

# 2491062

Registered provider: Cornerways Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home provides care and accommodation for up to two children who present with challenging complex behaviours. The manager was registered with Ofsted at the same time as the registration of the home in October 2018.

**Inspection dates:** 2 to 3 April 2019

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

**requires improvement to be good**

How well children and young people are helped and protected

requires improvement to be good

The effectiveness of leaders and managers

requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

**Date of last inspection:** not applicable

**Overall judgement at last inspection:** not applicable

**Enforcement action since last inspection:** none

## Recent inspection history

**Inspection date**

**Inspection type**

**Inspection judgement**

This is the first inspection.

## Inspection judgements

### **Overall experiences and progress of children and young people: requires improvement to be good**

The home requires improvement. The children have only been living at the home for a few months and therefore their progress from their starting points is limited. Some children engage well with staff, who spend time with them. However, improvements to practice are required to enable the staff to fully meet the children's needs and support them to fulfil their potential.

Some children attend their health appointments and lead an active lifestyle. However, not all children attend important health appointments, eat the healthy menu options offered or are provided with sufficient information about the impact of their lifestyle choices on their well-being. This does not ensure that all children's health needs are met.

The home is clean and tidy. However, now that the children have been living at the home for a few months, they would benefit from personalisation of their home to make it more welcoming.

One child is engaging well with the staff. The child attends the education provided and works with staff to improve his potential education achievements. The child embraces the support offered and attends all appointments. Staff motivate the child and enable some progress in all areas of his life.

The staff encourage children's contact with their families and people who are important to them. The staff work hard to try to engage with family members and meet children's friends. When appropriate, the children's friends are involved in activities with them. This helps children to develop their sense of identity.

Staff actively seek the children's views. The children are involved in the plans about their care. When key-work sessions have occurred, these are relevant, and the records are detailed. External professionals come to see the children at the home to share their knowledge and awareness of topics such as knife crime. This provides children with information that is important in keeping themselves safe.

### **How well children and young people are helped and protected: requires improvement to be good**

Individual risk assessments support the staff in working with children. However, not all the risk assessments give staff a full picture of the risks or the actions that they need to take. The assessments are not consistently reviewed following incidents. This means that the staff could miss important information needed to safeguard children.

Staff's management of incidents of verbal abuse from and damage to the home by the children is inconsistent. Staff do not consistently address inappropriate language. They

make exceptions to some situations and go against strategies agreed. In addition, staff do not constantly follow through actions identified to help the children to learn alternatives to their frustrations, anger and learned behaviour. Therefore, inappropriate behaviour for some children continues, and their progress is limited.

There have been no physical interventions. When sanctions have been applied, they have, on occasion, been excessive. Records lack evidence that the child's view was sought, and of the effectiveness of the sanction. In addition, the template that staff are required to complete is not in line with regulation. Therefore, the ability to identify patterns and trends of what is effective for children is restricted.

Some children have gone missing from the home. The home has swiftly developed effective working relationships with external agencies. Staff attend multi-agency meetings and ensure that information is passed to the appropriate professionals to reduce the risk to children. This has resulted in a reduction in the number of incidents for children from their starting points. However, not all strategies are consistently adhered to in order to reduce the risk of children going missing. For example, staff do not consistently make contact with children at agreed times. Thus, children are given mixed messages about returning to the home.

The recruitment of staff and agency staff is meticulous. The system ensures that only suitably vetted staff care for the children.

### **The effectiveness of leaders and managers: requires improvement to be good**

The manager is enrolled on and currently undertaking a level 5 qualification in leadership and management. He is passionate about his work. Staff commented on his commitment to the children and the positive support that he provides to them all. The newly established team lacks experience and requires a significant amount of support and guidance. The provider has recognised this. The recent appointment of a deputy manager is likely to further support the changes required to improve practice at the home.

Staff spoke with enthusiasm about the informative and varied training that they receive to build their knowledge about ways to support the children. However, staff require training in the 'Prevent' duty and online safety in order to fully meet children's needs.

The manager provides all staff with fortnightly supervision. There is evidence of the manager addressing some of the shortfalls in staff practice and informing staff of the expectations of their roles and responsibilities. Team meetings focus on children's needs and, along with supervisions, provide staff with time to reflect on their work.

Staff provide detailed information in children's daily and weekly records. However, there are inconsistencies in the children's plans. These inconsistencies could be confusing for the children and the staff. In addition, staff have not started to collate, or encourage children to collate, memorabilia of significant days and activities. This fails to provide children with memories of their time at the home.

External monitoring of the home occurs monthly. The independent person makes recommendations for improvement for the manager to consider. However, progress has been slow.

## 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   |
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| <p>The health and well-being standard is that—</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being; and</p> <p>children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff help each child to—</p> <p>achieve the health and well-being outcomes that are recorded in the child's relevant plans;</p> <p>understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding;</p> <p>take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; and</p> <p>understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c)(2)(a)(i)(ii)(iii)(iv))</p> | 03/06/2019 |
| <p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 03/06/2019 |

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| <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans;</p> <p>help each child to develop socially aware behaviour;</p> <p>encourage each child to take responsibility for the child’s behaviour, in accordance with the child’s age and understanding;</p> <p>communicate to each child expectations about the child’s behaviour and ensure that the child understands those expectations in accordance with the child’s age and understanding;</p> <p>help each child to understand, in a way that is appropriate according to the child’s age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful;</p> <p>strive to gain each child’s respect and trust;</p> <p>understand how children’s previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children;</p> <p>are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same. (Regulation 11 (1)(a)(b)(c)(2)(a)(i)(ii)(iii)(v)(vi)(viii)(ix)(x))</p> |                   |
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1)(2)(a)(i))</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>26/04/2019</p> |

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| <p>In particular, ensure that all children's risk assessments are up to date and include all potential identified risks and the action required to reduce those risks.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                   |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child; and</p> <p>ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b)(2)(c)(e))</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>03/06/2019</p> |
| <p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>details of the child's behaviour leading to the use of the measure;</p> <p>the date, time and location of the use of the measure;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ('the authorised person')—</p> <p>has spoken to the user about the measure; and</p> <p>has signed the record to confirm it is accurate; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(ii)(iii)(vii)(viii)(b)(i)(ii)(c)(iv))</p> | <p>03/06/2019</p> |
| <p>The registered person must maintain records ('case records') for</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>03/06/2019</p> |

each child which—

are kept up to date. (Regulation 36 (1)(b))

## Recommendations

- Ensure that staff provide a nurturing environment that is welcoming. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.7)

This is with particular regard to the personalisation of the home.

- Ensure that staff keep and encourage children to keep appropriate memorabilia of the time spent living at the home and help children to record significant life events. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.5)

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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:** 2491062

**Provision sub-type:** Children's home

**Registered provider:** Cornerways Care Limited

**Registered provider address:** 7 Paynes Park, Hitchin, Hertfordshire SG5 1EH

**Responsible individual:** Baljinder Haer

**Registered manager:** Lee Stafford

## Inspector

Natalie Burton: social care inspector

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