

# SC428599

Registered provider: Courtyard care limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The privately owned home provides care for up to five children who may have social, emotional or behavioural needs.

The registered manager is away presently on maternity leave. The interim manager has applied to Ofsted to become registered.

**Inspection dates: 27 and 28 June 2023**

<b>Overall experiences and progress of children and young people, taking into account</b>	<b>good</b>
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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:** 21 September 2022

**Overall judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## 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

## **Inspection judgements**

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

At the time of the inspection, three children were living in the home. One child had recently moved on following an extended stay in hospital, and another child had recently moved in.

Children experience positive and well-planned moves into the home. They visit the home before they move in and meet the staff team. Staff consider children's wishes and feelings before they move in. One child said, 'The staff helped me when I first came here, and I was able to learn about the home before I moved in.'

Children live in a spacious and warm environment. The home is furnished to a high standard with bright, tasteful decor. Children choose how they want to decorate and personalise their bedrooms. However, the lock on the front door makes the home feel less homely.

Children have access to the organisation's therapist. This contributes to children receiving support in relation to their development and emotional well-being. The therapist works with staff to further develop their understanding of the children's needs. One parent said, '[Name of child] has come on in leaps and bounds. The staff have helped them to understand their feelings.'

Staff help children to spend time with people who are important to them. The managers advocate for children and encourage additional time with family members, as appropriate. In addition, staff support children to spend time with friends when it is appropriate to do so. This ensures that children maintain important relationships.

Staff promote education. They ensure that children's educational needs are met, and they attend all education meetings. All children have excellent attendance in school and engage well. One child has taken their exams and is now doing research to find a college placement.

Staff encourage children to become more independent. Children learn to manage their finances and prepare their own meals. They also learn to manage their own personal care needs. This helps to build confidence and prepare children for their futures.

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

Children feel safe and supported. Staff work closely with other agencies to safeguard children. A social worker said, 'The communication from the home is the best I have ever had. The staff are great advocates for children.'

There are clear strategies in place to support children and keep them safe. The strategies are informed by specialist advice from the organisation's therapist and are

tailored to meet the needs of the individual children. This approach reduces children's exposure to risk and, as a result, children are safer.

There have been three missing-from-home incidents since the last inspection. Staff take swift action to ensure that children who are missing from the home return safely. Staff adhere to missing-from-home protocols by following children to encourage them to return. Records are well maintained and reflect a proactive approach by staff to achieve the child's safe return to the home.

Safe recruitment processes for all staff are thorough. There is a robust checklist system in place to ensure that all recruitment checks are completed. Consequently, only suitable adults can work in the home.

Children's care plans reflect the aims and objectives of the placing authority. Staff ensure that they provide care in line with these plans. As a result, all children are making progress. A social worker said, 'The home is brilliant, [Name of child] is progressing in so many ways, especially with their emotional health, and is exceeding expectations at school.'

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

The interim manager is experienced and supported by her deputy and staff team. The leadership team is strong and efficient. This enables the wider team to provide children and their families with a good standard of care that improves their lives.

The home is currently fully staffed. However, for a time, there were vacancies. There was minimal impact on children, as shifts were covered by the existing staff team or familiar agency staff.

Managers have a good understanding of the progress that children make. They spend time with children on a regular basis, which helps them to measure progress. Additionally, the manager completes a regular review of care to highlight children's progress and evaluate children's care.

Staff receive regular supervision. Staff say that they feel fully supported in their role and enjoy working at the home. This helps to retain staff and keep them motivated. They also attend regular team meetings, which helps them to share current issues and practice.

Staff attend regular training to improve their skills and personal development, including obtaining the diploma at level 3. However, not all staff receive training to help them to respond to children's specific needs. Staff have researched best practice in support of children's needs; however, this needs to be strengthened with the relevant training.

Managers conduct appraisals with staff on an annual basis. Staff reflect on their work and set targets for the year ahead. However, the appraisals do not include the

views of children or key individuals. This limits the manager's understanding of children's experiences and the ability of leaders to make improvements.

Managers understand the strengths of the home and areas of improvement. They have implemented systems to improve their oversight through regular auditing and evaluation. This is improving practice in several areas and means that staff are providing better care for children. The home has met and addressed the requirements made at the last inspection.

## 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 registered person must ensure that—</p> <p>children can access all appropriate areas of the children's home's premises; and</p> <p>any limitation placed on a child's privacy or access to any area of the home's premises—</p> <p>is intended to safeguard each child accommodated in the home;</p> <p>is necessary and proportionate;</p> <p>is kept under review and, if necessary, revised; and</p> <p>allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (b)(c)(i)(ii)(iv))</p> <p>In particular, ensure that restrictions are only used to safeguard children, when necessary, in response to a specifically identified need, in accordance with this regulation. This specifically relates to the need for the front door lock to be changed as it prevents ease in leaving the home.</p>	10 August 2023

### Recommendations

- The registered person should ensure that staff can access appropriate resources to support their training needs, and that the training available meets the needs of the children who are in their care, including substance misuse and online safety. ('Guide to the Children's Homes Regulations, including the quality standards' page 53, paragraph 10.11)
- The registered person should ensure that staff appraisals include the views of other professionals who have worked with staff over the year, and the views of

children who have been cared for at the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.5)

## **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:** SC428599

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

**Registered provider:** Courtyard Care limited

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

**Responsible individual:** Deborah Hurley

**Registered manager:** Kelly Delaney

## Inspector

Jennifer Quest, Social Care Inspector



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