

1269565

Registered provider: Q Plus Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

- The home is located within the grounds of Queensmill School, a co-educational school for children with autism spectrum disorders.
- The home provides short breaks and long-term care and accommodation for up to four children who may have a learning disability.
- The manager was registered with Ofsted in January 2018. She is working towards obtaining the required qualification.

Inspection date: 5 December 2019

Judgement at last inspection: good

Date of last inspection: 22 August 2019

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 good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

Children living long term in the home continue to make progress and settle. They are fully supported to stay in touch with their families. Feedback from some of the children is that they are happy with the food, activities and care.

Other children enjoy their short breaks in the home. Some children find the transition into the home difficult at first, but the routines and boundaries that staff set help them to settle. Some children are able to stay for increasing numbers of nights as they build confidence about staying away from their families.

Staff know children's needs and personalities very well. This knowledge helps staff to understand what children may be communicating through their own behaviour.

Improvement works completed in the summer holidays have maintained a pleasant environment for children. Children make good use of the many facilities in the buildings and the grounds which support their sensory needs.

The registered manager has ensured that a requirement made at the last inspection about the independent visitor's reports is met. Reports of their visits to the home now comply with regulation. The registered manager has also met a recommendation to include staff experience and qualifications in the statement of purpose.

Requirements and recommendations made at the last inspection which relate to staffing qualifications, training, supervision and appraisals have not been fully met. This is because the school is going through a period of change to its status; some staff who also work in the school are transferring to form a core team in the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/08/2019	Full	Good
11/02/2019	Interim	Sustained effectiveness
14/11/2018	Full	Requires improvement to be 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 registered person must ensure that all employees— (a) undertake appropriate continuing professional development; (b) receive practice-related supervision by a person with appropriate experience; and (Regulation 33 (4)(a)(b))	28/02/2020
The registered person must ensure that all employees— (c) have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33(4)(c))	28/02/2020

Recommendations

- Where a registered person identifies gaps in qualifications, they should act to ensure relevant units or qualifications are completed in a timely manner at an appropriate level. ('Guide to the children's homes regulations including the quality standards, paragraph 1.4, page 68)
- The registered person should have a workforce plan which can fulfil the workforce related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should:
 - detail the necessary management and staffing structure, (including any staff commissioned to provide health and education), the experience and qualifications of staff currently working within the staffing structure and any further training required for those staff, to enable the delivery of the home's Statement of Purpose;
 - detail the processes and agreed timescales for staff to achieve induction, probation and any core training (such as safeguarding, health and safety and mandatory qualifications);
 - detail the process for managing and improving poor performance;
 - detail the process and timescales for supervision of practice (see regulation 33 (4) (b)) and keep appropriate records for staff in the home.

The plan should be updated to include any new training and qualifications completed by staff while working at the home and used to record the ongoing training and continuing professional development needs of staff – including the home's manager.

(‘Guide to the children’s homes regulations including the quality standards, paragraph 10.8, page 53)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children’s home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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.

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: 1269565

Provision sub-type: Children's home

Registered provider address: 1 Askham Road, Shepherds Bush, London W12 0NW

Responsible individual: Freddie Adu

Registered manager: Christine Fishley

Inspector: Jacqueline Graves, social care inspector

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