

1250902

Calcot Services for Children Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is registered to care for up to seven children and is owned and managed by a private organisation. The home cares for children with a range of learning disabilities. The home is situated over two adjoining properties. In October 2018, the home expanded its registration from four to seven placements.

The manager was registered with Ofsted in August 2020.

Inspection date: 20 January 2021

This monitoring visit

The home had a full inspection and was judged to be good for overall effectiveness in July 2019. This monitoring inspection was undertaken to look at the progress that has been made in response to the requirements and recommendations that were made at that inspection.

In accordance with Ofsted guidance on COVID-19 (coronavirus) restrictions, this inspection was undertaken remotely. Inspectors held telephone discussions with the registered manager, staff and a child. Social workers provided their views by telephone. Relevant documents were emailed to the inspector and these were considered.

All of the requirements and recommendations made at the last inspection are now met.

There have been improvements in the recruitment process for new staff. For example, new recruits are provided with clear information by the registered manager on the expectations of their role. A comprehensive induction and training package enable new staff to develop their experience, qualifications and the skills that they need in order to meet the needs of each child. New staff reported that they receive the training that they need to start their career in working with children. Additionally,

they welcomed the fact that there are opportunities for continued learning and development.

A mentor and supervisor are in place for staff before they take up their position. Staff continue with a mentor throughout their probation period and receive regular supervision.

The registered manager has put in place a good process to ensure the proper management and disposal of medication through a local pharmacy. Staff have received more training on the administration of medication. They are not permitted to administer medication until they have been assessed by the registered manager to be competent to do so. Staff undertake direct work with children, including the use of social stories, to let them know that medications are administered with care and attention.

Managers recognise the challenges that they have had in retaining staff, however, over the past year the number of staff leaving has reduced significantly. The manager has allowed more flexibility in work hours and has been supportive of, and responsive to, individual staff needs. This has helped retain staff and this provides a more consistent experience of care for the children. Staff are mindful of the impact on children when staff leave. They use social stories to help children understand and come to terms with any sense of loss that they may feel when staff move on.

Safeguarding children is central to practice. Through regular training, team meetings and supervision staff have developed an improved understanding of safeguarding. Staff understand the roles and responsibilities of external safeguarding agencies and the importance of working together to protect children.

The manager reviews and seeks learning from safeguarding incidents. Children receive reassurance from the manager following incidents and have the opportunity to talk through what went wrong.

Staff have had the required training to work with children with specific health needs such as epilepsy and diabetes. Staff consult closely with health professionals to inform their practice.

When children first come to live in the home, they receive a warm welcome from staff and the children already living there. Staff help children to learn the skills that they need to become more independent. When children leave the home, staff mark the occasion with leaving celebrations and gifts. This helps children feel valued and cared for.

A child's social worker spoke positively about the progress that a child has made since living in the home. He commented on the commitment of the staff team and how their care had helped this child improve his behaviours and develop skills for independence.

Staff use a variety of communication aides and prompts to help children express their feelings and to make choices. To the delight of staff, one child is now able to make their needs known using signs and gestures.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2019	Full	Good
18/03/2019	Interim	Sustained effectiveness
19/06/2018	Full	Outstanding
07/12/2017	Interim	Sustained effectiveness

Information about this inspection

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

Children's home details

Unique reference number: 1250902

Provision sub-type: Children's home

Registered provider: Calcot Services for Children Ltd

Registered provider address: 8 Brewery Court, Theale, Reading, Berkshire RG7 5AJ

Responsible individual: Rachel Redgwell

Registered manager: Sally Dyde

Inspector

Vevene Muhammad, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2021