

2709670

Registered provider: Carbrey Care Hempsted Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private provider and offers care for up to four children with social and emotional needs.

At the time of this inspection, three children were living in the home.

The manager registered with Ofsted in June 2023.

Inspection dates: 6 to 7 July 2023

Overall experiences and progress of children and young people, taking into account requires improvement to be good

How well children and young people are helped and protected requires improvement to be good

The effectiveness of leaders and managers inadequate

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Not previously inspected.

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The overall experiences and progress of children are variable and require improvement to be good. In March 2023, leaders and managers welcomed the first child into the home. After an initial settling-in period, the registered manager and team soon recognised that they could not meet the child's needs or manage their escalating high-risk behaviours. They shared their concerns with senior managers. In response, the child's placing authority was given notice for the child to move from the home.

Leaders and managers had not fully considered the significance of the known vulnerabilities and high-risk behaviours of this child. The team was unable to manage the child's needs. Staff were assaulted and the home environment was damaged. On one occasion, the staff called the police for assistance and the child was kept in custody overnight. During this turbulent time, leaders and managers decided to move two new children into the home. Both children said that they were upset that their new home was being damaged, and they did not like seeing the staff being hurt. One child told the inspector that, on occasions, she did not feel safe during this time.

Since that time, good planning and assessment have ensured that a further new child has moved in to the home successfully. Leaders and managers assessed if the team could meet the new child's needs and considered the collective needs of all three children living together. The new child is developing positive relationships with the staff team and the two children living at the home. The current atmosphere in the home is relaxed and cheerful.

The current education arrangement for two out of the three children requires improvement. Their attendance and progress are variable. The team is working closely with both children's education provisions. At the time of this inspection, both children were attending education and said that they are feeling more positive about their learning. The third child is attending school full time.

Children said that they feel listened to and enjoy living at the home. Children are consulted with regularly. Despite this, records of this consultation do not always show that requests made in previous discussions have been considered or acted on. One child has written a reflective statement for the organisation's newsletter. In her statement, she has shared how much she likes living at the home and that she is looking forward to her first Christmas.

How well children and young people are helped and protected: requires improvement to be good

Safer recruitment processes are followed effectively. The registered manager works closely with the organisation's human resources department to ensure that all staff, including bank and agency staff, are vetted for their suitability, experience, and skills. Recruitment records are well maintained. Leaders and managers have recognised that requesting agency staff's employment history would further improve their suitability assessments.

Children say that in recent weeks they have felt safer living at this home. They like the adults who care for them and confirmed that the staff have listened to them and taken appropriate action when they have not felt safe or happy. All staff have completed safeguarding training and regularly attend refresher courses. Staff are clear about their safeguarding responsibilities.

In the main, staff recognise, respond to and manage known risks well. However, risk assessments in place for one child do not provide staff with up-to-date information. Similarly, the same child's healthcare needs are not formalised into a healthcare plan. This means that staff are not provided with the essential information and guidance that they need to meet the child's current needs.

Consequences for children's behaviour that staff consider unacceptable are rare. Consequences that are imposed are not always restorative. This means that the children are not consistently provided with an opportunity to learn from or take responsibility for their actions.

Leaders and managers have confirmed that since the home has been open, staff have used physical intervention to manage children's behaviour on four occasions. The interventions used were for a limited time and used appropriately. Despite this, records of these interventions are extensive. As a result, what happened, why and the outcome are lost in the extended narrative. This has the potential to impact on the effectiveness of the manager's monitoring and his ability to consider if an alternative behaviour management strategy should be considered.

The manager has completed a locality assessment. Although detailed in parts, this document requires improvement. The manager has not identified all known risks in the local area or considered emergency services' opening and response times.

The effectiveness of leaders and managers: inadequate

This home was registered in January 2023. In April 2023, the organisation appointed a new manager, who was assessed as suitable in June 2023.

The new registered manager has a good understanding of the team's strengths and weaknesses. He recognises that the team, who has a wealth of experience working in childcare, are a new team working together for the first time. Collectively, the

team is working hard as a cohesive group to improve the quality of care and services that they provide for the children.

Management monitoring lacks robust scrutiny. The quality and content of children's daily records, staff handover records, room search records, physical intervention records and children's health plans are variable. Neither the independent visitor nor the registered manager have recognised the weaknesses identified at this inspection. To date, these weaknesses do not place children at risk, but have the potential to do so if not prioritised by senior leaders and managers.

Team meetings take place regularly and staff say that they find these meetings helpful. Despite this, records from these meetings do not reflect the ways in which the manager is promoting good practice for all staff. They do not identify if agreed actions have been met, the staff's contribution, or the views and experiences of the children.

The registered manager has not ensured that all staff are up to date with basic mandatory training. As a result, not all staff have completed training courses that will help them to meet the children's complex and changing needs.

The registered manager has an improvement plan for the home. However, this plan focuses on regulatory requirements. The registered manager has not yet considered more-ambitious development opportunities intended to improve children's outcomes and experiences.

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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans;</p> <p>understand the barriers to learning that each child may face and take appropriate action to help the child to overcome such barriers; and</p> <p>help each child to understand the importance and value of education, learning, training and employment opportunities. (Regulation 8 (1) (2)(a)(i)(iii)(iv))</p>	<p>30 September 2023</p>
<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> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose;</p> <p>ensure staff have the experience, qualifications and skills to meet the needs of each child;</p>	<p>15 September 2023</p>

<p>ensure the home has sufficient staff to provide care for each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>research and developments in relation to the ways in which the needs of children are best met; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(d)(f)(g)(i)(h))</p> <p>In particular, the registered person should ensure that the manager’s monitoring is effective and evaluative; all records completed by staff are factually accurate, clear and concise; all staff complete all the basic mandatory training and specialist courses to meet the needs of the children they care for; and children’s requests are easily located in the home’s development plan.</p>	
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children’s home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that arrangements are in place to—</p> <p>ensure the effective induction of each child into the home;</p> <p>manage and review the placement of each child in the home. (Regulation 14 (1)(a) (2)(b)(i)(ii))</p> <p>This particularly refers to ensuring that all children have a healthcare plan and risk assessments that reflect the current known risks and vulnerabilities of the children.</p>	<p>15 September 2023</p>

Recommendations

- The registered person should ensure that team meetings provide staff members with the opportunity to learn from internal and independent monitoring findings. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.3)
- Any sanctions used to address poor behaviour should be restorative in nature, to help children to recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. ('Guide to the Children's Homes Regulations, including the quality standards', page 46, paragraph 9.38)
- The registered person should review the location of the premises and ensure that all risks in the local area are properly considered and that strategies for managing them are documented. This particularly refers to ensuring that all risks in the locality are identified and the contact details of all emergency services are identified, along with their response times in the event of an emergency. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.1)

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: 2709670

Provision sub-type: Children's home

Registered provider: Carbrey Care Hempsted Ltd

Registered provider address: Unit 3 Ambrose House, Meteor Court, Barnett Way, Barnwood, Gloucester, Gloucestershire GL4 3GG

Responsible individual: Carl Butler

Registered manager: William Gleeson

Inspector

Sharron Escott, 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 looked after children, 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.

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, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: 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
W: www.gov.uk/ofsted

© Crown copyright 2023