

1250902

Registered provider: Calcot Services for Children Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to care for up to seven children and is owned and managed by a private organisation. The home cares for children who have a range of learning disabilities. The home is situated over two adjoining properties. In October 2018, the home expanded its registration from four to seven placements.

The manager was registered with Ofsted in July 2018.

Inspection dates: 9 to 10 July 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 **requires improvement to be good**

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 18 March 2019

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|-------------------------|
| 18/03/2019 | Interim | Sustained effectiveness |
| 19/06/2018 | Full | Outstanding |
| 07/12/2017 | Interim | Sustained effectiveness |
| 30/08/2017 | 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 helps children aspire to fulfil their potential; and 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(2)(c))</p> <p>This specifically relates to ensuring that the competency of staff is routinely, and regularly, assessed.</p> | 30/09/2019 |
| <p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23(1))</p> | 30/09/2019 |

Recommendations

- The registered person must demonstrate every effort to achieve continuity of staffing to prevent disruption to children's attachments. ('Guide to the children's homes regulations including the quality standards', page 51, paragraph 10.1)
- The policy for the protection of children from abuse of neglect should be available and explained to children and their families as well as to all staff, whatever their role. The registered person must make sure that all staff are familiar with this policy and act in accordance with it, in particular how to use it to report a concern. ('Guide to the children's homes regulations including the quality standards', page 44, paragraph 9.21)
In particular, ensure that all staff are sufficiently knowledgeable about the roles and responsibilities of external safeguarding agencies.

Inspection judgements

Overall experiences and progress of children and young people: good

Children are very happy living in this home and have made good progress. Parents, social workers and other professionals say that the staff provide good-quality care for children. One parent is impressed by the staff team's understanding and consistent approach to managing their child's autism spectrum disorder, stating that, 'This is the best I've seen him for a long, long, long, time.'

Staff are responsive to the children. A range of methods which include Makaton, pec symbols, social stories, and objects of reference, aid communication. One child who struggled to communicate is now comfortable and animated when talking to staff. Another child is responding well to a range of communication methods which include writing down their thoughts. As a result, the children have a voice.

Independent advocacy services are sought for each child. This provides them with additional support to express their views, wishes and feelings.

Children enjoy spacious and comfortable accommodation. The choice of decor, pictures and photographs creates a calming and homely atmosphere. Children's bedrooms are highly personalised and unique. Alongside the children live Bruv the African snail, Angel the goldfish and two guinea pigs. This allows the children to enjoy the experience of caring for a pet.

The extensive range of toys, games and resources enable children to enjoy activities, from gardening and art projects to being able to relax watching a film cinema-style. The sunken trampoline, a sensory garden, and a specific area for one child to ride their tricycle have all been developed based on children's interests and individual needs.

Children benefit from varied opportunities to develop life skills and extend their social and educational experiences. Local events, such as Gay Pride and Autism Pride, enabled the children to take part in a colour run, as well as experiencing what it feels like to hold a tarantula spider.

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

Staff provide children with a safe and supportive place in which to live. Impact assessments have been revised. New referrals are assessed in considering the child's needs and the likely impact of the child moving in. Well-written risk assessments inform staff on how to manage the children's safety inside and outside of the home.

The manager and staff have a good understanding of the therapeutic needs of the children. The team is supported by two therapists who provide regular group consultation. This provides a platform for staff to reflect on and assess the children's progress, and review and develop new strategies to support their well-being and to

manage their behaviour.

Staff are able to identify the organisation's own safeguarding processes. However, not all staff are confident in their knowledge of the wider safeguarding frameworks in the local authority.

Staff have received training in medication and managing complex healthcare needs. However, there is no clear process for assessing the competence of staff. This is further compounded by a failure to ensure that medication records are clear and free from errors. There is the potential that children's medication has been subject to errors. Leaders and managers could not confirm if all records were accurate.

Some children have highly complex health needs. Specialist nurses within the organisation work with external health professionals to provide support and training for the staff. This assists staff to develop the necessary skills to undertake specific healthcare tasks.

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

The home has experienced a period of instability. This has been compounded by some complexities arising from a new admission. Staffing ratios have not always been maintained. This has left staff feeling vulnerable and unsupported. The registered manager will shortly be leaving the home. A new manager, who is yet to apply to register with Ofsted, is now in post.

Since the last inspection in March 2019, there has been one complaint made to Ofsted about the home. The complaint related to medication, staffing and management, and was reviewed as part of the inspection.

Leaders and managers are in the process of exploring how they can improve staff retention. Recruitment to fill current vacancies remains ongoing.

There are inconsistencies in how the home is monitored. For example, while care planning is appropriately managed, there is poor oversight of medication processes and the effectiveness of staff training.

Supervision has not been regularly delivered. The new manager has addressed this and there is a recent improvement. She has clear plans to ensure that this improvement is maintained with a strong drive to develop the skills and knowledge of the newly formed team. Staff reported an improvement in team morale and reflected positively on the recent increase in the level of support being provided.

Serious incidents are notified to Ofsted. The statement of purpose has been regularly reviewed and has recently been sent to Ofsted.

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: 1250902

Provision sub-type: Children's home

Registered provider: Calcot Services for Children Limited

Registered provider address: 8 Brewery Court, Theale, Reading, Berkshire RG7 5AJ

Responsible individual: Rachel Redgwell

Registered manager: Martin Honour

Inspector

Joe Davys, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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