

1183799

Registered provider: Quality Care Homes (UK) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned and can accommodate four young people up to the age of 18 years, who have learning disabilities.

The manager registered with Ofsted in November 2018.

Inspection dates: 10 to 11 September 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: 12 February 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/02/2019	Full	Good
31/08/2017	Full	Good
27/01/2017	Interim	Sustained effectiveness
26/04/2016	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>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. (Regulation 45(1))</p>	31/12/2019
<p>The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that arrangements are in place to manage and review the placement of each child in the home. (Regulation 14(1)(2)(b)(ii))</p> <p>Particularly, encourage staff to undertake periodic reviews of care plans, behaviour support plans and risk management plans.</p>	31/12/2019
<p>The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6(2)(vii))</p> <p>Particularly, review menu planning, grocery shopping and household budgeting to ensure that children have access to a healthy, balanced diet and a high-quality environment.</p>	31/12/2019

Recommendations

- Residential childcare should provide a safe and stimulating environment in high-quality buildings. ('Guide to the children's homes regulations including the quality standards', page 6, paragraph 1.10)

Particularly, ensure that damage to decor and fittings is addressed as a matter of urgency.

- Children should be supported to express themselves as individuals and should be given an appropriate degree of freedom and choice in relation to day-to-day arrangements for their care, depending on their individual needs and the setting in which they are cared for. ('Guide to the children's homes regulations including the quality standards', page 17, paragraph 3.21)

Particularly, seek creative ways to personalise bedrooms to reflect the individual personalities of children.

- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)

Particularly, review the frequency of supervision for senior staff. Supervision for senior staff members should support them in their roles as supervisors for front-line staff.

Inspection judgements

Overall experiences and progress of children and young people: good

Children live in a home that is full of warmth. Staff have created a calm and nurturing environment.

Children sometimes can have issues with managing their emotions, and have the capacity to be aggressive. Staff work patiently and calmly. They are very skilled at distracting children and de-escalating potentially challenging situations. As a result, children are happy and settled.

Professionals gave very positive feedback on the quality of care provided. They described children's lives, prior to admission, as 'chaotic' and 'out of control'. Staff have enabled children to settle quickly. Children are then able to make progress.

All the children have had successful engagement with education. As they move into adulthood they are engaging in, or seeking, further education opportunities.

Staff have managed to re-engage children with health services when previously this had

been very difficult. Staff seek professional support from specialists in education and mental health. Staff use external advice and research to develop effective strategies that promote personal growth.

Children are encouraged to contribute their views using questionnaires, symbols boards and day-to-day discussion. Activities are arranged to meet the individual interests of each child.

Children benefit from having stable, long-term placements. Transitions are carefully considered and managed. Most children will move to adult placements within the organisation. Staff are already working hard to minimise the emotional and psychological impacts of these major life changes.

The home environment needs refreshing and updating. Patches of wear and tear need attention. Some fixtures and furnishings are worn out. Children's rooms are not as personalised as they could be.

Although there is enough food for children, choice is somewhat limited. This means that children may not always have access to a balanced, varied and nutritious diet.

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

Staff work well with the risks presented by children. Children benefit from having lots of support and the close supervision of staff. This minimises risk. When children display aggression and challenging behaviours, staff are well prepared for this. They understand each child very well. They demonstrate skill in predicting, and diverting children away from, serious incidents.

Children who live at the home do not go missing. They are well protected and safeguarded. Parents and professionals highlighted this as strength for the home.

Staff are vigilant and attuned to the different behavioural needs of each child. Parents and staff all highlighted the significant reductions in incidents of destructive behaviour. Where children are experiencing emotional challenges, staff are proactive in seeking solutions and strategies which will reduce the impact that these have on children's behaviour.

Generally, risk management and behavioural support plans are clear and tailored to each child. However, staff should be encouraged to keep these under regular review to ensure that they are capturing the changing dynamics for each child. This is important at a time when the children face major transitions in their lives.

Staff are kept up to date with significant developments in the safeguarding of children. Training is regularly refreshed. Staff benefit from being able to access comprehensive training through a partnership agreement with the local authority. As a result, staff demonstrate confidence and good levels of knowledge in regard to safeguarding.

The effectiveness of leaders and managers: good

The registered manager continues to make good progress in his own professional development. He shows a passion and enthusiasm for the role. Staff, parents and professionals all described him as 'hands on'. He inspires confidence and trust.

He shows a well-developed understanding of the individual needs of children. He is also passionate about achieving the best outcomes for them. He oversees the development of detailed care and support plans for children. He seeks to provide different types of professional support for children in order to ensure that their needs are met in all key areas.

In situations where children are experiencing more challenging periods, the registered manager shows a reflective and thoughtful approach to finding solutions. One social worker described some very innovative work that was done with a child with compulsive behaviours, which enabled him to engage in education successfully.

The staff team remains very stable and staff enjoy working at the home. They say they feel valued and supported by managers. Staff enjoy effective supervisory relationships. They also benefit from receiving regular training and updates to support their continuous professional development.

Senior staff have less frequent formal supervision than front-line staff. There is little discussion in supervision about their own management responsibilities. The supervision framework would benefit from being reviewed.

The registered manager needs to increase the frequency of his internal monitoring. He should also encourage front-line staff to regularly review children's plans. Staff should ensure that care plans remain fit for purpose and reflect changes in the child's life.

Some areas show signs of underinvestment. The senior team needs to take time to conduct a realistic review of the costs of running a service of this nature so as to ensure that children live in a comfortable, well-furnished environment.

Staff are fully committed to providing equality of access to resources and facilities for children who live at the home. The home has a culturally diverse staff team whose members respect difference and actively promote tolerance and understanding.

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: 1183799

Provision sub-type: Children's home

Registered provider: Quality Care Homes (UK) Limited

Registered provider address: 6th Floor, Amp House, Croydon CR0 2LX

Responsible individual: Balwinder Randhawa

Registered manager: Ranjit Randhawa

Inspector

Peter Jackson: social care inspector

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