

SC423453

Registered provider: Kedleston (Wood Grove Childcare) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home provides care for up to four children aged between nine and 18 who experience social and emotional difficulties.

The manager registered with Ofsted in July 2023.

Inspection dates: 4 and 5 October 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: 13 December 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/12/2022	Full	Good
16/11/2021	Full	Good
18/12/2019	Full	Good
19/09/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, three children were living at the home. Since the last inspection, three have children moved out. Two children moved in line with their care plans, and one child left in an unplanned way. The manager was not provided with full information about the child's needs, which did not become apparent until the child moved to the home. The manager worked with the placing authority to ensure that the child moved on in a positive way.

Highly detailed assessments of children's suitability are used when looking at new children. Transition plans are in place for children moving on to supported and semi-independent accommodation. Staff continue to keep in touch with children who have moved on and make time to meet up with them in person.

Children make very good progress. They benefit from a calm, nurturing and positive environment. Children trust staff and want to spend time with them. Staff respond to children in a playful and emotionally warm way that helps children. Staff know the children extremely well and have positive relationships with their families and external professionals. One professional said, 'When the child first arrived, he struggled to regulate his emotions and found it difficult to express himself verbally. However, with structure and routine, the child has made excellent progress in all areas of his development.'

Children are supported to attend local mainstream schools, colleges and alternative provision. The manager and staff are committed to, and enthusiastic about, children's learning. The managers consistently communicate with other professionals regarding plans for education, especially when a move to the home results in a change of education setting for a child. Staff think creatively about how children's educational needs can be met while waiting for an education provision. Highly detailed education plans are overseen by the manager.

All children are encouraged to take part in independent cooking one night a week, with staff support. They purchase ingredients and budget for the meal. This enables them to develop independence skills from an early age and prepares them for adulthood.

Children's views and wishes are captured at weekly house meetings, which are followed by a takeaway as a treat. A 'grumble form' helps children to share their views. Staff think creatively of themes for events and discussions such as a mocktail night, the funeral of Queen Elizabeth II and a Canadian celebration. This helps children to understand the wider world around them.

The house is detached and modern and set in an urban area, allowing the children access to facilities close by. Children enjoy spending time in the well-maintained garden. New carpets are being laid in the home, however, one of the children's

bedrooms needs to be personalised and more furniture provided. Some rubbish in the garden courtyard area needs disposing of.

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

There have been several missing-from-home episodes since the last inspection, particularly at the beginning of the year. The staff provide a strong and proactive response to episodes of children going missing. Children are followed, police are quickly informed and staff work intensively with professionals to ensure children are returned safely. A monthly audit shows patterns and trends to give managers oversight and greater understanding of issues.

Physical interventions were used several times earlier in the year with two children, however, these have now reduced. Physical interventions are recorded well and debriefs take place within set timescales.

Children are well looked after by a well-trained staff team. Recruitment checks are strong. Staff understand their safeguarding roles and responsibilities. They are confident in raising concerns to keep children safe.

Following a number of incidents involving children, staff took appropriate action and were highly proactive in their responses. Incidents were appropriately recorded, with evidence of key-worker sessions and debriefs with children and staff.

Two complaints were responded to and investigated appropriately by the manager and responsible individual. Robust action was taken as a result of these complaints. Feedback to the complainants is timely and shows lessons learned.

Staff encourage children when they have made positive choices. Staff use a variety of rewards which help children to build self-esteem and confidence. On the rare occasions when consequences have been used, they have been well considered and restorative. This means that children learn from mistakes and make better choices.

The manager has not sought advice from relevant professionals on the location of the home or considered the risk factors in the wider area. This does not ensure that staff are aware of local risks to children and how to reduce these.

The effectiveness of leaders and managers: good

The manager is experienced and has a strong and consistent approach to the running of the home. One member of staff said, 'I've never seen a manager with such good relationships with children. She lives and breathes the home.' The manager benefits from a highly competent and supportive deputy manager.

Effective action has been taken to address all the requirements and recommendations from the previous inspection.

The manager and deputy manager visit each child before they move into the home, which reduces any anxieties for the child.

The manager and deputy hold a daily 'golden hour' to monitor and oversee the home. This includes carrying out a number of checks, including emails, rotas, staff absence, medication records, health and safety, maintenance and education plans. In addition, regular internal audits and analysis of particular subject areas, such as missing-from-home incidents, are undertaken. An internal quality assurance manager oversees the quality of records and incidents. This is highly beneficial and allows shortfalls to be identified quickly.

Staff benefit from regular team meetings, when children are discussed in detail, and they are reminded of record-keeping, safeguarding and the quality standards. The manager and deputy manager provide staff with regular supervision sessions that enable the staff to review and develop their practice.

Training is in place for all staff. This includes specific training that reflects children's needs. All staff hold the relevant level 3 qualification or are working towards it within the required timescales. The manager is undertaking the appropriate level 5 qualification.

What does the children's home need to do to improve?

Recommendations

- The registered person should provide a homely environment. In particular, remove rubbish from the garden and ensure that children's bedrooms are appropriately furnished. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should review the appropriateness and suitability of the location and premises of the home at least once a year. The review should include the identification of any risks and opportunities presented by the home's location and strategies for managing these. ('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: SC423453

Provision sub-type: Children's home

Registered provider: Kedleston (Wood Grove Childcare) Limited

Registered provider address: Unit 8, Brook Business Centre, Cowley Mill Road, Cowley, Uxbridge UB8 2FX

Responsible individual: Gillian Miele

Registered manager: Karen Hancock

Inspector

Emily Stevens, Social Care Inspector

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