

2491062

Registered provider: Cornerways Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately run and provides care for up to two children who experience social and emotional difficulties.

The registered manager is qualified, experienced and has been in post for over two years.

Inspection dates: 21 and 22 February 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 8 November 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/11/2022	Full	Good
21/09/2021	Full	Good
11/03/2020	Interim	Improved effectiveness
02/04/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress in this warm and welcoming home because of the support and care the staff provide.

Two children were living at the home at the time of the inspection. Two children have moved into the home and two children have left the home since the last inspection. Staff and the manager remain in contact with the two children who have left. This helps to provide continuity of relationships for children.

Leaders and managers ensure that the home is decorated to a high standard and provides a calming environment. The manager considers the positive impact a welcoming home has for children. Repairs are addressed promptly to maintain the homely feel, and the manager has made the best use of space in and around the home for the children.

Staff have good relationships with the children. When discussing sensitive topics, staff have a soft and nurturing approach. This helps children to be open about their thoughts and feelings and reflect on traumatic events.

Staff carry out carefully planned meetings with children that support them to develop self-confidence and belief and help to provide them with strategies for dealing with their emotions. The staff use the home's research-informed model of practice to help children to feel empowered and understand their trauma. Staff have used research-informed practice to work with children, which has helped to build their self-confidence and awareness.

Staff and managers take children's education seriously and share aspirations for their future. The manager strongly advocates for children, challenging schools when necessary. This has helped children to make substantial educational progress. One child, who had 50% attendance at school when they moved into the home, now has almost 100% attendance.

Staff support the children to be active and healthy and encourage them to take part in hobbies and activities. Children have enjoyed go-karting, trips to the zoo, the theatre and live football matches. Staff spend quality time with children, which provides them with positive experiences.

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

Staff have a good understanding of children's needs and vulnerabilities. They understand their safeguarding responsibilities and seek prompt support from other professionals when needed. Staff have regular conversations with children to explore these risks.

Staff use their skills of de-escalation to support children in crisis. Since the last inspection, the use of physical intervention has reduced significantly.

Incidents that happen in the home are usually managed effectively. The manager is in tune with children's needs and acts quickly to ensure that they are kept safe. A social worker said, 'I have no concerns about the home, in my experience, this has been the best and most proactive residential home I have worked with.' When children raise concerns, staff manage these effectively. When necessary, staff involve external agencies to support the child.

On one occasion, following a significant conversation with a child, staff did not show sufficient curiosity to explore the reasons behind what the child had said. Although the child's risk assessment was updated, this limited curiosity meant that potential actions that may have increased children's and staff's safety were not considered.

Children take regular medication. This is usually managed well. When a child attempted to stockpile medication, staff identified this and took appropriate action to safeguard the child. However, leaders and managers did not subsequently review whether the quantity of medication held for the child in the home presented a further risk.

The effectiveness of leaders and managers: good

The registered manager works closely with a deputy manager. Together, they ensure good oversight in the home.

The manager has reflective conversations with the staff team after incidents. These are effective. The manager uses the home's research-informed model of practice to help staff to grow and develop in their role.

The manager works closely and effectively with external professionals. One social worker said, 'I can always get hold of the manager, they are proactive and work to try and resolve matters quickly.'

Leaders and managers ensure that staff receive a wide range of training to enable them to carry out their role. New staff are quickly enrolled on training courses. The manager is attuned with the staff and supports them to look after themselves so that they can confidently look after the children. The staff benefit from opportunities to reflect on their practice. The manager's approach to supervision and support allows staff a safe space to talk. The manager listens while also making sure that the conversation is helpful and effective.

The manager carries out regular audits to ensure that he has good oversight of the home. He has a good understanding of the strengths and areas for development of the service.

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, The 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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person must ensure— that staff— 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))	15 March 2024

Recommendation

- The registered person should ensure that they make suitable arrangements to manage and dispose of any medication. These are fundamentally the same arrangements a good parent would make but are subject to additional safeguards. ('Guide to the Children's Homes Regulations, including the quality standards', Page 35, Paragraph 7.15)

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: 2491062

Provision sub-type: Children's home

Registered provider: Cornerways Care Limited

Registered provider address: Eastway Enterprise Centre, 7 Paynes Park, Hitchin
SG5 1EH

Responsible individual: Thomas Rainey

Registered manager: Terry Jarvis

Inspector

Dan Williams, Social Care Inspector

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