

1270744

Registered provider: Headstart Residential Care Ltd

Interim inspection

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 four children including children who have learning disabilities.

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

Inspection date: 16 January 2020

Date of last inspection: 6 August 2019

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

Through the embedding of therapeutic practice by the staff team, children have been supported to develop a positive sense of agency. This has helped them to develop their sense of self which, in turn, has helped them to understand, and share, their feelings. Staff have further developed their observational skills of children's behaviour and used this to inform meaningful, individualised support plans. With this understanding, children have flourished and have developed positive relationships with each other. Children have each experienced significant progress across all areas of their development through the consistent and empathic support provided by staff.

Staff have applied their therapeutic understanding to inform their practice in the way that children move in to, and on from, the home. Transition planning for the child moving in to the home was well thought through by staff. This enabled staff to effectively assess the child's needs and to provide a bespoke placement plan to meet these needs. The support provided by staff to the young person moving on from the home was excellent and exceeded that which would usually be expected. Through the staff team's understanding of the child's needs, it was able to strongly advocate for a tailored moving-on plan and to provide consistency for the child. This resulted in a successful and positive plan being agreed with carers that were known to the child.

On the limited number of occasions when children have been missing from the home, staff have responded well. In particular, they responded effectively when a child missing from the home was vulnerable to criminal exploitation. Partnership working with statutory agencies and clear decision-making by the registered manager ensured a timely response to safeguarding concerns. Staff have appropriately responded to known risks by implementing the effective risk management plans in place for each child.

Staff continue to benefit from reflective supervision which supports them to develop their practice. Where practice issues have been identified, these have been appropriately addressed through supervision. However, within the individual supervisory meetings, the registered manager has not discussed this in the context of the home's performance management procedures. This has not provided clarity to the staff members in relation to the responsibilities and expectations of their role in relation to performance management.

The home has benefited from redecoration throughout. This has improved the quality of the environment for children and the home now has a brighter feel. The responsible individual for the home has supported changes to the layout of the main house to effectively meet the individual needs of one child moving in to the home. The registered manager has ensured that these changes all comply with fire safety

regulations. The registered manager has ensured that all requirements and recommendations from the last inspection have been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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? Recommendations

- As set out in regulations 31-33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the children's homes regulations including the quality standards', page 60, paragraph 13.1)
- In particular, clear reference to the home's procedures should be recorded within staff supervision records, when addressing concerns regarding staff performance.

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: 1270744

Provision sub-type: Children's home

Registered provider: Headstart Residential Care Ltd

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

Responsible individual: Nicola Dann

Registered manager: Caroline Melia

Inspector

Maria Lonergan, Social Care Inspector

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