

1270744

Headstart Residential Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for up to five children, including children with learning disabilities.

The manager has been registered with Ofsted since the home opened in February 2018.

Inspection date: 3 March 2021

This monitoring visit

This visit was undertaken in response to incidents identified in the most recent monthly report completed by the independent visitor. These monthly reports were not consistently shared with Ofsted following the previous interim inspection on 16 January 2020. There was also a delay in these being shared with Ofsted, which impacted on Ofsted's ability to monitor the quality of care being provided in the home. The visit was undertaken remotely. The inspectors reviewed a number of documents completed. During the visit, inspectors spoke by telephone with children and staff and consulted with relevant professionals.

Children have been well cared for by a committed staff team during the COVID-19 (coronavirus) pandemic. Staff have been child-centred in how they have worked with children. This includes adapting their working pattern to ensuring consistency of care. Children have benefited from the focused time staff have been able to spend with them as a result. Activities for children have continued to be supported well by staff, both within and outside of the home. This has been important for children, who spoke positively about the activities they have been able to engage in.

Staff have a good understanding of children's needs and vulnerabilities. Staff have been able to appropriately respond to children during difficult times. Clear written records, such as care plans and risk assessments, underpin good practice and ensure that staff have a shared understanding of children's needs and how to meet them. Staff have been supported by the registered manager to reflect on incidents

and any learning points from these. Risk management plans are reviewed and updated in response to incidents or new concerns. This helps to ensure that effective strategies are in place to support and reduce known risks for each child.

Children's learning has continued to be supported well during the COVID-19 pandemic. Staff have enabled children to engage in their education. Therapeutic support is designed to meet each child's needs through the in-house provision. Children are supported to develop their self-care skills, which in turn enhances their sense of well-being and self-esteem. Staff support children to keep in touch with their roots and stay connected with their families. This was acknowledged by the social workers that inspectors spoke with.

Staff feel well supported by the management team through the comprehensive health and safety measures put in place in response to the pandemic. The monthly monitoring of the home has continued to be undertaken by the independent visitor. However, one visit covered a two-month period. There was also a delay in the sharing of some monthly reports with Ofsted. The report for one month was not shared until after this visit was completed.

The registered manager is leaving her post. This change has been well thought through by the registered manager and responsible individual. The registered manager has an effective transition plan in place to support the deputy manager's move to the manager's role.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/01/2020	Interim	Improved effectiveness
06/08/2019	Full	Good
03/01/2019	Interim	Improved effectiveness
02/10/2018	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 independent person must provide a copy of the independent person's report to— HMCI; upon request, the local authority for the area in which the home is located; the placing authorities of children; the registered provider and, if applicable, the registered manager; and the responsible individual (if one is nominated). (Regulation 44 (7)(a)(b)(c)(d)(e))	30 April 2021

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: 1270744

Provision sub-type: Children's home

Registered provider: Headstart Residential Care Limited

Registered provider address: Aequitas, Unit 1, Swanwood Park, Gun Hill,
Heathfield, East Sussex TN21 0LL

Responsible individual: Nicola Dann

Registered manager: Caroline Melia

Inspectors

Maria Lonergan, Social Care Inspector
Rebecca Fisher, Social Care Inspector

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