

2654620

Registered provider: Montage Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for two children with emotional and social difficulties.

The home and the manager were registered with Ofsted in September 2021. The registered manager is also the registered manager for a sister home.

Four children have lived at the home since the last inspection. Although the home can accommodate up to two children, only one child has been accommodated at any one time. The current child contributed to this inspection.

Inspection dates: 16 and 17 October 2024

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: 29 August 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/08/2023	Full	Good
01/08/2022	Full	Requires improvement to be good
09/02/2022	Interim	Sustained effectiveness
15/12/2021	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The quality of care in this home is good. Staff know the current child well and talk with care and compassion. This has helped the child to settle into the home.

Trusting relationships between the current child and staff are good. The child trusts the staff and will talk to them about their feelings, worries and concerns.

When children are new to the home, the staff ensure that they are registered with the relevant health professionals and are supported to attend appointments. The diverse needs of the children have been met. This has included, where appropriate, helping children to access mental health services or specialised services such as substance misuse.

The staff team works hard to establish a routine for the current child. They find activities that the child enjoys and ensures that the child benefits from a structured day. The child has been supported to do work experience several days a week. This helps the child to build their self-confidence and prepare them for school. However, the plan about how an educational provision will be secured is not clearly set out in the child's plan. This makes it difficult to monitor progress and ensure that any delays are minimised.

The child is supported to spend time with their family and friends. The staff team works hard to ensure that they have a positive relationship with the child's family and keeps them updated about the child's progress.

This home is spacious and comfortable and has a family home feel. When a child moves into the home, they are encouraged to personalise their bedroom. The current child has helped to choose the paint colour for the door frames, and they have been consulted on the furniture for the living room.

Some of the children's placements have ended suddenly due to risks in the community that have been hard to manage. Those in the leadership and management team have been disappointed that they have not always been able to say goodbye to children in a planned way.

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

The registered manager and staff understand the current child's needs, risks, strengths and vulnerabilities. Risk assessments are clear. Staff use regular key-work sessions as an effective way of speaking with the child about risks. Staff plan these sessions well.

Staff have a good understanding of contextual safeguarding and the risks posed to children in the community. Staff are proactive when a child goes missing from the home.

The staff team is in regular contact with the child. Staff are proactive in terms of going out into the community to look for the child. They establish good links with the child's family and friends. This makes the child feel they are cared for and the risks are taken seriously.

Staff are suitably trained in the use of physical intervention. This is rarely used, and staff are skilled at deescalating situations of concern.

Reflective practice is a strength in the home. When there is an incident, staff and the child talk openly about how things could have been managed differently.

Health and safety checks take place regularly in the home. However, the child's bedroom is not routinely checked. The guidance and practice regarding bedroom checks are not clear. For example, an electrical humidifier had been left on in the child's bedroom, which could have been a hazard.

Safe recruitment and employment practices are followed, ensuring that only suitable staff are employed. Staff demonstrate a strong understanding of whistle-blowing policies and safeguarding procedures. Concerns are shared with the relevant agencies.

The effectiveness of leaders and managers: good

A suitably experienced and qualified registered manager manages the home. The registered manager is ambitious for the home and the children in their care. He strives to create a culture where staff make a positive difference to children's lives.

There have been some recent changes in the staff team, and the management and leadership team is actively recruiting for two posts. There is a new experienced deputy manager and staff morale is positive. Staff feel valued and describe a culture of team working.

Staff receive regular supervision and training, which considers and prioritises children's needs and staff's own personal development. Team meetings demonstrate that staff reflect on their practice and the needs of each child.

Staff receive a comprehensive induction and ongoing training to strengthen their knowledge and skills. The workforce development plan has not been updated and does not reflect the current staffing structure or training for bank 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>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child s health. (Regulation 12 (1)(2)(d))</p> <p>In particular, ensure that there is clear guidance for children and staff about health and safety checks for children’s bedrooms.</p>	<p>30 November 2024</p>

Recommendations

- The registered person should ensure that staff know, for every child in their care, what level of decision-making has been delegated to them in relation to the child’s education. These delegations should be recorded in the child’s placement plan and it is the joint responsibility of the registered person and the placing authority to agree this at the time of placement. Children’s home staff should act as effective advocates for or on behalf of a child who may be experiencing difficulties with education or training matters including, but not limited to, attainment, admissions, attendance or behaviour, as a good parent would do. (‘Guide to the Children’s Homes Regulations, including the quality standards,’ pages 27 & 28, paragraph 5.9 & 5.12)
- The registered person should have an up-to-date workforce plan which can fulfil the workforce-related requirements of regulation 16, schedule 1 (paragraphs 19 and 20) The plan should: detail the necessary management and staffing structure (including any staff commissioned to provide health and education), the experience and qualifications of staff currently working within the staffing structure and any further training. The registered manager should ensure that the staffing structure is set out in the home’s statement of purpose. (‘Guide to the Children’s Homes Regulations, including the quality standards,’ page 52 & 53, paragraph 10.8)

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: 2654620

Provision sub-type: Children's home

Registered provider: Montage Services Ltd

Registered provider address: 1 Mentmore Terrace, London E8 3PN

Responsible individual: Nasaev Evanson

Registered manager: Liam McDermott

Inspectors

Matilda Clode, Social Care Inspector

Natalie Mitchell, 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://www.gov.uk/government/organisations/ofsted>.

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 2024