

1245823

Registered provider: CareTech Community Services Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns this home. It is registered for six children. The home provides care for children who have physical and learning disabilities.

The manager has been registered with Ofsted since May 2021.

Inspection date: 22 March 2022

Date of last inspection: 20 December 2021

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judged that it has improved effectiveness.

At the last inspection on 20 and 21 December 2021, two requirements and two recommendations were made. At this inspection, two requirements and one recommendation have been met. Work is in progress to address the remaining recommendation.

At the time of this inspection, five children lived at the home. Children make good progress and staff support them well with preparation for independence. Individual projects are created for children to support them with this. For example, staff support one child through a project to widen his experiences outside of the home.

Staff build positive relationships with children. When there was an increase in incidents for one child, staff worked hard to identify the underlying reasons for this. This meant that they could take steps to support the child to overcome his challenges. As a result, incidents have reduced.

Staff are skilled in supporting children during and after incidents. Children receive child-focused support through debriefs and reflection. Staff tailor this to the children's individual learning styles. Management oversight of incidents is strong. This supports the manager to identify shortfalls in practice and rectify these quickly.

Children have a wide range of risk assessments in place. There is clear guidance in place to ensure that staff are equipped to safeguard children. One risk assessment relating to a legal order was not in the child's file. However, the manager had stored this electronically and staff had read the Court Order. This means that the members of the staff team have a good understanding of restrictions in place to ensure the child's safety.

Following the last inspection, the provider took swift action to address the shortfalls relating to the safer recruitment of agency staff. A review of processes and monitoring systems has taken place. If the manager is not satisfied that agency staff are safe to work in the home, they are refused entry until satisfactory information is received. However, on one occasion, the manager did not ensure that all employment gaps were explored rigorously for one member of staff. A recommendation is made in respect of this.

The registered manager has worked hard to reduce the amount of different agency staff in the home. When agency staff do work in the home, they are supported well

by experienced staff in the team. These improvements mean that the care provided to children is more consistent.

Staff have been provided with appropriate training that ensures that they have the knowledge to meet the children's needs. This includes training in relation to online safety and bullying. The manager maintains contact with the training department to ensure that staff are booked on to mandatory training and refresher courses as needed.

The manager is in the process of completing her review of the quality of care. She has reviewed the template she uses to ensure that actions and timeframes are clearly documented. This will inform plans for the development of the service.

A further shortfall was identified as part of this inspection. Generally, the home is well maintained and welcoming. However, some areas require redecoration. The manager is aware of this and this forms part of her improvement plan. A recommendation has been made to continue this work in a timely way.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/12/2021	Full	Requires improvement to be good
05/03/2020	Interim	Sustained effectiveness
22/05/2019	Full	Good
06/03/2019	Full	Inadequate

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

Recommendations

- The registered person should ensure that children's needs are met in a homely, domestic environment. This specifically relates to ensuring that the home is well maintained and decorated. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should maintain good employment practice to minimise potential risks to children from unsuitable people caring for them. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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: 1245823

Provision sub-type: Children's home

Registered provider: CareTech Community Services Limited

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

Responsible individual: Shelley Whiting

Registered manager: Lucy James

Inspector

Natasha Skinner, Social Care Inspector

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