

2490938

London Borough of Hillingdon

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The London Borough of Hillingdon operates the home. The home provides care for up to five children. In the home's statement of purpose, the provider states that it provides care for children who have emotional and/or behavioural difficulties.

The registered manager post has been vacant since 30 April 2019.

Inspection dates: 9 to 10 February 2021

This monitoring visit

This visit took place to address specific issues raised in quality assurance reports received by Ofsted.

This was an off-site visit, in line with current COVID-19 (coronavirus) guidance. The inspector held telephone interviews with children, parents and the acting manager, gained feedback from social care professionals and reviewed documents.

There has been no registered manager in the home since 30 April 2019. Since then, the local authority has appointed an acting manager, who has been in post since September 2019. The local authority is in the process of appointing a new acting manager.

The acting manager deals with safeguarding concerns effectively. Appropriate measures are put in place to protect children. These include terminating some placements, strengthening assessment processes to ensure that children are appropriately matched, completing online safety work with children and seeking mental health professionals' support for children when they need it.

The designated officer commented that there are no systemic safeguarding concerns about the home. Staff receive safeguarding training, and they deal with allegations appropriately. However, the home did not notify Ofsted about one allegation made

against staff. The acting manager agreed to send this in retrospectively; no children were placed at risk of harm due to this shortfall.

There are some missed opportunities in relation to quality assurance. For example, the managers have not always ensured that quality assurance reports reflect the views of children, staff, professionals and parents/carers/relatives.

Children said that they are happy and well cared for. Children told the inspector, 'Staff are very supportive', 'They help me to get through things', and 'They are like sunshine.' One parent said, 'Staff went above and beyond to support my child and they have a lovely relationship with my child.'

Children have enjoyed a range of activities during COVID-19 restrictions. These have included walking in the park, cycling, playing football in the garden, board games, art drawings, movie nights, cooking activities and entering competitions for baking cakes. One child commented that living at the home is fun.

Children continue to learn during the current COVID-19 pandemic. Staff support children in their education. Children have laptops to engage in further online learning.

Risk assessments and care plans are clear, detailed and of good quality. One mental health professional commented that staff support children 'with care and compassion'. The independent reviewing officer and social workers have praised staff about their good levels of communication. This has ensured that children receive the required care on time.

Staff told the inspector that they feel supported and receive regular supervision. Staff feel that the home has managed the challenge of the COVID-19 pandemic well.

This visit has led to two new requirements being made. The one requirement from the previous inspection remains not met and is, therefore, repeated.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/12/2019	Interim	Sustained effectiveness
28/08/2019	Full	Good
12/03/2019	Interim	Declined in effectiveness
03/12/2018	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 provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of— the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a) (2)(a)(b))	7 May 2021
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))	7 May 2021
When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (2)(a))	7 May 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: 2490938

Provision sub-type: Children's home

Registered provider: London Borough of Hillingdon

Registered provider address: London Borough of Hillingdon, Civic Centre, High Street, Uxbridge, Middlesex UB8 1UW

Responsible individual: Tony Zaman

Registered manager: Post vacant

Inspector

Gulcin Ardic, Social Care Inspector

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