

2491062

Registered provider: Cornerways Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home, which is run by a private company, provides care for up to two children with complex behaviours.

The manager registered with Ofsted in August 2021.

Due to COVID-19 (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 21 to 22 September 2021

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 11 March 2020

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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

Since the last visit, in September 2020, one child has moved into the home and one child has moved out. Currently, two children live at the home.

The children are very happy and benefit from the stability of living at the home long term. This helps children to develop a sense of belonging. Children have strong relationships with staff and enjoy spending time with them. One child said that the best thing about the home is the staff. The staff are kind and nurturing, they respect the children and this helps the children to feel valued.

Children have made good progress in all areas of their lives from their individual starting points. Both children attend education every day and engage in their learning. The staff encourage children to attend; they recognise the importance of education for children's futures. The staff provide structure and routine to the children's day. This supports the children to have positive and stimulating experiences.

Children engage in a wide variety of hobbies and interests in the local community. They enjoy youth clubs, football clubs, swimming and an independent living support club. Children benefit from fun activities with the staff, such as cray fishing, a summer party to celebrate their achievements and day trips to new places.

Staff support the children to see their families. For some children, family visits have increased to include overnight stays. One child is in the early stages of a move back home.

Children benefit from a modern and clean home. Their bedrooms are decorated to their liking. This provides a warm and inviting home for children.

Children's independence skills improve because they live at the home. Staff encourage them to have structured free time. Children develop their skills in cooking, budgeting and personal hygiene. They benefit from learning and practising their skills to live independently.

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

Children feel safe because the staff provide them with a stable and safe home. The children can identify staff who they can speak to if they have any worries.

Children's risky behaviour has significantly decreased. Children who previously went missing from home and were at risk of being exploited are safer. This is due to high levels of staff supervision and good relationships with the staff. The children engage well with external professionals to understand the risks that they were previously exposed to. Staff give children clear routines and boundaries.

Staff rarely use physical interventions, and when they are used these are appropriate and minimal. Sanctions are seldom used. Instead, staff focus on positive reinforcement. Children engage well in an incentive scheme to help them to change their behaviours and make positive choices. Children respond well and have developed strategies to manage their feelings.

When children raise concerns about the staff, the manager takes action to safeguard the children. However, on one occasion, the staff did not report an allegation to the manager promptly. The member of staff was informed of the allegation prior to the referral to the manager or the designated officer. This failure to follow the set procedures meant that the safeguards intended by referrals were compromised.

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

There have been several management changes in a short time. The previous registered manager left and there have been two interim managers prior to the current registered manager being appointed. The current registered manager is qualified and has the required experience. He is a positive role model and adopts a child-centred approach. This achieves good outcomes for children and enables them to have positive experiences.

Staff receive training that enables them to care for the children. Following significant incidents, staff receive debriefs to discuss their emotions. However, the staff do not always respond to children's behaviours in line with the home's therapeutic model. This is because the staff do not fully understand the children's past traumas or how these may emerge in current behaviours.

Staff keep memorabilia for the children. The children take this with them when they leave the home, providing them with thoughtful childhood memories.

External monitoring supports the manager to make improvements to the home. However, the independent person has not sought a full range of views from parents. This does not ensure that children's parents are provided with an independent person with whom they can raise concerns.

Managerial monitoring has failed to identify some shortfalls in staff recording and practice. For example, the children's weekly and monthly reports contain terminology that is not child friendly. Some risk assessments are not updated with available information. This does not ensure that staff are working consistently with the home's statement of purpose.

The staff speak highly of the manager, the deputy manager and the wider organisation. Staff are very well supported by the manager. As a result, they are flexible and enthusiastic about their work. This means that children receive care from a consistent stable staff team.

Staff team meetings and supervisions are regular and effective. These meetings encourage staff to reflect on their practice. Supervision provides a range of learning goals and supports the staff's professional development.

Professionals and children's families spoke highly of the manager and the staff. They recognise the progress that the children have made. One parent described the home as, 'wonderful and like a family unit'.

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— 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; and 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)(ix)(x))	5 November 2021
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 to ensure— that staff— are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2)(a)(vii))	1 October 2021

In particular, ensure that the staff fully implement the home's safeguarding policy following any allegation.	
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose, and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(h)) In particular: ensure that staff consistently implement the home's therapeutic model in their day-to-day work with the children; ensure that staff update children's risk assessments following incidents; ensure that staff record information about children in a manner that is child friendly.	29 October 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)) In particular, ensure that staff support the independent person to seek the views of children's parents.	30 November 2021

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, Hertfordshire SG5 1EH

Responsible individual: Baljinder Haer

Registered manager: Thomas Rainey

Inspector

Natalie Burton, Social Care Inspector

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