

2483830

Registered provider: Keswick Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a private provider. The home provides care for up to two children who may have social and/or emotional difficulties.

A new manager has been appointed and is registered with Ofsted.

The home was closed shortly after the last inspection. Therefore, no children were living in the home until it reopened on 18 May 2022.

At the time of the inspection, there were two children living in the home. The inspector observed the children and spoke with them.

Inspection dates: 6 and 7 June 2022

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 6 January 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/01/2022	Full	Requires improvement to be good
09/01/2020	Interim	Improved effectiveness
10/09/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children benefit from living in this home. They are happy with the care that they receive and the difference that it makes to their lives. One child said, 'The staff look after us. I want to stay here for ages.'

The manager considers the child's individual needs, and the staff's ability to meet those needs, before children move into the home. The manager also consults with relevant professionals and, where appropriate, the child's family. However, in a recent admission, the manager did not ensure that the statement of purpose was up to date and, therefore, the child's needs did not accurately match the home's offer of care. However, this did not have a negative impact on the child.

Children receive a warm welcome into the home and are supported to settle. The staff prepare for the child's arrival by getting to know the child's likes and dislikes and organising activities that the child may enjoy. The staff recognise that moving home can be an anxious time for children. Therefore, to help children relax, they receive a therapeutic welcome pack, which contains comforting items such as calming scents, a worry monster, and a pressure blanket. One child said, 'I was scared, but the staff helped me to feel comfortable, I love it here.'

Children receive support to explore their identity, develop hobbies and interests. Their bedrooms are personalised and, through a variety of positive activities, children learn more about themselves and how to express their thoughts and feelings. The staff support children to try new experiences, for example swimming and a visit to a safari park. This helps children to develop personal interests and increase their self-confidence.

Children's physical and emotional health has improved. The staff ensure that children are promptly registered with health services such as the dentist and GP. In addition, staff provide children with an age-appropriate routine, which promotes a healthy diet, good sleep and personal care.

Children have positive relationships with staff, who provide the children with high levels of emotional warmth. Staff are in tune with the children's feelings and recognise when children's behaviour is unsettled by matters such as family time. Staff provide children with reassurance and, where appropriate, give the child a hug. These relationships help the children to feel loved and well supported.

The provider's approach to children's education has improved since the last inspection. When children are not in full-time education, staff follow a clear plan which promotes structured home learning with the children. This includes activities in the community and physical exercise. The staff liaise with the child's relevant school and use the educational resources provided, to support children to complete

schoolwork. This helps children to maintain an interest in learning and reduces some gaps in education.

Children are supported to express their views about the care that they receive. They are referred for an independent advocate as soon as they move into the home, and they are regularly consulted by the manager and staff. Children know how to make a complaint, and when a complaint is made the manager carries out an investigation. Children and the manager meet to discuss the outcome and confirm if the child is satisfied with the result. This helps children to feel empowered and able to influence their lives.

The staff have good relationships with other professionals and the children's family. Communication is good and feedback about the care provided to the children is positive. A parent said, 'They're really looking after [name of child] and [name of child] is a lot happier. They keep in touch with me, and they tell me straight away if there are any problems.'

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

Risks to children are well managed and, as a result, risks have reduced. The staff understand children's individual needs and vulnerabilities, and they follow the strategies identified in children's plans. Children do not go missing from home. However, if this did occur, the manager has relevant protocols in place so that staff know how to respond.

Children feel confident to talk about their experiences and have trusting relationships with the staff. One child said, 'I used to bottle it up, but now the staff help me talk about stuff.' Another child said, 'I feel safe, the staff care about me.'

When children make an allegation, the manager ensures the child is well supported and the information is shared with relevant professionals. The manager's risk assessment considers any additional risks to the child and how these should be managed.

Children receive help to develop tolerance and respect for others. The staff provide advice and guidance to children through key-work sessions and activities. Personalised incentives help children engage in positive behaviour. This helps children to cope with challenges and have better relationships.

The quality of key-work sessions is improving. Together, the staff discuss and identify targets for each child, based on their individual needs. The targets are used as a focus for key-work sessions and for monitoring the child's progress. The staff are supported to improve the way they complete written records of key-work sessions.

The manager uses lessons learned to develop and improve staff practice. For example, staff have received additional guidance on the provider's whistle-blowing policy, and this is now an agenda item for each team meeting. This has increased

staff understanding of the process and how this helps to protect children. Changes to staff supervision mean that sessions are more reflective and encourage staff to raise safeguarding matters. This helps to promote a good safeguarding culture.

The effectiveness of leaders and managers: good

Changes in the management team have resulted in improved leadership and management oversight at the home. A new manager has been appointed who is suitably qualified and has relevant experience of working with children. She is ambitious and highly motivated and is well supported by senior leaders. Together, they have effectively addressed the shortfalls identified from the last inspection.

The staff feel well supported to carry out their role. They say that the management team is approachable and provides them with prompt advice and guidance. Staff training and skills are monitored so that, when gaps emerge, training sessions are booked. The staff are enthusiastic, and they work well together.

New staff have been appointed. They participate in an induction process which includes the provider's mandatory training. The provider continues to have a thorough recruitment process and follows safer recruitment practices. However, in one example, evidence of a staff's qualification was not contained on their recruitment file. This did not negatively impact on children.

The provider has improved their process for challenging other agencies who fail to meet children's needs. The manager supports the staff to challenge other professionals when needed. As a result, the staff have improved confidence. This helps children to receive the right support from other agencies and reduce unnecessary delays.

The manager has effective systems in place to monitor the quality of care provided to children. She carries out a six-monthly review of care and uses evaluation to identify actions in the home's improvement plan. However, the plan does not include how actions will be addressed or the timescales. This may affect how progress is tracked and measured.

Most of the children's records are up to date and reflect their day-to-day experiences. Written records are child friendly and, where appropriate, include photographs of the activities that children enjoyed. However, in some examples, documents are not signed or dated. In addition, the provider does not have copies of the placing local authority care plans. The provider has addressed this with the local authority; however, the absence of key documents affects the information available to the staff to meet the children's needs.

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 compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it. (Regulation 16 (1) (3)(a)) This specifically relates to ensuring that the statement of purpose and conditions of registration are consistent with the child's needs.	8 August 2022
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (3)(d)) This specifically relates to ensuring that staff qualifications are held on their recruitment file.	8 August 2022
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child. (Regulation 36 (1)(a)) This specifically relates to ensuring that children's records include the child's care plan from their placing authority and that all records are dated and signed by the author.	8 August 2022

Recommendations

- The registered provider should ensure that they carry out a review of care every six months, which will be captured in the written report. The report should clearly identify any actions required for the next 6 months of delivery in the home and how those actions will be addressed. ('Guide to the children's homes regulations, including the quality standards', page 65, paragraph 15.4)

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: 2483830

Provision sub-type: Children's home

Registered provider: Keswick Care Limited

Registered provider address: Hylton House, 150 Barnsley Road, Hemsworth,
West Yorkshire WF9 4PQ

Responsible individual: Lorraine Sadd

Registered manager: Robyn Sharpin

Inspector

Catherine Heron, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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