

1231458

Registered provider: Sherlock Healthcare Services Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This service is a private children's home offering care and accommodation for up to four children who may have social and/or emotional difficulties.

The home is managed by an experienced manager who registered with Ofsted in July 2018.

Inspection date: 5 December 2019

Judgement at last inspection: good

Date of last inspection: 8 July 2019

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

Since the last inspection, one child has left the home. The registered manager and the staff helped the child to prepare for her move by supporting her to visit different types of accommodation before making her final decision about where she wanted to live. To celebrate her successful move, the other children and the staff went out for a meal.

Two new children have moved into the home. Staff have supported them to personalise their bedroom and to choose their own key worker. This child-centred practice helps new children to quickly settle into the home.

The registered manager and staff work hard to try to understand the reasons behind children's challenging behaviours and vulnerabilities. For example, the staff have worked with children to explore risks associated with county lines and going missing from care.

The registered manager and staff ensure that children are supported to fulfil their potential. Staff work hard to resolve difficulties that are having an impact on children's abilities to learn. For example, staff have helped one child who was struggling with his move to secondary school. The staff worked with his new teachers to identify additional support for him. This joined-up work helped the child to settle into his new school.

Behaviour management remains good. The number of physical interventions remains relatively low. When children have needed to be physically restrained, there is effective management oversight to ensure that there is reflective learning.

The registered manager monitors the service effectively. Any issues identified are promptly addressed to help to improve the quality of the care. The registered manager has met the requirement and all the recommendations raised at the last inspection.

Children are aware of the home's complaints procedure. Generally, the registered manager responds to children's complaints promptly. However, it is not clear if children are informed of the outcome of their complaint. This can make children feel that their concern has not been listened to.

When children go missing from the home, staff follow the local authority missing-from-care protocols well. However, it is not clear from the records if children are always offered the opportunity to talk to someone independent of the staff. This creates a missed opportunity to help the staff to understand why children go missing from home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/07/2019	Full	Good
26/06/2018	Full	Requires improvement to be good
27/02/2018	Interim	Sustained effectiveness
25/04/2017	Full	Good

What does the children's home need to do to improve?

Recommendations

- Staff should encourage children to share any concerns about their care or other matters as soon as they arise. Children must be able to take up issues or make a complaint with support and without any fear that this will result in any adverse consequences. Regulation 39 sets out the requirements on the registered person to have a complaints procedure. Children must be aware of this procedure and be reminded of it as necessary. ('Guide to the children's homes regulations including the quality standards', pages 22–23, paragraph 4.13)

This relates to ensuring that children are kept up to date with progress of their complaint, including the outcome.

- When a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.30)

This is in relation to ensuring that missing-from-care records accurately record when children have been offered return home interviews.

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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: 1231458

Provision sub-type: Children's home

Registered provider: Sherlock Healthcare Services Limited

Registered provider address: Sherlock Healthcare Services, 20–22 Wenlock Road,
London N1 7GU

Responsible individual: Hilton Mutariswa

Registered manager: Samuel Walker

Inspector

Shazana Jamal, social care inspector

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