

1250186

Registered provider: Care 4 Children Residential Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care for up to four children. The home specialises in caring for females who have been subject to child sexual exploitation. A private company owns and operates this home.

The manager registered with Ofsted in August 2021 and is suitably experienced and qualified.

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.

Monitoring visits were completed on 23 July and 12 August 2020. An assurance visit was completed 15 October 2020. The reports are published on the Ofsted website.

Inspection dates: 7 and 8 March 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 18 November 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/11/2019	Full	Good
02/10/2018	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Five children have had planned moves from the home since Ofsted's last visit. Children have moved to semi-independent accommodation, foster care and returned to family. This shows that children make progress from their starting points and have positive outcomes.

When children move into the home, they feel welcomed. A robust assessment, completed by the registered manager and the in-house clinician, ensures that matching is carefully considered.

Children are cared for by staff who know them well. Three children were living in the home at the time of the inspection. Two of the children spoke to the inspector and said that they can talk to staff and like living in the home.

Staff ensure that children's health needs are met well. They take children to the GP, dentist and optician. When children need additional therapeutic support, staff seek this support from external agencies. In addition, the registered manager and staff regularly meet with the in-house clinician, which helps them to gain a better understanding of children's needs, behaviours and risks. Furthermore, it enables staff to develop and implement therapeutic strategies to manage and support children.

Children are supported by staff to follow age-appropriate routines and so they have a good structure to their day. Staff ensure that children have access to a range of activities in line with their interests. For example, one child attends cadets. This helps children's confidence and social skills.

The registered manager and staff help children to complete the 'Well-being for Life' model, which helps children progress through different phases from the time they move into the home until they leave. This model of care is overseen by the home's clinician. This approach to care informs assessments about children's progress and development, and informs decisions about children's next steps.

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

Staff follow the guidance which is clearly set out in children's missing-from-care protocols. When children return to the home after an incident of going missing, the staff and registered manager work with children to understand why they went missing and help them to make better choices in future. This good work helps to reduce risk.

Children's assessments and plans are well written and detailed. Staff keep these documents up to date and use them to inform how they care for children and keep

them safe. Following children's plans ensures that children receive the right help and this contributes to children being safe and well cared for.

Staff undertake meaningful direct work with children on a range of issues. This includes educating children on internet safety, safe use of mobile phones and understanding risks relating to exploitation. This helps children to learn about potential risks and know what they can do to keep safe. Staff continue to monitor children's use of the internet in line with children's individual plans and support them when any concerns arise.

The registered manager and leaders ensure that procedures for managing allegations are followed. This includes making referrals to the local authority designated officer and completing internal investigations when required. As a result, they help to protect children from the risk of harm.

When children are struggling to manage their emotions and hurt themselves, staff respond to incidents with care and support. Staff continue to work with children to help them find better ways to manage their feelings.

Staff only use physical interventions as a last resort and such incidents are rare. Records show that the registered manager has effective oversight of such incidents to identify and act on any learning.

Staff work with children to reinforce positive behaviour. They support children by agreeing weekly goals and targets which children work towards. This gives children a sense of achievement by allowing them to see the progress they have made on a weekly basis.

Recruitment of new staff is thorough, which helps to ensure that only safe adults work with children.

The effectiveness of leaders and managers: good

The registered manager has effective systems in place to ensure that she has oversight of the quality of care and support provided to children. For example, the registered manager reviews all incidents and children's meetings minutes and implements learning when required. This enables her to continually improve the quality of care provided to children.

Children know how to make a complaint. When they do complain, the registered manager informs the children that their complaint is being looked at and they respond to children's complaints effectively. This shows children that their views are taken seriously and helps them to feel safe and valued.

Positive feedback was given to the inspector from two family members and a child's case worker. They reported that staff provide children with good-quality care and they feel that children's needs are understood and met.

Staff spoken to during the inspection said that they feel valued and supported, and that they enjoy working in the home. Staff supervisions take place regularly and records are reflective and promote learning. New staff are well supported through a good induction. However, appraisals for staff are not taking place. This means that some staff that have worked in the home for longer are missing out on opportunities to reflect on their performance annually and identify their learning needs for the future.

Staff working in the home have a range of experiences and skills and more than half the team are qualified to level 3. However, one member of staff has not completed all of his mandatory training in the required time frame set by the provider.

What does the children's home need to do to improve?

Recommendations

- The registered person should ensure that staff have completed their mandatory training within the required time frames as set by the provider. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)
- The registered person should ensure that staff receive an appraisal at least annually. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

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: 1250186

Provision sub-type: Children's home

Registered provider: Care 4 Children Residential Services Limited

Registered provider address: Care 4 Children, 1 Stuart Road, Bredbury Park Industrial Estate, Bredbury, Stockport SK6 2SR

Responsible individual: Amanda Cooke

Registered manager: Danielle Tracey

Inspector

Shazana Jamal, Social Care Inspector

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