

# SC062079

Registered provider: The Children's Trust

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This service provides residential care for children who have an acquired brain injury, multiple disabilities and/or complex health needs. The service is registered as a children's home to accommodate up to 66 children across several separate houses. The types of residential care provided include long-stay care as well as short-break services. The home also provides rehabilitation services for children who have recently been diagnosed with an acquired brain injury.

There is a non-maintained school on site, registered with the Department for Education (DfE), that some of the children attend. The home is also registered with the Care Quality Commission (CQC) because it provides nursing care.

The manager was registered by Ofsted on 1 May 2020.

### Inspection dates: 18, 19 and 20 May 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:** 24 August 2021

**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>
24/08/2021	Full	Good
21/01/2020	Full	Outstanding
12/12/2018	Full	Outstanding
20/02/2018	Interim	Sustained effectiveness

## Inspection judgements

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

All children are given individualised support in line with their needs. Staff work in partnership with a broad range of professionals to ensure that children's individual needs are understood and met. Staff ensure that children's care plans are personalised and take full account of children's abilities and routines. This child-centred approach results in children's diverse needs being met.

Children are encouraged and supported to make decisions about their lives and to influence the way the service is run. Children regularly take part in staff interviews and staff support children who are non-verbal to express their views. Managers have also developed an effective programme of engagement with children, parents and former residents. This has resulted in suggestions being made about the environment. For example, a suggestion was made to lower artwork on walls to wheelchair users' level. Consequently, children live in an open and inclusive environment where they are respected and valued.

Staff promote the healthcare of each child. A committed and experienced team of health professionals and care staff work together to ensure that children's health needs are fully met. The flexibility of the rehabilitation programme means that changes can be made quickly and responsively to ensure that the most up-to-date and holistic methods are used to meet children's individual needs.

Children have ample opportunity to engage in purposeful and enjoyable activities, both within the residential service and in the local community. For example, children have access to activities such as going horse riding and swimming, and doing baking and arts and crafts, all of which contribute to their development and rehabilitation.

Children's day-to-day experiences are positive. Staff's ability to communicate with children is excellent. They work hard to ensure that children are understood, through their facial movements, gestures or sounds. Staff are good at seeing the child and not the disability; they recognise that the child before the accident or injury is not lost. Because of this, staff are committed to ensuring the best possible experiences for children.

Children are well prepared for their futures. They receive opportunities to develop independence skills, and this is often done in ways that are fun. Children are involved in setting goals that build independence skills.

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

The welfare of children is promoted. Staff ensure that child-centred risk assessments are in place for each child. These are kept under review and updated when necessary.

Staff know the children well and ensure that children's behaviours are understood. Starting point assessments give staff an indication of what is typical for a child. This helps them to recognise any changes and how this might affect a child's behaviour. Strong behaviour support plans encourage clear and consistent boundaries for children. Consequently, this promotes a feeling of well-being and security in the children.

Children do not go missing from the residential service. They are closely supervised by staff and safety measures are in place to ensure that staff know where children are at any given time.

Health and safety is managed well. The estate team is effective in ensuring that buildings across this site are well maintained and kept in a safe condition for the children and staff who use them.

Good recruitment practices are in place. This ensures that only appropriately vetted individuals work at the residential service.

While staff spoken to were clear on how to respond to concerns about children's safety, incidents are not always communicated effectively. This creates a delay in managers' ability to review whether a child is at immediate risk.

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

Leaders and managers are ambitious for the children and have high expectations for what they can achieve. Children are looked after by staff who understand their individual needs and can meet them consistently.

Staff receive training and development opportunities that equip them with the skills required to meet the needs of the children. Consequently, children receive the care and services they need, from competent staff.

A strong induction process means that staff are well prepared for the work that they do. Staff receive supervision within timescales and in accordance with the statement of purpose. They also receive appraisals. However, management oversight of staff development has not been as effective as it should, and some practice reviews are significantly out of date.

Leaders and managers monitor the welfare of the children. For example, the compliance manager has good oversight of children's plans. They use these plans to ensure that children are achieving their goals.

Leaders and managers are mindful of the staff shortages that impact their ability to drive change. They are creative in how they address this, and a strong recruitment plan is in place.

Leaders and managers have shown a continued commitment to the promotion of difference. Individuality is recognised and the cultural needs of children and staff are

celebrated. The strong ethos of participation in the service means that children have a strong voice which is highly respected and valued.

## 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 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 staff—</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child’s welfare; and</p> <p>are familiar with, and act in accordance with, the home’s child protection policies;</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)(a)(v)(vi)(vii)(b))</p> <p>This specifically relates to staff not following safeguarding procedures and informing management when a safeguarding incident has occurred.</p>	<p>31 August 2022</p>
<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>31 August 2022</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>	
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This refers specifically to management oversight of staff practice and development.

## 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:** SC062079

**Provision sub-type:** Residential special school

**Registered provider:** The Children's Trust

**Responsible individual:** Dalton Leong

**Registered manager:** Claire Shiels

## Inspectors

Vevene Muhammad, Social Care Inspector

Kelly Monniot, Social Care Inspector

Mark Newington, Social Care Inspector



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