

# SC047894

Registered provider: Care Focus Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This private home is part of a group of homes run by an independent provider. The home specialises in the care of up to four girls aged 11 to 18 who may experience social and emotional difficulties. The organisation has a school registered with the Department for Education in the grounds of the home.

The inspector only inspected the social care provision at this site.

The manager registered with Ofsted in August 2023.

### Inspection dates: 21 and 22 November 2023

**Overall experiences and progress of children and young people, taking into account**      **good**

How well children and young people are helped and protected      good

The effectiveness of leaders and managers      good

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 9 November 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/11/2022	Full	Good
02/11/2021	Full	Good
26/06/2019	Full	Good
11/04/2018	Full	Good

## Inspection judgements

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

Since the last inspection, the home has been closed for two separate periods of time due to staff shortages. At the time of this inspection, there were no children living at the home. Since the last inspection, three children have moved in and four children have moved out.

Children benefit from an on-site school. School staff tailor the curriculum to increase children's engagement and educational attainment, to good effect. This ensures that children are provided with a tailored curriculum that increases their opportunity to gain qualifications and employment.

Children have made good progress in their education from their starting points. One child who moved to the home with limited reading and writing skills has achieved qualifications in English and mathematics. One child who had not worked towards GCSEs prior to living at the home is working towards entry-level English and mathematics and also a BTEC diploma in health and social care. One child who was a persistent school refuser is now attending and studying for GCSEs.

The staff record the progress children make. There are improvements in children's ability to reflect, their responses to feelings that overwhelm them, their interactions with adults and their independence skills.

Children are engaged in a variety of activities. Staff offer children a range of in-house and external activities in line with children's interests. Some children have been horse riding and boxing and have gym memberships. Children participate in fundraising for charities and have helped with cake sales and cancer awareness days. These activities give children a sense of purpose and positive well-being.

Children's meetings are used as an effective platform from which children can have a voice, feel heard and have their wishes and feelings acted on. Children have been encouraged to deliver presentations when they have wanted certain things, such as a pet rabbit. This is a creative way to empower children and help them to understand influence.

There are no children currently living at the home due to staffing shortages. Although the closure was agreed with children, the staff gave two children very little time to process and prepare for their departure. One child was told on the day that she would be moving out and another child the day before she left. This does not provide a therapeutic approach as outlined in the home's statement of purpose. Children being informed about significant changes in their lives at such short notice does not align with the therapeutic ethos of the home.

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

Risk assessments are exceptionally well detailed, subject to regular review and indicative of the known risks. The risk assessments minimise children's exposure to harm and maintain their safety.

Since the last inspection, there has been one incident of two children going missing together. The incident was managed safely, with missing-from-care procedures followed. The manager and deputy manager immediately searched for the children and returned them safely to the home. The manager challenged social workers to provide the children with return-home welfare checks. The manager understands the importance of all agencies working together to safeguard children.

There has been one incident of physical restraint since the last inspection. The restraint was reasonable, proportionate and necessary. The supporting record was monitored to gain learning opportunities for the staff and the child involved. Staff use resolution-based practice to support children. The staff understand that behaviour is a form of communication underpinned by the children's previous trauma.

Allegations against adults are swiftly referred to the local authority designated officer (LADO). The LADO said that investigations are thorough and objective. The provider always seeks advice from the LADO and acts on the suggestions made.

Therapeutic intervention from the in-house therapists is offered weekly to children. Although, initially, children's engagement can be variable, therapeutic staff work hard to help children heal from past trauma. This is an excellent resource for the children.

Three of the fire doors that were not closing sufficiently were made compliant during the inspection. Several staff were unaware of the code to the padlock to the rear garden gate used as a fire exit. This could lead to children and staff being unable to make the necessary exit from the garden in the event of a fire.

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

The manager is experienced and working towards a Level 5 management diploma. She is respected by the staff, who said that they feel exceptionally well supported.

Staff supervision is delivered to a high standard. This enables staff to reflect on practice and make improvements when necessary. The head of compliance provides the manager with good-quality supervision. This supervision focuses on operational aspects and discussions about the manager's well-being. Leaders and managers are acutely aware of the importance of staff well-being and how this can impact on the quality of care provided.

The manager actively responds to feedback from the children's professionals. This led to the manager taking action to improve the staff's understanding of a child's

cultural needs. A member of staff recognised she had a knowledge gap in caring for Afro-Caribbean hair and skin. As a result, she carried out appropriate research to ensure that the cultural needs of one child were more suitably met. Consequently, the child was able to care for her hair, with the support of staff.

One social worker said that she was particularly pleased with the frequent and good-quality communication she received from the manager. The social worker said that the manager was an excellent communicator and thorough in her work.

The management of complaints is good. Children receive acknowledgement of the complaint and letters informing them of outcomes following investigation. In the event that children are not happy with investigation outcomes, matters are escalated and dealt with formally until resolution is found. This empowers children and encourages them to speak out. Children know that their concerns will be taken seriously and addressed.

The manager monitors practice, records and incidents well. The manager provides staff and children with opportunities to discuss matters that are important to them. She shows a commitment to listen and address any concerns raised. The manager is adept at providing support and emotional well-being to the children and staff.

## 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, The 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>If the Regulatory Reform (Fire Safety) Order 2005(1) applies to the home—</p> <p>the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))</p> <p>In particular, ensure that staff know how to unlock the rear garden gate that is a designated fire exit.</p>	<p>15 December 2023</p>
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children’s home; and</p> <p>have a positive experience of arriving at or moving on from the 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>plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child’s placing authority. (Regulation 14 (1)(a)(b) (2)(b)(iii))</p> <p>In particular, ensure that staff give children sufficient time to prepare to move on from the home.</p>	<p>1 January 2024</p>

### 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:** SC047894

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

**Registered provider:** Care Focus Limited

**Registered provider address:** 2nd Floor, 168 Shoreditch High Street, London E1 6RA

**Responsible individual:** Jean Lloyd

**Registered manager:** Gabrielle Pars

## Inspector

Lianne Bradford, Social Care Inspector

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