

1230268

Registered provider: Kites Children Services Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is one of two children's homes operated by a private provider. The home provides specialist therapeutic care and treatment for up to five children.

The manager registered with Ofsted in May 2016.

Inspection date: 20 February 2023

Date of last inspection: 6 June 2022

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.

Inspectors have 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'.

Findings 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.

The care of children

Since the previous inspection, two children have moved on from the home in an unplanned manner. The unexpected moves meant that the children experienced change and rejection.

There are three children at the home, who are settled and happy. One child said the staff are 'great' and they organise enjoyable things to do. The staff have a good understanding of the children's needs. This enables staff to build positive and trusting relationships with them. Children enjoy being with staff and are relaxed in their company.

Improvements have been made to the internal decor at the home. The communal spaces have been recently decorated and kitchen worktops and flooring have been replaced. Children's bedrooms have been decorated and new furniture has been purchased. Children have been involved in choosing items for the house. Large noticeboards in the hallway are filled with photos of the children enjoying activities. Overall, the children live in a house that is homely.

Staff consult with children regarding all aspects of their care. Children's meetings are regularly held and include topics such as activities, respecting each other and meal planning. The recent purchase of a tablet provides the children with access to their electronic records. The children can comment on their records in writing or through using an emoji symbol.

The staff use appropriate consequences. They record the reason for the consequence, and children provide a comment. The manager evaluates the record to establish the effectiveness of each consequence. For one child, the consequence was revoked because they participated with restorative work. Managerial oversight ensures that consequences are analysed and learning opportunities are gained.

The safety of children

Staff provide the children with clear routines and consistent boundaries. The resident clinical team provides children with individual and group therapy sessions throughout the week. Overall, this input is successful, and children's risks are either reduced or safely contained.

Children rarely go missing from the home. When incidents have occurred, staff have been proactive in their responses. They have followed the children and implemented

their missing-from-home protocol. Staff's approach to preventing children from going missing has helped to keep children safe.

Children's risk assessments contain risk-reduction strategies. However, they are not consistently updated with new information. A child visited the home for introductions, which included a sleepover and a go-karting trip with the other children. Potential risks were not considered, and strategies for staff to support children were not explored. This means that staff do not fully understand how to support children with any unwanted behaviours.

There are clear and appropriate safeguarding procedures. However, two allegations against staff were not managed effectively. There was a delay in sharing information with the local authority designated officer. Failing to follow procedures could increase the risk of harm to children.

The effectiveness of leaders and managers

The manager has the qualifications and experience for the role. He is child centred and has a detailed knowledge of the children's needs. Mutual respect between the manager and children is evident. One child came home from school and instantly approached the manager for a hug and to make a joke.

The manager has made several improvements in response to shortfalls identified at the last inspection.

Staff have attended a range of training courses, including safe ligature removal and attention deficit hyperactivity disorder awareness. These courses help staff to understand how the children's previous experiences are presented through their behaviours.

Staff performance and development have been reviewed, and annual appraisals are carried out. New systems are in place to carry out three-monthly performance reviews with all staff. This will ensure that staff have the appropriate skills and knowledge to care for the children.

Systems for notifying Ofsted are not always effective. The manager has not ensured that information is shared promptly. This prevents Ofsted from monitoring the home and fully understanding the children's experiences.

Improvements have been made in the managerial monitoring, and a new quality assurance framework has been implemented. However, the manager has not ensured that all tasks are completed for children. This lack of managerial oversight reduces the opportunity to make continuous improvements to the quality of care.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/06/2022	Full	Requires improvement to be good
12/10/2021	Full	Good
10/06/2019	Full	Good
14/08/2018	Full	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, 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
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i))	11 April 2023
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12 (1) (2)(e)) In particular, ensure that referrals are made without delay to the local authority designated officer when allegations of abuse against staff occur. This requirement was made at the last inspection and is restated.	11 April 2023
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(e))	11 April 2023

Recommendation

- The registered person should ensure that they make best use of information from internal monitoring to ensure continuous improvement. They are responsible for proactively implementing lessons learned and sustaining good practice. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

Children's home details

Unique reference number: 1230268

Provision sub-type: Children's home

Registered provider: Kites Children Services Limited

Registered provider address: The Forge, Langham, Colchester CO4 5PX

Responsible individual: Deborah Carr

Registered manager: Peter McGugan

Inspector

Paula Lewis, Social Care Inspector

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