

SC437171

John-Edwards Care Homes Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

- This children's home is registered to care for five children who have a learning disability.
- The provision offers a long-term home for some children and a short break for others.
- The home has had a vacancy for the post of registered manager since June 2017.
- A manager commenced their post on 16 September 2019.

Inspection date: 18 September 2019

This monitoring visit

This children's home was judged inadequate at the full inspection on 31 July and 1 August 2019. Following that inspection, one compliance notice was issued, namely Regulation 13: The leadership and management standard. Fifteen statutory requirements were also set.

At this monitoring visit, the inspector found that sufficient action had been taken to meet the compliance notice. A further full inspection will take place to determine the progress against the requirements.

Leaders and managers reconsidered the interim management arrangements in the absence of a manager. The operations manager increased their oversight of the home. They commenced their level 5 qualification and completed child protection training. An independent childcare professional has also been commissioned to assist with the home improvement plan. The new manager commenced their post on 16 September 2019; they are yet to apply to register with Ofsted.

Not enough action has been taken to ensure that there is a clear plan, involving all

professionals, for how to safeguard one child who makes disclosures. While leaders and managers have discussed the rationale for this with the social worker, there remains no endorsed multi-agency plan regarding why or how this response safeguards the child.

On two further occasions, staff did not intervene quickly enough to stop one child harming another child who solely relies on staff to safeguard them. However, leaders and managers took swift action to review these incidents effectively and reduce the risk.

Staff seek children's views about their plans and daily experiences more often. While this improvement is yet to embed fully, children are having more opportunities to contribute to their daily routines including personal care. Plans to support children to move on have begun. Leaders and managers have effectively raised the priority of this with other agencies.

The removal of closed-circuit television from all the bedrooms promotes children's privacy and dignity. Less intrusive monitoring devices enable staff to ensure effectively the welfare of children who require that level of monitoring.

There is a large percentage of staff who have not completed their level 3 qualification and who have gone beyond the date of completion. All these staff are working towards the qualification and receive effective support from leaders and managers to complete this.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/04/2019	Full	Inadequate
04/07/2018	Full	Requires improvement to be good
27/01/2017	Interim	Sustained effectiveness
18/10/2016	Full	Outstanding

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>13: The leadership and management standard</p> <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—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(a)(c)(e)(f)(h))</p>	<p>13/09/2019</p>
<p>5: Engaging with the wider system to ensure children's needs are met</p> <p>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans;</p>	<p>13/09/2019</p>

<p>seek to secure the input and services required to meet each child's needs;</p> <p>if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans; and</p> <p>seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (a)(b)(c)(d))</p>	
<p>6: The quality and purpose of care standard</p> <p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>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 ensure that staff—</p> <p>understand and apply the home's statement of purpose;</p> <p>protect and promote each child's welfare;</p> <p>treat each child with dignity and respect;</p> <p>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; and</p> <p>help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult. (Regulation 6 (1)(a)(b)(2)(b)(i)(ii)(iii)(iv)(vi))</p>	13/09/2019
<p>7: The children's views, wishes and feelings standard</p> <p>The children's views, wishes and feelings standard is that</p>	13/09/2019

<p>children receive care from staff who—</p> <p>develop positive relationships with them;</p> <p>engage with them; and</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children’s care and welfare and their lives.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>ascertain and consider each child’s views, wishes and feelings, and balance these against what they judge to be in the child’s best interests when making decisions about the child’s care and welfare;</p> <p>help each child to express views, wishes and feelings;</p> <p>help each child to understand how the child’s views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child;</p> <p>regularly consult children, and seek their feedback, about the quality of the home’s care;</p> <p>help each child to understand how the child’s privacy will be respected and the circumstances when it may have to be limited;</p> <p>help each child to prepare for any review of the child’s relevant plans and to make the child’s views, wishes and feelings known for the purposes of that review; and</p> <p>make each child aware of and, if necessary, remind them of each of the matters in sub-paragraph (d)(i) to (iii);</p> <p>ensure that each child—</p> <p>is enabled to provide feedback to, and raise issues with, a relevant person about the support and services that the child receives. (Regulation 7 (1)(a)(b)(c)(2)(a)(i)(ii)(iii)(iv)(v)(vi)(b)(i)(ii)(iii))</p>	
<p>12: The protection of children standard</p>	<p>13/09/2019</p>

<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure— that staff—</p> <p>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;</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>manage relationships between children to prevent them from harming each other;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child’s welfare; and</p> <p>that the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1)(2)(a)(i)(ii)(iii)(iv)(v)(vi)(b))</p>	
<p>14: The care planning standard</p> <p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children’s home; and</p> <p>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—</p> <p>that arrangements are in place to—</p> <p>ensure the effective induction of each child into the home;</p>	<p>13/09/2019</p>

<p>manage and review the placement of each child in the home; and</p> <p>plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. (Regulation 14 (1)(a)(b)(2)(b)(i)(ii)(iii))</p>	
<p>24: Monitoring and surveillance</p> <p>The registered person may only use devices for the monitoring or surveillance of children if—</p> <p>the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation (1)(d))</p>	13/09/2019
<p>26: Fitness of registered provider</p> <p>A responsible individual must—</p> <p>have the capacity, experience and skills to supervise the management of the home, or the homes, in respect of which the responsible individual is nominated. (Regulation 26 (7)(b))</p>	13/09/2019
<p>27: Appointment of manager</p> <p>The registered provider must appoint a person to manage the children's home if—</p> <p>there is no registered manager in respect of the home. (Regulation 27 (1)(a))</p>	13/09/2019
<p>32: Fitness of workers</p> <p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>The relevant date is—</p> <p>in the case of an individual who starts working in a care role</p>	13/09/2019

<p>in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or</p> <p>in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32 (4)(a)(b)(5)(a)(b))</p>	
<p>33: Employment of staff</p> <p>The registered person must ensure that each employee—</p> <p>completes an appropriate induction;</p> <p>undertakes appropriate continuing professional development;</p> <p>receives practice-related supervision by a person with appropriate experience; and</p> <p>has their performance and fitness to perform their role appraised at least once every year. (Regulation 33 (1)(a)(4)(a)(b)(c))</p>	13/09/2019
<p>35: Behaviour management policies and records</p> <p>The registered person must prepare and implement a policy (“the behaviour management policy”) which sets out—</p> <p>how appropriate behaviour is to be promoted in the children’s home; and</p> <p>the measures of control, discipline and restraint which may be used in relation to children in the home.</p> <p>The registered person must keep the behaviour management policy under review and, where appropriate, revise it. (Regulation 35 (1)(a)(b)(2))</p>	13/09/2019
<p>39: Complaints and representations</p> <p>Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children. (Regulation 39 (1))</p>	13/09/2019
<p>45: Review of quality of care</p> <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.</p>	13/09/2019

<p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”).</p> <p>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and</p> <p>make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.</p> <p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1)(2)(a)(b)(c)(3)(4)(a)(b)(5))</p>	
<p>46: Review of premises</p> <p>The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children’s home at least once in each calendar year taking into account the requirement in Regulation 12 (2)(c) (the protection of children standard).</p> <p>When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (1)(2))</p>	<p>13/09/2019</p>

*These requirements are subject to a compliance notice.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC437171

Provision sub-type: Children's home

Registered provider: John-Edwards Care Homes Ltd

Registered provider address: 1 Suffolk Way, Sevenoaks TN13 1YL

Responsible individual: Sharon Chrystal

Registered manager: Post vacant

Inspectors

Nicola Lownds, social care inspector

Paula Lahey, regulation inspection manager

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