

1249111

Registered provider: Serenity Care Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and run by a private organisation. The staff at this home care for up to two children who have attachment, behavioural, emotional and social needs because of their childhood experiences.

The manager registered with Ofsted in February 2022.

Inspection dates: 22 and 23 November 2022

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 12 July 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/07/2021	Full	Good
18/05/2021	Full	Inadequate
30/04/2019	Full	Good
02/05/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have made significant progress in their personal development. The children moved into the home from secure and hospital settings. The staff have helped them to make progress on living with more freedom, forming their identities and developing their social and emotional skills. Staff regularly review the progress made by children and set goals with them.

Staff encourage and support children to spend regular time with their families. Staff have organised for one child to meet family members for the first time in their home town, which is a huge achievement.

Children are doing well in education. Children who have not been in education previously are attending school full time and are making progress. An education professional said the staff, 'genuinely care about the children, their needs, happiness, education and emotional well-being'.

Children take part in a variety of activities outside of the home. These include going to cadets, theatre productions and piano lessons. Staff encourage children's talents and are proud of their achievements. Staff use monthly newsletters to capture progress and showcase activities in which the children have taken part.

Staff seek children's views and involve them in day-to-day decisions. Children have open conversations with staff. Weekly meetings take place with children to plan meals and involve them in developing the home environment. Children know how to make a complaint.

Staff celebrate diversity with the children. For example, children have chosen to attend Pride events and staff have talked to them about their choice of personal pronoun, although this is not reflected in the children's care plans.

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

Staff understand and manage children's risks well. Staff review risk assessments to make sure that they are current. Staff keep children safe online and help them to abide by court orders. The staff are working with the youth offending team to consider whether a child should have access to electronic devices to learn the skills to stay safe online.

Staff help children to develop healthy relationships. They encourage children to have time with their friends. When staff are concerned about sexual relationships with friends, they speak openly with children about it. As a result, children are developing an understanding of what healthy relationships are.

Staff are committed to the children. Staff have kept in contact with one child who unexpectedly returned to their family home. They drive long distances to give the child their medication each day. The staff also speak to the child on the phone regularly. Staff have helped the child's parent with shopping and have made arrangements to take the child to appointments.

The manager completes safer recruitment checks to ensure that suitable people are employed. Managers have introduced agency staff to the home to complement the staff team. They have considered how this will impact on the children and are using one consistent agency worker. The manager has ensured that all the relevant recruitment checks have been completed and that the agency staff member has had an induction.

Staff have the skills and training to meet the children's specific health needs. Staff manage medications well; they store and administer them safely. There is a clear plan around meeting a child's day-to-day health needs. Staff seek further medical advice when required.

The effectiveness of leaders and managers: good

The manager is working towards achieving the relevant qualification. The manager and deputy are both very visible in the home. Managers have clear oversight of the children's progress.

The manager is driving a culture change with a team which is in its infancy. This is supported by leaders in the organisation. Leaders have quality assurance processes in place which inform a development plan for the home. They have also recruited a consultant to mentor the managers to further their development.

Managers support staff to carry out their roles. The managers provide staff with regular supervision and appraisals. Staff are trained to meet the specific needs of the children. When there have been staffing pressures, managers have covered shifts and provided support. However, two of the staff are related and there is no formal risk management plan in place to maintain professional boundaries and confidentiality.

The managers have good relationships with other professionals. They communicate well, providing regular updates. Managers are quick to respond to problems and proactive in resolving issues when they arise.

Managers are improving the home environment. The home is well presented. Some redecoration is required in the lounge, which the manager has arranged. The managers ensure that maintenance related to health and safety is completed promptly. There is CCTV in the house; although this is not used, it detracts from the homely environment.

The regulation 44 reports are ineffective. The reports do not always state whether the children are safeguarded or that their well-being is promoted. The independent person does not regularly contact family members and professionals involved in the children's care. The independent person did not visit the home before completing their most recent report and is of poor quality. The responsible individual and registered manager have raised this with the independent person.

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 registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. (Regulation (44)(1) (2)(a (4)(a)(b))) In particular, ensure that the independent person interviews parents, relatives and professionals as part of the visit. In particular, the independent person must set out whether children are safeguarded effectively and whether staff practice in the home promotes children's well-being.	20 December 2022
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to—	20 December 2022

ensure that the premises used for the purposes of the home are designed and furnished so as to—

meet the needs of each child.
(Regulation (6)(a)(b) (2)(c)(i))

In particular, remove or cover the CCTV cameras installed, to provide a more homely environment.

Recommendations

- The registered person should ensure the plans for children are personalised, taking into account the child's gender and their sexual identity. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.2)
- The registered person should ensure that all staff consistently follow the home's policies and procedures for the benefit of the children in the home's care. Everyone working at the home must understand their roles and responsibilities. This should include clear arrangements for staff who are related to each other. ('Guide to the Children's Homes Regulations, including the quality standards', page 54, paragraph 10.20)

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: 1249111

Provision sub-type: Children's home

Registered provider: Serenity Care Homes Ltd

Registered provider address: Wild at Heart, Forest Road, Thorney Hill,
Bransgore, Christchurch BH23 8DZ

Responsible individual: Deborah Lymbery

Registered manager: Georgina Angell

Inspector

Mark Dawkins, Social Care Inspector

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