

# SC389823

Registered provider: Courtyard Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is privately owned and operated. It is registered to provide care for up to five children who may have a wide range of social and emotional issues, as well as mental health disorders and learning disabilities. There were two children living in the home at the time of inspection.

The manager registered with Ofsted in February 2023.

### Inspection dates: 28 and 29 February 2024

<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:** 10 January 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/01/2023	Full	Good
17/02/2022	Interim	Sustained effectiveness
19/10/2021	Full	Requires improvement to be good
12/02/2020	Full	Outstanding

## Inspection judgements

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

One child has moved into the home since the previous inspection. Although this move was required quickly, the manager ensured that the team could meet the child's needs and involved the child who is already living in the home in the process. Children met via a video call and the child was welcomed positively. This has helped both children to be settled.

One child who has recently moved into the home is pre-verbal. However, their language skills have improved to the point where they can verbalise clear choices. The staff encourage the use of symbols and objects of reference to support the spoken word and their understanding of this.

Children's sensory needs are well understood and the children have appropriate resources and opportunities as directed by professionals. The manager ensures that any equipment used is assessed to ensure that these are used safely.

Plans are in place for one child to go to high school in September. The manager is also advocating for the other child to ensure that they attend a school that will meet their needs.

Despite not being in school due to each child's personal circumstances, children are engaged in activities that support their learning, including lessons with tutors, forest schools and other practical activities. For one child, accessing the community and sensory activities is key to supporting their development and to prepare them for school life. However, the use of walking reins is not yet included in their EHC plan, which means that there is no current oversight of the use of these as a restraint.

Children enjoy lots of activities, a popular choice is swimming. One child has received their 'safety in water' certificate which is a huge achievement. Staff encourage children to achieve. One child who had a fear of heights now loves to go to rock climbing and is learning to ride a bike. This support equips children with practical skills for the future.

Staff understand the importance of children seeing their families. They facilitate transport and support the local authority to ensure that children spend time with parents and siblings. Families are welcome in the home and staff support trips out in the community. The staff are also aware of the effect that this can have on children and ensure that appropriate support is in place should the children need it.

Children's physical and emotional health needs are well met and have improved since living at the home. Children have received required assessments. The manager has challenged professionals appropriately around one child's prescription medication which was making them lethargic, this has since been changed.

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

Children are settled in their home. Incidents including the use of restraint have reduced significantly for one child. The staff use a positive behaviour support approach with children and do not use negative consequences. As a result, children feel safe and have positive relationships with the staff.

When children are upset, the staff are skilled at supporting them and provide children with opportunities and space to calm. Children are now able to reflect on incidents and identify the reasons why they have behaved and felt a certain way. This increase in self-awareness helps to support and develop children's emotional wellbeing.

The manager has a good understanding of restraint and actively looks at how to reduce this and restrictive practice generally, while ensuring the safety of the children. For example, one child has a court order that can be used to deprive their liberty to keep them safe. However, the manager ensures that permitted restrictions are not routinely used, and the least restrictive option is still always the first option. Additionally, the manager ensures that these are reviewed regularly with the child's social worker.

The manager responds appropriately to incidents involving the children including, addressing shortfalls in staff practice and implementing systems. For example, one child obtained a bruise. However, staff had not reported this. There are now clear guidelines for recording and reporting if this happens again. This ensures the child's safety. Any allegations have been shared and investigated appropriately.

The manager has worked hard to recruit a full staff team and there has been a significant reduction in agency staff being used. However, the manager has not always followed best practice safer recruitment practices.

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

The manager is suitably qualified and experienced. The staff are complimentary about the changes that the manager has made and said that the team works well together. They pride themselves on providing good quality of care to the children.

The staff receive regular supervision which they say is helpful. Regular team meetings provide staff with further support and guidance for supporting the children effectively. The manager also ensures that she meets with night staff to ensure that they have the information they need.

Children are consulted with regularly and staff are always looking at creative ways to develop this considering children's communication and understanding. One child has recently attended their review and presented everyone with photos of what he has been doing. This is a massive achievement for the child and meant his views were heard. However, one child did not receive an update after making a complaint.

Staff say that their induction was detailed and helpful. Both staff and children are supported by a clinical psychologist. As a result, staff understand why children display certain behaviours and respond appropriately. This helps children to feel safe and build trusting relationships with the staff. However, some staff have not yet completed the mandatory training expected at this stage.

The manager is a strong advocate for the children and has high aspirations for them. As a result, children are making good progress and the team are developing their skills and knowledge under her leadership. The manager actively seeks feedback to see where improvements can be made and raises any concerns with professionals confidently.

## 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 registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children's home</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>the individual is of integrity and good character;</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(a)(d))</p> <p>This relates specifically to the manager ensuring that any gaps in employment are addressed and that when applicants have worked with children in previous roles that these are approached for references.</p>	19 April 2024
<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;</p> <p>and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c))</p>	19 April 2024

<p>This relates to the registered person ensuring that all staff receive safeguarding, first aid training and any other training that is relevant to the needs of the children living in the home without delay.</p>	
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## Recommendations

- The registered person should ensure that until a specific type of restraint that is part of a child's day to day routine is included in their EHC plan it is recorded as any other restraint. ('Guide to the Children's Homes Regulations, including the quality standards', page 50, paragraph 9.61)
- The registered person should ensure that children are made aware of the outcome of any allegation or complaint that they have made in line with the home's child protection policy. ('Guide to the Children's Homes Regulations, including the quality standards', page 44, paragraph 9.17)

## 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:** SC389823

**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:** Jacqueline Hills

**Registered manager:** Samantha Chesney

## Inspector

Kerri Lynch, social care inspector



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