

# 2709670

Registered provider: Carbrey Care Hempsted Limited

Assurance 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, two children were living in the home.

The manager has been in post since September 2023 and has not yet applied for registration with Ofsted.

**Inspection date:** 21 November 2023

**Date of last inspection:** 6 July 2023

**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.

The inspector 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'.

## **Outcome 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.

## **Findings from the inspection**

Since the last inspection, the home has experienced a period of change, both in terms of staffing and management. The current manager has provided some stability and a new senior leader has been employed to support managers in their role. However, the manager has not yet applied for registration with Ofsted.

The current manager has a good understanding of the strengths of the home and the areas for development. The manager has taken steps to address the shortfalls identified at the last inspection, although further improvements are still to be made in some areas. The manager has used internal and external monitoring of the home to inform the home's development plan.

Since the last inspection, one child was moved out of the home due to insufficient staffing numbers to meet their needs. As a result, this move was quick and there was minimal opportunity for staff to support the child to leave the home in a positive and planned way. However, staff have maintained contact with the child, and they have visited them since they have moved out. Staff have also arranged for the child to meet with another child from the home, who they became friends with while living together.

Children who currently live in the home are making some progress. Children have developed positive relationships with each other, as well as with the staff. This has helped children to participate in fun and enjoyable activities together, including going to firework displays and ice skating. Children are also supported to pursue their own individual interests, from spending time with friends in the community, joining local sports clubs and baking.

Children's healthcare needs are being met. When additional healthcare support is required, staff help children to access the relevant services. Guidance from external services has also been used by staff to inform the care that they provide to the children. One child's interest in horse care has been used to help them engage with equine therapy.

One child who previously found it difficult to engage with their education is now attending school and has made friends. Staff recently supported them to write their CV and apply for part-time jobs. As a result, they have been offered some work in a local café. Another child recently decided that they wanted to change their school provision. Managers have worked with the child and their placing authority to identify an alternative school. The child has visited the school and is currently completing home-schooling while they await their enrolment.

Children say that they enjoy living in this home and that they feel safe. Both children rated the home an 8 out of 10. One child commented with a smile on their face that they would rate it a 10 out of 10, 'but there is always room for some improvement'. They explained that they would like the parental controls around the use of the internet to be reviewed. Children said that the best thing about the home was the staff, who help and support them by offering good advice and guidance.

Care plans outline how staff should support children to meet their needs and mediate risk. However, the support that is offered to children is not always in keeping with the training that staff receive. Moreover, the actions that are identified to support children's individual needs are not always completed. The manager's monitoring has not identified these specific shortfalls.

When complaints or concerns about staff are raised, leaders and managers take appropriate action to ensure the safety of children. Concerns are shared with the relevant professionals and subsequent investigations have resulted in appropriate actions and outcomes. These are shared with children to ensure that they feel listened to and protected. However, helpful learning from these events is not always communicated to staff to support them to improve their practices.

There is not always a clear rationale for the use of sanctions. As a result, some sanctions appear punitive in nature rather than restorative. Sanctions are not always used to help children understand how their behaviours can impact themselves and others. Consequently, children are not always helped to take responsibility for their actions or develop socially aware behaviour.

Children are helped to keep themselves safe when out in the community and when online. Staff encourage children to think about risk and how to respond to it safely. The manager has consulted with local services and children to identify the risks in the local area.

There are sufficient staffing numbers to care for the two children living in the home. Recruitment is ongoing and leaders and managers have assured that another child will not move to the home until sufficiently trained numbers of staff are in post. The current staff team has been provided with training opportunities that supports them to meet the individual needs of the children.

Team meetings are well attended. However, the minutes do not accurately reflect the discussions that are held or the decisions that are agreed. As a result, it is difficult to ascertain how staff are being supported to improve the care that is offered to children.



## Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/07/2023	Full	Requires improvement to be good

## 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>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 that staff have the experience, qualifications and skills to meet the needs of 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>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)(f)(h))</p> <p>In particular, the registered person should ensure that staff are able to apply their understanding of the training that they have received to the day-to-day care of the children. This specifically relates to the responses that are provided to children by staff, and staff's understanding of safeguarding procedures.</p> <p>The registered person should also use internal monitoring to ensure that children receive the appropriate support from staff that meets their needs. Moreover, staff should be</p>	<p>19 February 2024</p>

<p>supported to learn from their experiences and continually improve the quality of care that is provided to children.</p> <p>In addition, the registered person should ensure that an application to register a manager with Ofsted is submitted swiftly.</p>	
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust; and</p> <p>an understanding about acceptable behaviour.</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 develop socially aware behaviour;</p> <p>encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; and</p> <p>communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding. (Regulation 11 (1)(a)(b) (2)(a)(ii)(iii)(v))</p> <p>In particular, the registered person should ensure that children are helped to understand the impact of their behaviours and how they can respond differently in the future. Specifically, when sanctions are used, they should be restorative in nature.</p>	<p>19 February 2024</p>

## Children's home details

**Unique reference number:** 2709670

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

**Registered provider:** Carbrey Care Hempsted Limited

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

**Responsible individual:** Carl Butler

**Registered manager:** Post vacant

## Inspector

Martin Brown, Social Care Inspector



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