

SC389823

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 owned and operated. It is registered to provide care for up to five children who may have a wide range of social and emotional issues, as well as mental health disorders and learning disabilities.

The registered manager resigned in July 2021. A new manager is in post, but she is not yet registered with Ofsted.

Inspection dates: 10 and 11 January 2023

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: 17 February 2022

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/02/2022	Interim	Sustained effectiveness
19/10/2021	Full	Requires improvement to be good
12/02/2020	Full	Outstanding
12/06/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of the inspection, there was only one child living in the home. This child says that they like living there. They also say that they feel supported by staff and know who to talk to if they have any worries. One social worker said, '[Name of child] has good relationships with staff. When I visit, I always observe lots of warmth and care in how they [staff] look after [name of child].'

The child is encouraged to experience a range of activities. Staff understand the barriers the child faces to engaging in new activities and provide lots of support and encouragement to help them overcome these issues. This helps them to develop confidence and social skills.

Staff provide individualised care that is sensitive to the child's needs. Key-work sessions are well planned, taking into account the child's specific needs. These sessions help the child to build independence skills and self-esteem.

When children are not in full-time education, staff implement a suitable timetable of learning. Staff regularly review children's education plans and ensure that they are kept up to date. The staff team works well with education providers to track children's progress and communicate any problems. This supports and encourages children's learning.

Staff prioritise children's health needs. When children move in, they are quickly registered with doctors and dentists. Children with more complex health needs are supported to access support from a wide range of other services. This means that children's health appointments and checks are up to date.

Children's wishes and feelings are central to decision-making. This includes their suggestions for activities, home improvements and menus. When children communicate in different ways, staff use creative approaches to gathering their views. This ensures that children feel listened to.

When it is appropriate, staff help children to build positive relationships with their families. Staff understand the importance of maintaining family relationships for children and go out of their way to support children's family time. This promotes children's social and emotional well-being.

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

The staff have a clear understanding of how to keep children safe. They understand their roles and responsibilities across a range of safeguarding scenarios. Staff also know children's individual risks and vulnerabilities. As a result, there are few safeguarding incidents.

The registered manager appropriately notifies all agencies of safeguarding concerns and follows safeguarding procedures. This allows professionals to work together to address safeguarding concerns quickly and keep children safe.

Staff have been trained in how to safely administer medication. However, staff have made errors on the child's medicine log. The errors are administrative and have not translated into errors in the medication being given to the child. However, the potential consequences for the child of mistakes in medicine logs are serious.

Behaviour management plans provide clear strategies for staff to follow. Children are supported with clear boundaries and routines in the home. This means that children receive a consistent approach from the staff team. Staff only use restraint as a last resort.

The manager is proactive in facilitating a multi-agency response to safeguarding issues. Weekly multi-disciplinary team meetings take place to ensure that the child's whole support network has the information needed to keep the child safe.

The effectiveness of leaders and managers: good

The newly appointed manager is suitably experienced and enthusiastic about improving the home. She is in the process of developing a culture of teamwork and high aspirations for the children. One member of staff said, 'Since she [the manager] came, there have been lots of changes. It's been good to see everything getting better.'

The manager has good systems in place for the oversight of records. This helps her to identify developing patterns and potential gaps in staff training. As a result, staff receive regular training that is specific to the needs of the children they are caring for.

Staff feel supported by leaders and managers. One worker said, 'I can go to her [the manager] with any issues; her door is always open.' However, the quality and regularity of staff supervision is inconsistent. The timescales for supervision are not set out in the home's workforce development plan to guide supervisors. In addition, supervision is not always reflective, and annual appraisals have not been completed for all staff. This limits management's evaluation and the opportunities for improving staff performance.

Processes used by leaders and managers before children move into the home are generally robust. Information is gathered about children's needs and vulnerabilities, and their transitions into the home are well planned. However, managers should ensure that the information they collect is properly analysed and conclusions are recorded concluded within records. This ensures that written records demonstrate how staff will be expected to meet children's needs.

Leaders and managers promote good multi-agency working and communication. Effective relationships with partner agencies ensure that children receive consistent care and support.

The registered manager regularly reviews the home's statement of purpose. This ensures that this document is a true representation of the current care being provided for children.

The leadership team reviews any significant incidents. This reflection allows important learning to be taken from any incidents. In particular, managers identify important gaps in staff training. This insight is used to prevent repeat episodes.

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 ensure that all employees–</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (1) (4)(b)(c))</p> <p>In particular, when staff do not attend supervision without valid reason, the registered person must ensure that this is quickly addressed.</p> <p>Also, supervision should take place at the intervals set out in the workforce development plan.</p> <p>In addition, all staff must receive an annual appraisal. If they do not engage with this process, the registered person must address this via robust internal processes.</p>	30 April 2023
<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>a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(c))</p> <p>Specifically, the registered person must ensure that medicine logs do not contain any errors or gaps.</p>	30 April 2023

Recommendation

- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs. Specifically, the registered person should use their matching processes to analyse the information they have gathered about a child and clearly conclude how they

will meet this child's needs. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraphs 11.4)

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: SC389823

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: Post vacant

Inspectors

Nicola Shaw, Social Care Inspector

Sally Mitchell, Social Care Inspector

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