

# 1236532

Registered provider: Calcot Services for Children Limited

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

This privately owned children's home provides care for up to six children with learning disabilities, autism spectrum disorder, complex needs and social and emotional difficulties.

The home has been without a registered manager since August 2022. There is a manager in post who has applied to be registered with Ofsted.

**Inspection date:** 25 January 2023

## **This monitoring visit**

This visit took place due to the number of requirements and recommendations made at the full inspection in June 2022 and the subsequent monitoring visit in August 2022.

At this inspection, six requirements were deemed to not be met and three met. A further three requirements were made in relation to surveillance, safety of children, and the quality of information in notifications to Ofsted.

Children's plans continue to contain inaccuracies. There were discrepancies in the medication that a child is currently prescribed. Agency staff and those from other homes use 'grab sheets' for key information. The printed copy was different to the one uploaded to the electronic records. The grab sheet contained limited information on how to manage the risks to the child in relation to their epilepsy. Another child's plans were inaccurate with potentially damaging information, suggesting staff use a weighted blanket for a child that is not assessed for her use.

At the previous monitoring visit, it was noted that staff were not recording (as a physical intervention) times when they were locking doors to prevent a child accessing areas of the home when they were anxious or upset. Staff are also using

other interventions such as preventing the child entering rooms by holding the door shut. They are not recording this as an intervention either, despite it being a restriction of the child's liberty. Additionally, a member of staff was seen sitting in the doorway of the child's bedroom potentially restricting the child's ability to leave the room freely.

Staff continue to use (or plans refer to them being able to use) items that have not been agreed by a suitable health professional, such as an occupational therapist. While the use of a bed side has been stopped, the use of a child's walking harness continues without agreement. Staff have been trying to access occupational therapy support to assess this. The child's school does not use the device, but the child's social worker has agreed it can be used in the meantime.

A weighted waistcoat bought for a child without medical advice was still in the home. Although leaders assured inspectors that it has not been used, it is wholly unsuitable as it is too heavy, unsightly and is not made to a suitable standard to reduce the risk to the child. The same child's positive behaviour plan refers to using a weighted blanket. Again, this has not been assessed and managers did not know where it was. Additionally, the use of a bed epilepsy monitor is not clearly explained in a child's plans. The manner with which it was stored in the child's bedroom was also a strangulation risk.

Some forms of surveillance are used. For example, one child has a video camera for monitoring their epilepsy overnight. Plans do not demonstrate that the use of this equipment has been adequately reviewed to ensure the child's privacy is protected. Agreements with the placing authority need to be reviewed. Additionally, there is little reference in care planning documents to the use of the video camera or the use of an epilepsy sensor pad in the child's room.

There was a delay in a staff member reporting an allegation about another member of staff's conduct to managers. The allegation was reported immediately to partner agencies once known. Appropriate action was taken in respect of the late reporting. However, the manager had not included all key information in their notification to Ofsted.

The home has two staff vacancies and new staff are due to start. Consequently, a high number of shifts have been covered by agency staff. Records are not always accurate/reliable. For example, rotas show that there are more agency staff than permanent staff on some shifts. Managers explained that this is not the case, as night staff have also covered. However, records do not reflect this as staff's hours are not accurately captured.

Managers carry out some checks when using agency staff. For example, their profiles are checked to ensure that they have the skills required to meet the children's needs. However, in one case, a staff member's training was not accurately recorded

in the profile. This calls into question the reliability and robustness of the checks undertaken.

Staff (including agency staff) are reported to be having regular supervisions. However, this was impossible to verify fully as records are poor and dates of supervisions are not always recorded (with some records suggesting a six-month gap for some staff).

There are now processes in place to improve permanent staff inductions. The number of staff who have completed, or who are completing, the level 3 qualification has increased since the full inspection. Those yet to start have a plan of when they will start.

The location assessment for the home has been updated to reflect recent changes in local risks. The certificate of confirmation of the wiring test is now available in the home.

Children were seen to be responding well to staff on their arrival home from school. Children were engaged in activities that they enjoy, such as blowing bubbles, watching films, looking at books and relaxing in the sensory room. Staff commented positively about the home and feel the new team is forming well and working together to meet children's needs.

## Recent inspection history

| <b>Inspection date</b> | <b>Inspection type</b> | <b>Inspection judgement</b> |
|------------------------|------------------------|-----------------------------|
| 29/06/2022             | Full                   | Good                        |
| 31/01/2022             | Full                   | Outstanding                 |
| 10/12/2019             | Full                   | Good                        |
| 27/02/2019             | Full                   | Good                        |

## 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 health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being; and</p> <p>children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff help each child to—</p> <p>achieve the health and well-being outcomes that are recorded in the child’s relevant plans.<br/>(Regulation 10 (1)(a)(b)(c) (2)(a)(i))</p> <p>In particular, that relevant professionals are consulted with regards to any devices used to support children’s physical welfare.</p> | 24 February 2023 |
| <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 the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child’s health.<br/>(Regulation 12 (1) (2)(d))</p>   | 24 February 2023 |
| <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>  | 24 February 2023 |

|   |                  |
|---|------------------|
| <p>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.<br/>(Regulation 13 (1)(a)(b) (2)(h))</p> <p>In particular, the registered person must ensure that there is consistent information in all plans and records.</p>   |                  |
| <p>The registered person may only use devices for the monitoring or surveillance of children if—</p> <p>the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children;</p> <p>the child’s placing authority consents in writing to the monitoring or surveillance;</p> <p>so far as reasonably practicable in the light of the child’s age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and</p> <p>the monitoring or surveillance is no more intrusive than necessary, having regard to the child’s need for privacy.<br/>(Regulation 24 (1)(a)(b)(c)(d))</p> | 24 February 2023 |
| <p>The registered person must ensure that the employment of any person on a temporary basis at the children’s home does not prevent children from receiving such continuity of care as is reasonable to meet their needs.<br/>(Regulations 31 (1))</p> <p>Specifically, the registered person must ensure that any temporary member of staff from within the organisation and/or an agency is provided with comprehensive information about each child’s needs, receives an induction into the home, and has the required skills and qualifications for working in residential childcare.</p>   | 24 February 2023 |
| <p>The registered person must ensure that all employees—</p>  | 24 February 2023 |

|  |                         |
|--|-------------------------|
| <p>receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))</p>  |                         |
| <p>The registered person must prepare and implement a policy ("the behaviour management policy") which sets out—</p> <p>how appropriate behaviour is to be promoted in the children’s home; and</p> <p>the measures of control, discipline and restraint which may be used in relation to children in the home.</p> <p>The registered person must keep the behaviour management policy under review and, where appropriate, revise it.</p> <p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>the name of the child;</p> <p>details of the child’s behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure ("the user"), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")—</p> | <p>24 February 2023</p> |

|   |                  |
|---|------------------|
| <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.</p> <p>(Regulation 35 (1)(a)(b) (2)<br/>(3)(a)(i)(ii)(iii)(iv)(v)(vi)(viii)(b)(i)(ii)(c))</p>   |                  |
| <p>Schedule 4 sets out the other information that the registered person must keep in relation to a children’s home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4;</p> <p>ensure that the records are kept up to date;</p> <p>(Regulation 37 (1) (2)(a)(b))</p> <p>Specifically keep rotas up to date to accurately reflect any changes such as staff absences and who covered the shifts.</p> | 24 February 2023 |
| <p>A notification made under this regulation—</p> <p>must include details of—</p> <p>any actions taken by the registered person as a result of the matter. (Regulation 40 (5)(a)(iii))</p>  | 24 February 2023 |

## Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children’s home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.



## Children's home details

**Unique reference number:** 1236532

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

**Registered provider:** Calcot Services for Children Limited

**Registered provider address:** Advantage, 87 Castle Street, Reading, Berkshire  
RG1 7SN

**Responsible individual:** Robin Ward

**Registered manager:** Mark Veasey

## Inspectors

Jennie Christopher, Social Care Inspector  
Emeline Evans, Social Care Inspector

The Office for Standards in Education, Children’s Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children’s social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children’s services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

© Crown copyright 2023