

# SC037986

Registered provider: Bracknell Forest Borough Council

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home provides day care and residential short breaks for five children with learning disabilities. It is owned and managed by a local authority.

The post for a registered manager is vacant.

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 21 January 2021 to carry out monitoring visit. The report is published on the Ofsted website.

### Inspection dates: 9 and 10 March 2022

**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:** 30 September 2019

**Overall judgement at last inspection:** outstanding

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/09/2019	Full	Outstanding
11/12/2018	Full	Outstanding
14/03/2018	Full	Outstanding
05/12/2016	Interim	Sustained effectiveness

## Inspection judgements

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

Children are cared for by a compassionate and nurturing team of staff who understand their care needs and vulnerabilities. Staff know the children's communication needs and their personalities extremely well. Children enjoy staying at the home. The inspector witnessed very excited children running to the front door on arrival. Staff are appropriately physically attentive to children. This gives children a sense of comfort and calmness, which aids their sensory needs and emotional well-being.

The staff prepare for each child's arrival at the home. For example, if a child likes a particular duvet cover, game or item, staff ensure that this is ready for when they arrive. As a result, children have a sense of belonging and positive experiences when staying at the home.

The interior of the home requires some attention. For example, minor maintenance work, decoration, and the presentation of the kitchen in some areas. The removal of unused electrical equipment and items from a bedroom would make the home more aesthetically pleasing and child friendly.

The staff are realistic in their aspirations for the children. The children have set targets that are achievable, enjoyable and help to improve daily living skills. The inspector spent time with a child who was working happily towards one of his targets. Another child has completed his targets and, as a result, benefits from a more positive sleep routine. This improves the quality of children's lives and gives them a sense of achievement.

Children have a wide range of resources and ways to express their wishes and views. Children receive a range of communication methods and direct sessions with a member of staff, which provides a safe place for children to be listened to and heard. These sessions are well recorded, concise and accessible to the whole staff team. This means that all staff are kept up to date, which further promotes the emotional well-being of the children.

Staff support children to learn about different cultures and diversity. For example, a different country is chosen to celebrate and explore. Children's artwork is displayed around the home. This gives the children insight and knowledge about the world and people around them.

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

The staff and managers have effective working relationships and good communication with other agencies. For example, they attend education reviews, care planning meetings and health appointments. Children's social workers state that the staff go above and beyond to ensure that all information is shared and that the

children they care for have the necessary resources and professionals involved in their care. This ensures that, where possible, those involved have oversight to keep children safe.

Health and safety, including fire risks, are managed well by staff. Recording of this is good. Nonetheless, the recording in some other areas of practice is not. For example, shift planning is not always clear. In addition, some risk assessments are not regularly updated. This means that staff may not provide consistent care and management of children's needs and behaviour.

Committed and nurturing staff appropriately manage difficult or challenging behaviours that children present. Physical restraint is rarely used. De-escalation techniques, such as singing or play, successfully enable distraction. As a result, the environment provides a sense of calmness for the children.

Safeguarding in the home is effective. However, there is limited reflection and discussions in practice and group meetings. This limits the potential of learning for staff.

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

The acting manager is new to her role and is currently in the process of registering with Ofsted. Managers and leaders continue to have high ambitions for the home, staff and children. However, this does not always transpire into practice. For example, the development and action plan for the home is out of date. As a result, there has been some drift in some expected outcomes, such as the reflective practice sessions and implementation of effective monitoring systems.

The home's statement of purpose does not provide up-to-date information, including staff details and training or correct details for children and parents to contact should they wish to complain externally to the provider. Nonetheless, the acting manager and staff care for the children based on the nurturing ethos of the home's statement of purpose.

All staff have completed mandatory training, and bespoke training is considered given the individual needs of the children. However, the monitoring systems in place to quality assure and inform the home's development plan and staff's learning are not effective. As a result, managers and leaders lack the oversight needed to identify and address shortfalls in practice.

The long-standing permanent staff team provides stability and consistency for the children. Staff receive regular supervision and annual appraisals. Managers and leaders know the strengths of the staff team and have identified areas that need to improve. For example, when practice falls short of managers' expectations, swift action is taken to address the concerns. This ensures that the children receive care from experienced and knowledgeable staff.

The home is regularly reviewed by the independent visitor, which provides an additional layer of scrutiny. However, at times, the independent visitor has not considered the views of other professionals and parents as part of their report. The. Additional challenge by manager and leaders will ensure that the quality is thoroughly reviewed regularly.

## 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 promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>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>	1 May 2022
<p>The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1.</p> <p>The registered person must—</p> <p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.</p> <p>In particular, the legislation and contact details and role of relevant persons should be correct and kept up to date. (Regulation 16 (1) (3)(a)(b))</p>	1 May 2022

### Recommendations

- The registered person should ensure that redecoration and maintenance are undertaken to provide a more welcoming, homely and brighter environment for children. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

- The registered person should ensure that the workforce development plan details the necessary current management and staffing structure, the experience and qualifications of staff currently working in the staffing structure and any further training required for those staff, to enable the delivery of the home's statement of purpose. Furthermore, the plan should be updated to include any new training and qualifications completed by staff while working at the home and used to record the ongoing training and continuing professional development needs of staff, including the home's manager. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)
- The registered person should ensure that wording in records is child friendly and descriptive. In addition, risk assessments should be regularly updated to ensure that staff provide consistent care and management of children's needs and behaviour. ('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:** SC037986

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

**Registered provider address:** Time square, Market Street, Bracknell RG12 1JD

**Responsible individual:** Louise Richer

**Registered manager:** Post vacant

## Inspector

Jill Sephton-Wright, Social Care Inspector



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