

1235576

Assurance visit

Information about this children's home

This children's home is part of a small organisation based in south-west England. This home is registered to provide care and accommodation for up to two young people.

Visit dates: 17 to 18 December 2020

Previous inspection date: 16 October 2019

Previous inspection judgement: Good

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care of children at this visit.

The care of children

The young person enjoys living at the home. As a result of building trusting relationships with the staff and gaining a sense of belonging he has developed increased self-esteem, has fewer outbursts of anger and has an improved sense of self-worth.

The staff support the young person effectively to maintain relationships with his family. The staff understand how important these relationships are to the young person. There is regular communication between the staff and the young person's family. The staff have encouraged and supported the young person to decorate his bedroom with pictures of his family, who are welcome to visit the home.

The young person's healthcare needs are fully met at the home. He has learned self-care skills and has improved his personal hygiene.

The young person finds it hard to maintain positive relationships with his peers and, therefore, receives education from a personal tutor outside of a school setting. However, there are concerns he is becoming isolated. The manager is seeking an appropriate educational placement for the young person where he can mix with others and learn to make friends.

Staff regularly seek the views of the young person and these are included in his plans and records. His voice comes through loud and clear in plans and, wherever possible, his views and wishes are acted upon. The young person is proud that he has had a major part in the planning of the refurbishment due to take place in the home.

The young person is coping well with COVID-19 restrictions. The staff have isolated with him when required. During the lockdown period, the young person benefitted from home schooling from the staff.

The safety of children

The young person benefits from the home's consistent rules, expectations and boundaries. The placing social worker comments positively about the improvement in the behaviour of the young person since arriving at the home and how concerning incidents have reduced.

The young person does not go missing. Since the previous inspection, there have been no incidents of the young person needing to be restrained, due to his increasing sense of feeling safe and cared for at the home.

Any safeguarding incidents are promptly reported to safeguarding professionals. The staff know the young person well and can tell if there are any changes in his behaviour that may indicate that he is worried or upset. The staff confidently use the home's safeguarding procedures and protocols to ensure the safety of the young person.

The behaviour of the young person is improved and consequently the number of adults needed to care for him is reduced. He no longer needs such intensive supervision and is increasingly making positive choices and learning from any mistakes.

Leaders and managers

The skilled and experienced manager provides strong leadership in the home. The young person trusts the manager, enjoys a very positive relationship with him and gains a sense of security from his presence. The manager is a strong advocate for the young person and fights hard to obtain the professional services and care that the young person needs.

The manager is aware of the home's strengths and the areas of improvement needed. He has undertaken a detailed review of the quality of care and has ensured that the requirement and recommendation from the previous inspection are met. The manager responds effectively to any recommendations made by the independent visitor.

Staff report that they are well supported and speak positively about the support that they receive from the manager. They benefit from accessing a wide range of training to equip them with the skills they need to care for the young person.

Some areas of the home require refurbishment and redecoration. The stair and upstairs landing carpets are stained and worn. To address these shortfalls, extensive refurbishment and redecoration is planned imminently. During this work, the staff and young person will move to another home operated by the provider in the area.

Children's home details

Unique reference number: 1235576

Registered provider: Keys Group

Registered provider address: Maybrook House, Second Floor, Queensway, Halesowen, West Midlands B63 4AH

Responsible individual: Guy Mammatt

Registered manager: Jamie Bygrave

Inspector

Tina Maddison, Social Care Inspector

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