

Interim inspection

Inspected under the social care common inspection framework

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

This home is privately owned and run. It is registered to provide care and accommodation for up to four children who are no longer able to live at home.

A new manager was appointed in January 2019, they applied to Ofsted to be the registered manager.

**Inspection date:** 15 March 2019

**Judgement at last inspection:** Good

**Date of last inspection:** 15 May 2018

**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.

The home has been without a registered manager since August 2018. A new manager was appointed in January 2019. During this period a former manager has been providing appropriate support and guidance to the home. Staff said that they have been well supported during this time and have confidence in the new manager to enhance the service for the young people.

The head of care said that she felt that the home had come a long way under difficult circumstances. The core staff team has recreated the stability that the young people needed and have effectively supported the new staff. This has provided a much more

consistent approach for the young people. As a result, the home has seen a reduction in negative behaviours. Young people are more able to reflect upon their behaviour and take positive steps to prevent a reoccurrence. A member of staff said that for one young person it has enabled her to trust them and to build strong attachments.

The manager acknowledged that there are still areas for development, and that this is very much a work in progress. For example, to develop and streamline the current records and documents. The manager uses information from the independent person's reports and from internal monitoring to develop the service and to address any identified shortfalls.

Effective action has been taken to improve young people's understanding of what are safe and suitable relationships. Young people are more aware of how they can or could be manipulated in certain situations. As a result, young people are making better choices in who they choose to be friends with. Young people are more confident to talk to staff about when they have a concern or are worried about something. A young person contacted a member of staff by phone when they realised that they had 'made a mistake,' This enabled staff to go to the young person and bring her home safely.

Steps have been taken to address the shortfalls in risk assessments. These are more specific about the individual risks for each young person and the action to take to help keep them safe. However, some risk assessments regarding young people's independence time, contain conflicting information. For example, it is unclear as to whether the young person is allowed 30- or 45-minutes free time. Staff said this was 45 minutes. However, due to a recent incident this has been stopped. Also, some risk assessments are not signed or dated by the author. This may lead to confusion as to which is the current document to refer to. This lack of clarity may place young people at risk.

The recording of physical interventions is not yet secure. On two occasions the staff debrief had not been recorded and the entries have not been signed by a manager or the delegated person as to be a true account. On one occasion this was identified, and later discussed during a member of staff's supervision. This is a monitoring oversight and does not impact upon the care or support provided to young people.

One young person showed me around the home and pointed out several maintenance issues including a hole in their bedroom wall and a broken wardrobe. This happened around Christmas and has not been repaired. A toilet seat and bath panel are damaged in one bathroom and a bedroom door is missing. This was used to replace another door that was damaged. A replacement is on order. The manager explained that the home is to be refurbished, as it is looking tired and worn. However, the home needs to keep abreast of all maintenance issues as they are detracting from the homely environment staff are striving to maintain.

Young people spoken to say that they remain happy and settled here. They have a positive relationship with staff and enjoy spending time with them. Staff understand the diverse needs of young people and strive to ensure that they remain settled and

engaged with their education. For example, following a bullying incident at college, staff worked in conjunction with the college to amend a young person's timetable. She is now attending evening classes, which has removed her from the situation and considerably reduced her anxieties. Ultimately, she can continue with her education.

Staff work well with young people and their families to ensure that they remain in regular contact. One young person was excitedly packing for a weekend visit with her family. This had been on hold until additional checks could be completed to ensure that the young person was safeguarded. Staff provided good support to her during this time.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/05/2018	Full	Good
22/02/2018	Interim	Sustained effectiveness
15/11/2017	Full	Requires improvement to be good
10/10/2017	Full	Inadequate

## 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
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; manage relationships between children to prevent them from harming each other; take effective action whenever there is a serious concern about a child's welfare.	30/04/2019

<p>(Regulation 12 (1)(a) (2)(a)(i)(iv)(vi))</p> <p>In particular, to ensure that risk assessments contain all current information and have appropriate actions to reduce the risk of harm and prevent further occurrences. Where assessments and plans are in place, to ensure that these are followed by staff.</p>	
<p>Within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate. (Regulation 35 (b)(i)(ii))</p>	<p>30/04/2019</p>

## Recommendations

- For the children's home to be a nurturing and supportive environment that meets the needs of the children. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9) In particular, maintenance issues are addressed.
- All children's case records (regulation 36) must be kept up-to-date and signed and dated by the author of each entry. Staff should record information on individual children in a non-stigmatising way that distinguishes fact, opinion and third-party information. Information should be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3 & 14.4)

## 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:** 1228522

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

**Registered provider:** Kedleston (Wood Grove Childcare) Ltd

**Registered provider address:** Unit 8 Brook Business Centre, Cowley Mill Road, Uxbridge, Middlesex, UB8 2FX

**Responsible individual:** Paul Brosnan

**Registered manager:** Post Vacant

## Inspector

Chris Scully, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: <http://www.gov.uk/ofsted>

© Crown copyright 2019