

SC423606

Registered provider: Reamcare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

- This privately owned home provides care and accommodation for up to seven children who have a learning and/or physical disability.
- The manager was registered with Ofsted in March 2016. She has a suitable qualification.

Inspection dates: 17 to 18 October 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: 10 September 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/09/2018	Full	Good
21/11/2017	Full	Outstanding
14/03/2017	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>The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety.</p> <p>The registered person may only— employ an individual to work at the children’s home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1)(2)(a)(b)(3)(d))</p> <p>Specifically, if a person has previously worked in a position involving work with children or vulnerable adults, obtain verification as far as is reasonably practicable of the reason why the employment or position ended and record this in their recruitment file.</p>	31/12/2019
<p>The independent person must produce a report about a visit (“the independent person’s report”) which sets out, in particular, the independent person’s opinion as to whether—</p> <p>children are effectively safeguarded; and</p> <p>the conduct of the home promotes children’s well-being. (Regulation 44 (4)(a)(b))</p>	31/12/2019

Inspection judgements

Overall experiences and progress of children and young people: good

Most of the children came to live in the home several years ago. They very much regard this as 'their home' now. An independent reviewing officer said, 'I am pleased with the care and stability staff have provided to the child.' Children said that they like the staff and enjoy doing fun activities with them, such as planning a party and decorating the house for Halloween.

Children said that because staff help them to become more confident, they want to try new activities which may challenge them, such as sky diving. One child said that staff 'help you reach your dreams'. Another child said that staff help her to 'use her voice' so that she is more confident to express her own views and feelings to others directly.

Seeking children's views is central to everything that goes on in this home. Each child plans a great variety of activities and experiences with staff which are very much tailored to each child's talents and abilities. Children benefit from opportunities to mix with others in the community and make new friends.

Staff support children to prepare for the next stage of their lives, such as getting involved in voluntary work to help their prospects of obtaining future employment. Children gain skills while helping with daily chores around the home, as well as working towards their personal targets.

The registered manager seeks to maintain a balance between nurturing children and preparing them for adulthood. For example, they are helped to learn to manage money safely on their own.

All children attend school or college regularly and are doing well. Staff work closely with school staff and help children with their learning out of school. Staff are aware that outcomes for children with special educational needs and disabilities are generally poor and therefore work hard to increase children's skills and knowledge.

One child described how much he had learned from online courses relating to risks, for example on radicalisation, knife crime and sexual exploitation.

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

Bullying has been the main safeguarding issue affecting children. One child said that they didn't feel safe when bullied in the home by another child, until that child moved on to target someone else. However, a coordinated response from staff, including disruption meetings, behavioural strategies and inviting the police into the home, has resulted in bullying incidents almost stopping in recent weeks.

Incidents of children going missing from the home are low. Recently, one child has gone missing more often. Follow-up work carried out by staff with children is excellent in helping children to understand the risks to their safety and encouraging children to adopt alternative behaviours. Staff work well with the police and other agencies when children go missing to ensure their safe return to the home.

Staff are aware of their responsibility to report any concerns or allegations, to protect children. Staff receive training in understanding the many risks to children. One allegation about a member of staff was made this year which the registered manager reported to the local authority and followed up appropriately.

There is now a safer process of staff recruitment with checks carried out to make sure that adults are safe to work with vulnerable children. However, in reference requests, the response obtained from previous employers regarding the reason a member of staff left their employment is not always recorded.

Children's behaviour is generally good in the home. Children respond well to the praise and rewards staff offer. Staff encourage children to communicate their feelings in ways which do not involve aggression or result in incidents. One child said that a few staff communicate in the wrong way sometimes, and this can escalate the child's behaviour.

The effectiveness of leaders and managers: good

The registered manager and responsible person lead a very child-focused home. Children benefit from staff working in partnership with other professionals and their families. The staff challenge other agencies appropriately when children do not get the service they deserve, such as when pathway planning is poor.

The registered manager has a very effective oversight of the service. She makes use of the independent visitor's comprehensive monthly reviews to improve the home. However, the independent visitor's reports do not always make explicit their opinion on children's safety and well-being.

The management team met the three requirements and one recommendation made at the last inspection.

Recruiting suitable staff has been the main issue for the home since the last inspection. Some children were affected when staff left. However, the (mostly) newly established staff team is settling well and forming positive bonds with the children.

A team of bank staff has also been established which, with use of regular agency staff, helps children experience more consistency in the adults caring for them. The management team is seeking to appoint a deputy to support the registered manager.

Staff spoken with praised their induction, support and training, which they feel equips them to work with the children effectively. Children enjoy good staffing ratios which enable them to pursue their interests.

The registered manager makes sure she maintains the building in a safe condition for children. Children like their home and their personalised bedrooms. Staff sought specialist advice and made some changes to the layout of the home to better suit children's needs.

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: SC423606

Provision sub-type: Children's home

Registered provider: Reamcare Limited

Registered provider address: 361 Ewell Road, Surbiton, Surrey KT6 7BZ

Responsible individual: Rayman Jeetoo

Registered manager: Nisha Patel

Inspector

Jacqueline Graves, social care regulatory inspector

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