

# SC428599

Registered provider: Courtyard Care Limited

Assurance inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned and managed by a private company. It provides care and support for up to five children.

The manager registered with Ofsted in September 2022.

**Inspection date:** 8 March 2023

**Date of last inspection:** 21 September 2022

**Judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

## **Findings from the inspection**

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

### **The care of children**

Children live in a nurturing and supportive home. Staff provide children with high-quality personalised care and strive to make a positive difference to children's lives.

Children's education is promoted, and the staff work closely with the children's schools and college. The continuity of approaches between the staff and education providers enables children to feel secure in their learning. This ensures that any concerns are addressed without delay and that children are supported.

Children are encouraged to take part in a variety of activities. Children's memories are captured in keepsake books and photos displayed throughout the home. This helps provide children with positive memories of their time spent with staff and helps them to develop a sense of belonging in the home.

Staff support children to develop their independence. Children are supported to develop practical skills and to have an understanding of their rights and entitlements in preparation for leaving the home.

Children are encouraged to express their views about arrangements for their care and support plans. The manager has devised consultation documents to further empower children to share their views and wishes about their care, and how they feel about their behaviours that are not always safe.

Children are supported to keep in touch with people who are important to them. Their wishes about family time and those who are important to them are respected by the staff. The manager advocates for children and has challenged professionals when family time has not been agreed in a planned way.

Children take pride in the home and have personalised their bedrooms with their choices of wallpaper. The refurbishment of the bathrooms has improved the quality of the accommodation and there are now plans to improve the kitchen space.

### **The safety of children**

There is a multi-agency approach in the home. The manager works closely with a number of health professionals to agree safety strategies to support children and ensure that their emotional health needs are met.

Support plans offer guidance to staff in the event of a significant incident. However, plans lack clear guidance for staff supporting children after an incident, and would

benefit from more succinct detail regarding the monitoring and observation of children who have displayed self-injurious behaviours.

Staff support children to be aware of risks and manage their safety both at home and in the community. Direct work has been completed with children to educate them on topics such as internet safety, healthy relationships, and the impact of substance misuse.

Children are supported to respect each other's cultural differences and understand equality. Training has been delivered to children in a fun and educational way to support this topic. Children were able to confidently discuss what they had learned and enjoyed sharing their knowledge with the staff team.

Behaviour management is effective. Children are supported to develop appropriate coping strategies. Staff use effective behaviour management techniques to support and safeguard children. As a result, staff have not needed to hold children to keep them safe.

Children feel valued in the home and are encouraged to share their views and wishes. Children have trusted adults they can approach. Children understand how to make a complaint and feel they are listened to.

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

The manager has worked hard to address the shortfalls identified at the last inspection. She is passionate about improving the quality of care and protection children receive.

Since the last inspection, the staff team has completed training to inform practice and improve the quality of care. However, not all staff have completed child-specific training. This reduces opportunities for staff to develop their knowledge and skills to manage or recognise children's individual needs.

Team meetings have taken place with both the staff team and lead practitioners. The manager has used this forum to complete additional training and support with staff around safeguarding and whistle-blowing. Research around sleep hygiene to support the children has also been shared.

The manager has improved the home's monitoring and review systems to ensure that she has a clearer understanding of the impact that the quality of care provided is having on children's progress and experiences. The manager will use the findings effectively from her review of children's records and serious incidents to improve the quality of children's care and protection.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/09/2022	Full	Requires improvement to be good
22/09/2021	Full	Outstanding
04/09/2019	Full	Outstanding
02/10/2018	Full	Outstanding

## 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>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>help each child to understand how to keep safe;</p> <p>have the skills to identify and act upon signs that a child is at risk of harm. (Regulation 12 (1) (2)(a)(i)(ii)(v))</p> <p>Specifically, the registered person must ensure that all risk assessments contain clear steps for staff to follow should an incident arise. In addition, the registered person must ensure that all staff working at the home are trained to meet the individual needs of children.</p>	7 April 2023

## Children's home details

**Unique reference number:** SC428599

**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:** Kelly Delaney

## Inspector

Kelly McCurdy, Social Care Inspector

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