

# SC047894

Registered provider: Care Focus Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This private home is part of a group of homes run by an independent provider. The home specialises in the care of girls aged 11 to 18. The children have experienced trauma. They often have complex social backgrounds, and all are at risk of, or have experienced, child exploitation and/or going missing from care.

The manager registered with Ofsted in March 2021.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this setting on 19 January 2021 to carry out a monitoring visit. The report is published on the Ofsted website.

### Inspection dates: 2 and 3 November 2021

**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:** 26 June 2019

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
26/06/2019	Full	Good
11/04/2018	Full	Good
05/07/2017	Full	Good
20/02/2017	Interim	Sustained effectiveness

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

There are currently two children living at this home. The children's overall experiences are extremely positive, and they make excellent progress from their starting points. Children receive individualised support that enhances their quality of life and future opportunities.

Staff understand the importance of children's education. Children who were not previously engaging in education have high levels of attendance and their progress exceeds expectations. The manager requests additional tutoring when there are identified gaps in children's learning. Staff support children to use relaxation techniques before school and ensure that there is scheduled time for children's homework. As a result, one child had successful GCSE exam results and other children make substantial strides towards their education targets.

The skilled staff team forges strong relationships with the children. Staff apply consistent boundaries which are understood by the children. Interactions between children and staff are filled with positive regard and compassion and based on mutual respect. Consequently, the children develop the sense of security and stability that they need to thrive.

One child made positive changes that meant a quick return to their family home. The staff worked with the child and their family using the home's therapeutic approach. This was instrumental in bringing about this successful family reunion.

The children's views are central to the day-to-day running of the home. The staff encourage high levels of participation through house meetings, daily activities and one-to-one sessions. When children have concerns, they are supported to make complaints and are satisfied with the staff's responses and actions. This inclusive approach helps the children to express themselves, feel empowered and make informed decisions about their care.

The children make great progress with their life skills using an individualised independent living programme. This approach enables children to take increased responsibility towards daily activities and build up their free time. Well-planned and individualised support has helped children increase their self-esteem and determination. This successfully assists their moves into adulthood.

The staff support a good range of activities that reflect the children's interests and hobbies. These include outings to theme parks, caravan holidays and regular visits to the cinema. Children have attended taster sessions at local clubs in the community. Creative in-house competitions have stimulated children's imagination and strengthened their relationships with each other. These activities have provided the children with meaningful experiences that have enhanced their well-being during a difficult year when routines have been disrupted.

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

Children's risks have significantly reduced. Children who were previously subject to exploitation are now safer. Clear, detailed and responsive risk assessments are actively followed by staff.

The staff encourage children to think about their safety. Well-planned and effective key-work sessions cover important and emerging topics and increase children's knowledge about personal safety.

The children gain a sense of belonging and safety and do not go missing from the home.

Staff support children to engage with specialist therapeutic support. Good communication between therapists and staff provides the children with ongoing support from staff between therapy sessions. The children can reflect on and work through their feelings constructively, which increases their emotional resilience in dealing with past traumas.

There has been one physical intervention since the last inspection. The staff use interventions proportionately and as a last resort. When sanctions are used, they are monitored effectively and link well to the incident. The staff focus on positive reinforcement through an incentive scheme that celebrates children's individual achievements. This scheme has been successful in minimising disruptive behaviours.

The staff are aware of their safeguarding responsibilities and they have good knowledge of procedures. Children say that they feel safe and know how to raise concerns.

The essential fire safety measures are not good enough. The monitoring of fire doors at the home has not taken place despite it being raised at the last inspection. Two doors are defective, and the office door is being propped open and does not close securely. The manager made immediate plans during the inspection to have the doors repaired as this poses a risk to children and staff.

## **The effectiveness of leaders and managers: good**

The manager is suitably experienced and working towards a relevant level 5 qualification. She has strong child-centred values and leads a culture of high aspiration for children, which is reflected by the staff and evident throughout the home.

Staff value the manager's commitment, knowledge and approachability. They say that they feel well supported. New staff have planned inductions to help them begin to work with the children. Regular supervision, insightful appraisals and developed training equip the staff with the skills to meet the individual needs of children.

The manager makes good use of a range of quality assurance systems that inform her understanding of the strengths and weaknesses of the home. These include a highly robust internal quality of care review that fully considers and incorporates views of children and their families. This monitoring, combined with good-quality monitoring by an independent visitor, means that there are ample opportunities for continuous growth and improvement in practice.

The staff and management team have sustained constructive relationships with families and social workers, who provided excellent feedback about the positive difference that the home has made to children's lives.

Staff promote equality and diversity very well. This includes helping children to learn about their cultures and helping them to develop an understanding of other people's differences.

Although the manager has responded appropriately to an allegation against staff members, she failed to notify Ofsted about this. As a result, Ofsted's capacity to monitor safeguarding arrangements has been reduced.

The children's records and plans are thorough, well organised and fully include their views. However, aspects of children's risk assessments contain inaccurate information on the dates of previous incidents and the use of bedroom door alarms. This could lead to inconsistencies in staff's practice as it does not reflect current arrangements.

## 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>If the Regulatory Reform (Fire Safety) Order 2005(1) applies to the home—</p> <p>the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))</p> <p>In particular, undertake regular checks to ensure the effective maintenance of fire doors.</p> <p>This requirement was made at the last inspection and is restated.</p>	6 December 2021
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))</p>	30 November 2021

### Recommendation

- The registered person should ensure that staff understand the importance of careful, objective and clear recording. In particular, ensure that risk assessments contain accurate information. (‘Guide to the children’s homes regulations including the quality standards’, page 62, paragraph 14.4)

### Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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:** SC047894

**Provision sub-type:** Children's home

**Registered provider:** Care Focus Limited

**Registered provider address:** 2nd Floor, 168 Shoreditch High Street, London E1 6RA

**Responsible individual:** Jean Lloyd

**Registered manager:** Syvanna Matthew

## Inspector

Mark Anderton, Social Care Inspector

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