

# 1226266

Registered provider: Kingdom Care Children's Homes Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is registered to provide care and accommodation for up to six girls between 10 and 17 years old. The home's statement of purpose identifies that the home can accommodate children who display risk-taking behaviours, including self-harm, absconding, risk of sexual exploitation, substance misuse and aggressive behaviours, and emotional and/or behavioural difficulties.

A private organisation runs the home. The manager has been registered since 2016.

**Inspection dates:** 22 to 23 August 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:** 2 August 2018

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/08/2018	Full	Good
04/10/2017	Full	Good
13/03/2017	Interim	Declined in effectiveness
22/09/2016	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>If the Fire Reform (Fire safety) Order 2005 (30) applies to the home— the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))</p> <p>Specifically, ensure that the records of works undertaken in relation to fire audits are well organised and maintained.</p>	30/10/2019

### Inspection judgements

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

The staff create a safe and welcoming home that provides the young people with space to grow and develop. The young people soon settle in this home and the vast majority make good progress. Despite this being a busy home, the staff successfully deliver individualised care in a nurturing environment. Young people's behaviour improves, and their risk-taking behaviour reduces. For those young people who present with high risk of sexual exploitation, the staff care, advise and guide them to make less risky decisions. A good amount of success can be seen in reducing these behaviours. For some, this can take time. However, the staff consistently display commitment to make sure that the young people know that they have an interest in them and will be there for them. In addition, the staff have very good relationships with other agencies that may be involved in the young people's lives, for example the sexual health nurses and the adolescent mental health service.

The young people develop trusting relationships with the staff. There is a lot of mutual respect between the staff and young people. This can be seen in the way that staff and the young people communicate with each other. These relationships help the young people to recognise their own strengths and abilities and raise their self-esteem and self-worth.

The young people speak extremely positively about the staff and how much they like

living at this home. Mealtimes are a highly positive daily event where everyone comes together. There is a lot of baking that takes place in this house, which is enjoyed by all the young people and staff.

Many young people have moved on to adult life in the last year. They have benefited from a planned and collaborative approach between the staff, placing authority and their new placements. The registered manager works tirelessly to make sure that future placements are suitable and will challenge professionals to make sure that this happens.

The young people can learn, meet friends and have fun. There is lots of laughter in the home. The staff team has a good understanding of each young person's likes and dislikes. There are many ways in which young people can voice their views, wishes and opinions. The staff take these seriously and make sure that they are acted upon.

Education is seen as a priority. Young people's attendance at school is good or improving. The registered manager will challenge education professionals to ensure that the most appropriate education establishments are accessed. The staff work with all education establishments to ensure that the young people have a positive experience.

Although there have been a number of changes to the staff team since the last inspection, the registered manager has ensured that this has not affected the consistency of care.

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

The staff understand the risks that young people face, and they appropriately focus on young people's safety. They help the young people to understand risk and how to stay safe, while allowing them to take appropriate age-related risks. For some, this can be a fine balance. For most young people, this has allowed them to manage their behaviours and their responses. For those who find this difficult, the staff provide additional support and guidance.

The staff use key-worker sessions effectively to help young people understand how to keep themselves safe. The staff demonstrate a good awareness of the risks that the young people take and why they take them. This leads to compassionate, proportionate and warm responses from the staff. This has led to young people learning from their experiences.

The staff provide the young people with a safe place to live. They have a very good understanding of the young people's needs and use well-written risk assessments that support the young people's safety inside and outside of the home. There are robust and timely responses to incidents such as episodes of going missing or self-harm incidents. Excellent working together relationships with a range of agencies ensures that the young people's safety is a priority.

Safeguarding matters, including managing allegations, are managed well with the correct referrals made. Records are well maintained with good use of chronologies to assist

monitoring and oversight by the registered manager.

The trusting relationships that staff build with the young people are a protective factor. The young people have the confidence to discuss sensitive issues, such as previous life experiences, with the staff about matters such as drug misuse, sexual activity and episodes of going missing. They are given caring, nurturing advice and guidance in response. The staff expect young people to behave positively and staff set clear expectations. Meetings reflect on incidents that take place, so that both the young people and the staff can learn from them.

The home is well maintained and provides a comfortable environment. All health and safety checks are completed. However, there is disorganisation in the recording of when works have been completed, in particular works carried out as a result of a fire inspection. Recruitment practice is robust.

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

The registered manager is suitably experienced and skilled. She leads a team of staff and manages the home well. She knows her strengths and the areas for her development. She is very well supported by a knowledgeable and experienced deputy manager. Both the registered manager and deputy manager receive support from senior managers and leaders and a wide range of internal professionals who all undertake audits. The manager provides very good support to the staff team and knows the young people very well. The staff speak positively about her managerial style and support. The young people also speak warmly about the registered manager and deputy manager. Both managers aspire for the young people and have a very good understanding of their needs.

The registered manager has an excellent understanding of the home's strengths and areas for improvement. An action plan gives good detail about areas that she and senior managers are focusing on with the staff team, including continually achieving more consistent monitoring, oversight and reviewing of records and practices. The registered manager uses the organisation's systems for ensuring that all aspects of the service are frequently monitored. The registered manager monitors significant events and reflects on how staff have managed incidents. The monitoring undertaken by the home's independent visitor is particularly effective at identifying any shortfalls in the quality of care provided.

The registered manager and the staff are strong advocates for the young people. Well-written reports are presented at meetings and the staff ensure that the young people contribute to these. The registered manager challenges other professionals appropriately when it is in young people's best interests.

The young people happily engage in the daily running of the home, for example by preparing meals and planning activities.

There have been some changes to the staff team in the last year. The registered

manager and deputy manager work hard to maintain consistency of care during times when staff leave. The current staff team is predominantly female. New staff receive a structured induction and ongoing training. The staff benefit from accessing a wide range of training and easy access to specialist in-house professionals, such as a psychiatrist, sexual health specialist and police liaison.

## **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:** 1226266

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

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

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

**Responsible individual:** Michelle Callard

**Registered manager:** Linda Palfrey

## Inspector

Liz Driver: social care inspector

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