

1280623

Registered provider: Wrottesley Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns the home. It is registered to provide care for up to three children who may have social and/or emotional difficulties.

The registered manager holds a level 5 qualification and registered with Ofsted in March 2022

Inspection date: 16 March 2022

Date of last inspection: 21 April 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 in April 2021, nine requirements and one recommendation were raised. At this inspection, the inspector determined that all nine requirements and the one recommendation had been met.

The registered manager has improved monitoring and recording systems in the home to help staff to provide consistency of care for the children and to improve his oversight of the home.

The home environment is well presented. New furniture and soft furnishings have given children a comfortable living space to spend time in. The children's bedrooms are personal to their tastes and are reflective of their individual personalities. For example, one child has a mural of his favourite football team on his wall.

The registered manager ensures that the house and grounds are free from potential hazards. Staff complete weekly health and safety checks and report any damage to the home's maintenance team. This ensures that all repairs are completed in a timely manner.

Staff's administration of medication is effective and appropriately documented. Staff record when children have taken or refused their medication. Medication is stored correctly, and staff now dispose of unused medication in a timely way.

Risk assessments and behavioural support plans provide staff with a clear overview of children's risks and their behaviours. These plans are reviewed by the registered manager and are updated when new risks emerge. For example, it has been assessed that door alarms no longer need to be used on children's bedroom doors at night. Staff work alongside external professionals, such as social workers, to gather key safeguarding information. This joined-up approach ensures that children are effectively safeguarded.

Positive behaviour is promoted and, as a result, the use of physical restraint has reduced. Physical restraint is only used when safe and necessary to do so. Following a restraint, the registered manager evaluates the incident and the restraint record. Children's views about the incident are discussed and recorded. In addition, discussions are held with staff to reflect on their practice.

The registered manager carefully considers the effect that any new children moving into the home may have on the children that already live there. Plans for introducing new children to the home are well thought out and are proving to be successful.

The children currently living in the home are settled. They get on well with each other and are making progress. The staff have worked hard to support and develop positive relationships between them. Activities inside and outside of the home, such as playing board games and trips to the bowling alley, have helped to enhance children's relationships. This contributes to the home being an enjoyable and nurturing place for children to live.

Children said that they feel happy and safe living at the home. They feel that their views about their care are listened to and acted on. The children are also invited to attend weekly house meetings; however, not all the children attend. The registered manager is looking at more creative ways to obtain children's views. This will further contribute to the children feeling safe and well looked after.

Children know how to complain. When children do complain, their complaints are taken seriously. The manager responds in writing and keeps children up to date with the progress of their complaints. This helps them to feel valued and that their views are taken seriously.

Staff receive good levels of training, which is relevant to the needs of the children and helps to increase staff knowledge. All staff in the home have now completed the level 3 diploma in the required timescales.

Staff respond well when children go missing. They respond swiftly and follow joint missing-from-care protocols and ensure that return home interviews are completed. However, Ofsted is not always notified when children are missing for significant periods. Although this shortfall has not affected the children's care or safety, it does not allow for external monitoring or scrutiny.

The registered manager regularly reviews the quality of care received by children. The quality of these reviews is improving, and reports are sent to Ofsted in the required time frame. However, the registered manager has not sought the views of children, staff and external professionals. This does not help to improve the quality of the service.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/04/2021	Full	Requires improvement to be good
02/12/2019	Interim	Improved effectiveness
23/04/2019	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 complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it. (Regulation 45 (1) (2)(b))	17 April 2022

Recommendation

- The registered person should ensure that they notify Ofsted when a child has been missing for a considerable period of time and where their whereabouts are unknown. ('Guide to the Children's Homes Regulations, including the quality standards', page 63, paragraph 14.3)

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: 1280623

Provision sub-type: Children's home

Registered provider: Wrottesley Care Limited

Registered provider address: Office 28, 28 Cleveland Street, Wolverhampton
WV1 3HT

Responsible individual: Shalana Malcolm

Registered manager: Paul Gouldingay

Inspector

Lydia Isaac, Social Care Inspector

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