

1236450

Registered provider: CareTech Community Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. It provides a specialist service for up to five children who present with learning disabilities, autism and/or other complex needs and emotional difficulties.

At the time of the inspection, there were five children living in the home.

The manager registered with Ofsted in October 2022.

Inspection date: 22 August 2023

This monitoring visit

A full inspection of this home was completed on 3 and 4 July 2023. Ofsted judged the home to be inadequate. This monitoring visit was carried out to determine whether the compliance notices that were made in respect of Regulation 12 and 13 were met.

The home conditions have improved. All the children's bedrooms have now been redecorated. Mood boards have been completed with the children to ensure that their bedrooms are decorated and personalised to their taste. The home was found to be clean and tidy, and the broken furniture has been replaced.

Practice issues have been addressed with the staff. One member of staff has been dismissed due to gross misconduct. There is evidence that those staff members who require additional support are being supported to improve their practice, with clear action plans in place.

The managers have supported the staff to reflect on the concerns that led to the inadequate judgement. Debriefs and thinking exercises have taken place to help the staff to improve the quality of care that is provided to the children. This ensures that the care provided to the children is in line with the home's statement of purpose.

The manager spoke openly and honestly about her previous complacency towards the practice within the home. She spoke about the importance of refreshing herself and the staff on the basics of safeguarding practices and whistleblowing. The managers have introduced the use of 'flash cards' to check and evaluate the staff's knowledge and understanding of safeguarding. This approach helps to promote an open culture in the home.

The managers have introduced new management monitoring tools. These tools range from daily checks of the home conditions to more in-depth monthly monitoring checks of the key documents relating to the children and their progress. Team leaders complete weekend communication forms that provide the managers with an oversight of what is happening in the home at times when they are not present.

The managers have introduced a new incident debrief protocol. Debrief forms are used to help gain an understanding of the child's perspective following any incidents. These forms differ in line with the communication needs of the children. Debrief forms are completed with the staff to reflect on what happened and if things could have been done differently. This helps reduce the risk of future incidents occurring.

Staff ensure that the children's wishes and feelings are heard. Weekly questionnaires are completed with the children to allow the managers and staff to gain a better understanding of how the children are feeling and what they think has gone well, or not so well, that week.

This monitoring visit found that the compliance notices and previous requirements were met. This visit did not focus on the children's records or the use of any stigmatising language. Therefore, the previous recommendation will remain in place.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/07/2023	Full	Inadequate
07/09/2022	Full	Good
07/02/2022	Full	Good
11/02/2020	Full	Outstanding

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that the staff record information on individual children in a non-stigmatising way. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 1236450

Provision sub-type: Children's home

Registered provider: CareTech Community Services Limited

Registered provider address: 5th Floor Metropolitan House, 3 Darkes Lane,
Potters Bar, Hertfordshire EN6 1AG

Responsible individual: Shelley Whiting

Registered manager: Amira Burgess

Inspector

Jo Birtwhistle, Social Care Inspector

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