

1231404

Registered provider: Courtyard Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately run and provides care for up to four children who may have learning disabilities and/or physical disabilities. It also has one bed available for a child as part of short-stay arrangements.

The manager has been registered with Ofsted since July 2019.

Inspection dates: 10 and 11 January 2023

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: 11 January 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/01/2022	Full	Outstanding
07/01/2020	Full	Good
08/11/2018	Full	Good
25/01/2018	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

An extremely dedicated, enthusiastic and nurturing staff team provides highly individualised care to meet the complex needs of each child. As a result, children are making positive and sustainable progress in their lives. The staff take pride in and celebrate children's achievements, however small they may appear to be.

The home is purpose built and has specialist equipment and resources to help staff to provide high standards of care for children. Staff work hard to create a warm and homely environment, and children's bedrooms are decorated to reflect their personal tastes and interests. Friends and families are made welcome with a caring and friendly atmosphere when they visit.

The manager carefully considers the needs of new children who may move to the home as part of pre-admission planning. However, the matching process would be strengthened by clearer consideration of the needs of children already living in the home, and strategies that may be required to manage any potential risks.

The staff have a good understanding of and are responsive to children's communication styles, including those who are non-verbal. Staff help children to share their views, and they act on their wishes. Children have access to independent advocates. However, staff need to remind children about this service more regularly, so that children are helped to understand decisions that are made about their care.

All children have excellent attendance at school. An education professional commented on the manager's proactive approach and their positive working relationship. Children are making progress, and the staff reinforce areas of learning in the home through direct work. However, plans do not track children's progress centrally, to show their education journeys.

Children enjoy using the home's sensory room and getting involved in cookery and baking. Children enjoyed welcoming their families and friends to their prom at their home. They also attend youth clubs and days out, promoting their inclusion in the local community. The staff work proactively to ensure that children's disabilities do not act as a barrier to accessing new and exciting experiences, such as indoor sky diving.

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

The staff know the children in their care very well. Staff receive bespoke, high-quality training to ensure that they can meet the complex needs of each child. Specialist training is provided by a nurse employed by the company. Staff competency is tested to ensure that they can deliver safe care for each child's health needs. There are suitably high levels of staff working in the home, which means the

children receive individual attention. This ensures that children's needs are consistently met.

Detailed risk management plans identify any known vulnerabilities for the children, and staff have a good understanding of these. Plans are regularly updated to reflect any changes. However, records are not consistently signed by staff to evidence that they understand and will follow any new procedures to keep children safe.

Staff demonstrate their knowledge and understanding of safeguarding concerns, including exploitation. While none of the children are at current risk from exploitation, staff know the procedures they would need to follow.

Children are encouraged to develop their independence and to take age-appropriate risks in line with their individual needs and plans. This helps them to develop their confidence and their social skills in preparation for adulthood.

Safer recruitment procedures are followed. Regular monitoring of staff ensures that people who are recruited remain suitable to work with children. The home has effective links with social workers, health professionals and local authority designated officers, ensuring good communication about safeguarding issues, which are responded to and reported within guidelines.

There have been several errors made regarding the administration of children's medication. Staff have the confidence and support to report errors, so that appropriate advice is sought to make sure that children's well-being is assured. The manager has responded appropriately and is taking action to improve practice in this area, to reduce the risk of further errors.

The effectiveness of leaders and managers: good

The team is led by an inspirational and committed registered manager. The team shares her ambition for children to have the best opportunities to help them fulfil their potential. There is a positive, child-centred culture embedded in the team's practice.

New staff say that they benefit from the thorough induction and initial training. They feel well supported by their colleagues while they are learning. All staff spoke very positively about the support provided by the manager and her deputy.

Monitoring systems are in place to identify any improvements in practice. Staff practice is reviewed individually in regular and reflective supervision sessions and discussed as a group in team meetings to promote consistency of care. The manager addresses any performance issues. Staff are offered additional ongoing support and training to enhance their skills and professional development.

The manager demonstrates a strong commitment to valuing children's views and their rights. Children's views are considered in planning for their care. The manager

ensures that she obtains any current court orders, including those that may restrict a child's liberty.

Any complaints are thoroughly investigated by the manager to identify any learning points and developmental needs for the staff.

The manager and the provider recognise that external monitoring could be improved and are taking steps to ensure that this is addressed. The manager's review of the quality of care would benefit from further evaluation of practice and the inclusion of feedback from stakeholders.

Staff work closely with other agencies to ensure that children's needs are met holistically. External professionals and family members praised the quality of care that the children receive. A social worker described the home as, 'Fantastic - no other way to describe it,' and a service commissioner said that she had recommended the service to other commissioners. One family member described the team as 'extended family'. Children are at the centre of practice in the home.

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, the 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 registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children’s home.</p> <p>In particular the registered person must ensure that—</p> <p>medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and</p> <p>a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(a)(c))</p> <p>In particular, that staff follow correct procedures in medication administration and recording.</p>	<p>5 March 2023</p>

Recommendations

- The registered person should ensure that the independent person makes a rigorous and evaluative assessment of care provided in the home, including regular consultation with stakeholders. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 65, paragraph 15.5)
- The registered person should ensure that children’s plans reflect the progress that children make in their education, so that their journeys can be understood. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 26, paragraph 5.2)
- The registered person should ensure that pre-admission planning fully assesses the needs of the new child and those already living at the home, so that any mitigation of potential risk factors or impact is considered. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 56, paragraph 11.4)
- The registered person should ensure that the report of the review of the quality of care includes the views of stakeholders and analyses and evaluates how practice helps children to make progress, and how practice can be developed

further to drive continuous improvement. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.2)

- The registered person should ensure that children are reminded about and encouraged to access their independent advocate, to ensure that their wishes and feelings are heard and responded to. ('Guide to the Children's Homes Regulations, including the quality standards', page 23, paragraph 4.17)
- The registered person should ensure that there are systems in place to monitor whether staff have read and understood children's updated plans and know their responsibilities in delivering consistent care. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.2)

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: 1231404

Provision sub-type: Children's home

Registered provider: Courtyard Care Limited

Registered provider address: 3 Siskin Drive, Middlemarch Business Park,
Coventry, West Midlands CV3 4FJ

Responsible individual: Gary Thompson

Registered manager: Sarah Lonergan

Inspectors

Karen Willson, Social Care Inspector

Jenni Gadsby, Social Care Inspector

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