

1229766

Registered provider: Aurora Care and Education Opco Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run home provides care for up to 29 children with complex needs, including autism spectrum disorders, attention deficit hyperactivity disorder, profound learning difficulties and/or sensory and/or physical impairments. The majority of children attend the on-site school.

The manager registered with Ofsted in December 2018.

Inspection date: 17 November 2021

Date of last inspection: 4 May 2021

Judgement at last inspection: good

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 this interim inspection, Ofsted judged that it has sustained in effectiveness.

Children are well supported and the individualised care that they receive makes a positive difference to their lives. Staff demonstrate a good understanding of each child. They are committed to children's well-being and to helping them achieve their full potential.

Since the last inspection, two children have moved into the home. These moves were meticulously planned. The staff spend time with children before they move in and carefully identify their individual needs. Adapted guides and the use of social stories help children to feel reassured and minimise their potential anxiety. As a result, children have warm introductions and settle quickly into established routines.

Children are supported with their education and health needs. One child, who previously did not attend school for five years, is now attending school every day. There are effective communication systems between a range of multi-disciplinary professionals. This coordinated approach to support has ensured that the children make good progress with their education and health.

The children enjoy an exciting range of meaningful activities. Recent trips to the zoo, wildlife park and seaside resorts have helped to widen children's social experiences. Children's individual achievements are captured well in photos and personalised records. These combined records provide an excellent resource to track children's progress and memories.

The management team has met two of the three requirements raised at the last inspection. The statement of purpose has been regularly reviewed and submitted to Ofsted as required. The quality of impact assessments has improved and contributes to thoughtful care planning. Individualised risk assessments and combined support plans are informative and outline consistent risk-reduction strategies.

Two out of the three recommendations raised at the last inspection are met. The overall decorative condition of the home is maintained to a high level. Bathrooms have recently been refurbished, creating a consistently good-quality environment that meets children's needs. Additional managerial monitoring has ensured that the staff's daily recording systems are objective and accurate.

The staff are aware of their safeguarding responsibilities and they have good knowledge of whistle-blowing procedures. The depth of staff's knowledge is continuously reflected on in practice-based meetings and supervisions. The manager

investigates allegations and consults with the designated officer. Effective implementation of safeguarding policies provides assurance that there are suitable systems in place to safeguard children.

The manager undertakes an objective and well-constructed internal quality of care review. However, the review has not included consultations with families and professionals. This omission reduces the capacity of the management team to fully understand the strengths and weaknesses of the home.

The manager ensures that permanent staff have regular, child-focused supervisions. However, despite it being raised as a recommendation at the last inspection, agency staff who are working regularly at the home do not have the same opportunities to receive formal supervision. This means that these staff members do not have the support that they need to suitably reflect on their practice.

A training programme with a wide range of courses to enhance staff's skills is in place and is well attended. However, important training in understanding attention deficit hyperactivity disorder has not been provided. This does not ensure that staff have the necessary skills to support some of the children's individual needs.

The home continues to experience a difficult period, with a high number of staff vacancies. The management team has used agency staff to cover these gaps. Managers have undertaken an ambitious recruitment drive and regularly review strategies to address negative trends in the staff turnover. However, on several occasions, the staffing levels did not match the staffing ratio agreed with placing authorities, specifically when two-to-one staffing was required for children. This has resulted in some staff feeling overstretched. The reliance on agency staff means that children have not consistently benefited from staff who have the experience to meet their individual needs.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/05/2021	Full	Good
19/11/2019	Full	Requires improvement to be good
11/12/2018	Full	Good
23/05/2017	Full	Good

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the home has sufficient staff to provide care for each child;</p> <p>ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(d)(e))</p> <p>In particular, ensure that children are supervised by the number of staff agreed between the home and the placing authority.</p>	30 December 2021
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child; (Regulation 13 (1)(a)(b) (2)(c))</p>	30 December 2021

In particular, ensure that staff have the necessary training and skills to care effectively for children with attention deficit hyperactivity disorder.	
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))</p> <p>In particular, ensure that agency staff receive regular and effective supervision.</p>	30 December 2021

Recommendation

- The registered person should ensure that the quality of care review meets all the aspects stipulated in Regulation 45. ('Guide to the children's homes regulations including the quality standards', page 64, paragraph 15.2)

Information about this inspection

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.

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: 1229766

Provision sub-type: Children's home

Registered provider: Aurora Care and Education Opco Limited

Registered provider address: Unit 13, Twigworth Court Business Centre,
Tewkesbury Road, Gloucester, Gloucestershire GL2 9PG

Responsible individual: Philip Jonas

Registered manager: Alison Brushett

Inspector

Mark Anderton, Social Care Inspector

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