

# 1244117

Registered provider: Caldecott Foundation Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned and operated by a charitable organisation. It provides care for up to five children who may have social and emotional difficulties. Four children were living in the home at the time of the inspection.

The manager registered with Ofsted in August 2019 and is suitably experienced.

### Inspection dates: 7 and 8 March 2024

|                                                                                           |                    |
|-------------------------------------------------------------------------------------------|--------------------|
| <b>Overall experiences and progress of children and young people, taking into account</b> | <b>outstanding</b> |
|-------------------------------------------------------------------------------------------|--------------------|

|                                                             |             |
|-------------------------------------------------------------|-------------|
| How well children and young people are helped and protected | outstanding |
|-------------------------------------------------------------|-------------|

|                                           |             |
|-------------------------------------------|-------------|
| The effectiveness of leaders and managers | outstanding |
|-------------------------------------------|-------------|

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

**Date of last inspection:** 28 February 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 28/02/2023      | Full            | Good                            |
| 22/03/2022      | Full            | Good                            |
| 19/08/2019      | Full            | Requires improvement to be good |
| 09/05/2018      | Full            | Good                            |

## Inspection judgements

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

Children living in this home receive an exceptionally good standard of care and have often lived in the home for a long period of time. Staff provide care that creates positive memories and experiences. The manager inspires a nurturing team of staff, who keep the children at the centre of everything they do. Staff have a comprehensive knowledge and understanding of children's individual needs. When children have more recently moved into the home, staff are committed to learning about their needs and experiences. Children form trusted relationships with staff and benefit from high-quality care and support.

The staff provide excellent support to progress children's education. Staff engage in meetings with schools and other external professionals. Children get the support they need to help them make exceptional progress. An education professional said, 'The progress we have seen from the young person is unbelievable.' Another child is exceeding levels with their reading and writing.

Staff understand the importance of children spending time with their family. Family time with immediate and extended family is very well supported and recorded. One child's reviewing officer shared how well a child was supported to spend time with a family member who they had not seen for several years. Staff liaised with the local authority and ensured the child was well supported before, during and afterwards.

Excellent, individual sessions with children help them voice their opinions. Staff connect behaviours to feelings and speak with children about different ways to manage their emotions. A psychotherapist provides support to staff with how to adapt to children's presenting needs. This approach enables reflective practice about how staff can provide the best support to children.

Children live in a warm and welcoming environment. Bedrooms are personalised to reflect children's individual interests. The staff office is now the home's study and is a space for staff and the children to use. This is an inviting space for children and adds to the family home feel.

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

Staff understand children's risks. The assessments completed by staff are comprehensive, regularly reviewed and consistently implemented. Children take part in the review of their risk assessments, providing staff with insight about how they feel best supported. As a result, staff are continually aware of risks and how to help keep children safe.

When children struggle with their emotions, records are clear about what happened. Staff help children understand their emotions and how they can be best supported. Both children and staff are supported afterwards with their emotional well-being.

Staff are committed and enthusiastic about achieving the best outcomes for children. They have an excellent understanding of children's care plans. The manager and staff work together with external professionals and family members to progress care plans for children.

Staff proactively promote positive behaviour for children. Staff manage any conflict and tension because they know the children exceptionally well. The care provided to children is consistent and predictable, and this helps children to gain a sense of belonging and security. A social worker said, 'For the first time, [the child's name] has found people that understand her and don't judge her.'

When physical intervention is needed, these incidents are recorded to a high standard and include reflection with the manager. An opportunity for the child to reflect is always offered. This helps children understand the reasons for the intervention and consider ways to manage strong feelings differently in the future. Investigations into complaints and allegations of harm are handled fairly and effectively.

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

The manager has high expectations of staff and consistently high aspirations for children. She is ambitious, enthusiastic, and experienced. The manager leads by example and supports staff in the care provided to children. One member of staff said they cannot speak highly enough about the support provided by managers.

Team meetings and professional supervision are regular and reflective. Monthly sessions are held with the psychotherapist to support the staff develop greater understanding of children's presenting needs.

The manager understands the importance of having thorough quality assurance systems. These systems enable the manager to continually evaluate the care and support given to children. The manager has a balanced approach to providing feedback about their practice and how they can further develop their skills. The manager and staff are completely invested in children meeting their full potential and speak proudly of their achievements. As a result, children are receiving care that is kind, consistent and enables them to thrive.

The manager and staff have excellent working relationships with other professionals supporting children. A reviewing officer said, 'There is excellent communication from the manager, who is hands on and has great relationships with the children in her care.'

Staff receive a range of training, including training that focuses on the specific needs of children. This has a positive impact on staff's knowledge and skills. One member

of staff said about the training, 'Management have supported me as a new member a staff with training courses and excellent guidance.' However, some staff have not completed refresher training in a timely manner. Additionally, there are two members of staff who have not yet completed the necessary NVQ qualification within the required timescales.

## 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    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>The relevant date is—</p> <p>in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or</p> <p>in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016.<br/>(Regulation 32 (4)(a)(b) (5)(a)(b))</p> <p>This particularly refers to the registered person ensuring that all staff complete the diploma within the set timescale.</p> | 17 May 2024 |

### Recommendations

- The registered person should ensure staff can access the appropriate training and that this is refreshed regularly. ('Guide to Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

### 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:** 1244117

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

**Registered provider:** Caldecott Foundation Limited

**Registered provider address:** Caldecott House, Hythe Road, Smeeth, ASHFORD, Kent TN25 6SP

**Responsible individual:** Nicholas Barnett

**Registered manager:** Rebecca Bush

## Inspector

Kathryn Hurley, Social Care Inspector



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