

# SC011185

**Calcot Services for Children Limited**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This privately owned home provides care for up to seven children. The provider states in its statement of purpose that care is provided for children with complex emotional, social and behavioural difficulties. The home provides a therapeutic approach to care, which can include psychotherapy, art, drama and music therapy.

The manager has been registered since March 2021.

**Inspection date:** 16 December 2021

## **This monitoring visit**

This visit took place due to Ofsted receiving concerns about the home. These concerns related to a range of issues, including leadership, management and the safety and welfare of children. At the time of this visit, two children were living in the home.

One child is not in appropriate educational provision. Staff do not have clear plans to provide meaningful activity for this child during the school day. This results in a lack of routine, structure and expectation. Although efforts have been made to engage with the placing authority around the education for the child, this is yet to result in a school placement. This has the potential to affect children's learning and experiences. Where children do attend education, they make good progress.

The provider has failed to notify Ofsted of two serious incidents at the home. One incident involved a child from another home in the organisation staying overnight at this home, without staff's knowledge. This presented a potential risk overnight for all people at the home. Another incident involved the children being able to use a member of staff's work computer and seeing an email about themselves and other children. This, again, was not notified to Ofsted. This means that the regulator has not been able to review the provider's responses to these events. Although the

provider has taken effective and immediate action following both incidents, the failure to notify Ofsted of serious events is of concern.

Since the last inspection, some children have been admitted to the home who have subsequently left. Some of these placement endings were unplanned and happened shortly after the child arrived. This was unsettling for the children who remained at the home, as well as for those children moving in and out. For example, in October 2021, two children left on the same day. The next day, another child arrived at the home. The responsible individual has completed a full report into this pattern of disruption, which explores the reasons for each placement coming to an end and identifies some learning from this. However, this report does not identify any learning about children's experiences or make clear what was done to reduce uncertainty and anxiety for children living at the home.

Monthly independent visitor reports do not meet the requirements of the regulations. This is because there are missed opportunities to speak with a broad range of people. Although children, parents and social workers are spoken to, members of staff are not. The provider recognises that this is an area that could be improved.

The registered manager has recently left the home. A new manager, from another home in the organisation, is taking her place. This change, along with the departure of several experienced staff at the home, has contributed to the unsettled period. All new staff are trained as part of their induction, and the responsible individual is providing additional support to the home. There are indications that the home is now settling down. However, there are failings in how the home has been managed during this period, which demonstrates that the home's monitoring and reviewing systems are not fully effective.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/07/2021	Full	Outstanding
28/01/2020	Full	Outstanding
11/09/2018	Full	Good
12/09/2017	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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (1) (2)(a)(viii))</p>	13 February 2022
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(b))</p>	13 February 2022
<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>	13 February 2022

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b) (2)(a))</p>	13 February 2022
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation;</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child—</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))</p>	13 February 2022
The registered person must ensure that an independent person visits the children's home at least once each month.	13 February 2022

<p>When the independent person is carrying out a visit, the registered person must help the independent person—</p> <p>if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and</p> <p>to inspect the premises of the home and such of the home's records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. (Regulation 44 (1) (2)(a)(b))</p>	
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## Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

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

## Children's home details

**Unique reference number:** SC011185

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

**Registered provider:** Calcot Services for Children Limited

**Registered provider address:** Advantage, 87 Castle Street, Reading, Berkshire RG1 7SN

**Responsible individual:** Robin Ward

**Registered manager:** Johanna Meertens

## Inspector

Pete Hylton, Regulatory Inspection Manager

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