

2495504

Registered provider: Clouds Children's Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides care for one child with behavioural, emotional and social difficulties. The home is owned by a private provider and was registered in October 2018. The manager is not yet registered with Ofsted. She provides dual management to this home and a sister home within the company.

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.

We last visited this setting on 1 and 2 October 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 11 to 12 August 2021

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 **requires improvement to be good**

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

Date of last inspection: 15 January 2020

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/01/2020	Interim	Sustained effectiveness
18/09/2019	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child is receiving good care from a team of staff who understand his needs. He has been able to develop a sense of belonging and has trusting relationships with staff. Staff support the child to attend education both off site and through sessions at home. Due to the commitment of the staff, the child has made progress in many areas of his life.

Managers and staff have provided considerable support for the child to improve his emotional well-being. They have implemented recognised behaviour management approaches in the home with good effect. The child is also benefiting from ongoing individual therapy which is helping him to express himself. As a result, the child is better able to manage his emotions.

The manager has engaged appropriately with the child's parent. She has listened to feedback from the child's parent, who expressed concerns about communication with the home. The manager has developed new systems and approaches to help staff strengthen their relationships with the child's parent. This will help to maintain emotional stability for the child.

The child has recently been on a holiday with his mum, supported by staff. This gave the family an opportunity to have extended time together and enjoy new experiences. Providing a holiday also demonstrates the commitment from staff to building relationships with the child's parent.

The child is not yet taking part in the broad range of activities necessary to maintain a healthy lifestyle, develop social skills and improve his self-esteem. Although suitable activities are suggested and planned, staff have not yet identified effective strategies to engage the child, particularly in physical exercise.

The child benefits from regular key-work sessions, covering a range of topics. His views are listened to and practice is adapted where possible. When his wishes cannot be acted on, this is explained to the child in detail. The child knows his rights and how to make a complaint.

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

Staff and managers have a good understanding of the child's individual vulnerabilities, risks and needs. Risk assessments are detailed and are reviewed regularly. This means that it is clear to staff when changes to practice are required and that they can take effective action to keep the child safe from harm.

Staff manage behaviour well using therapeutic approaches. This has led to fewer incidents happening in the home. The work that the staff have undertaken regarding

behaviour management has been praised by professionals involved with the child and also by his parent.

Recording and reporting of incidents is generally done well. However, one incident was not reported to Ofsted. This was during a period of oversight from a previous manager. The current manager has since improved reporting systems.

Managers and staff have strategies in place to promote internet safety. The child's online activity is carefully monitored. The staff regularly check on the child when he is gaming, and they are aware of the people he speaks to online.

Managers ensure safe recruitment of staff. There is a full staff team, and the use of agency staff is kept to a minimum. When it has been necessary to use agency staff, workers familiar to the child are requested. This promotes a settled atmosphere and consistency of care.

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

There has been inconsistent management of the home. This has led to shortfalls in the support, supervision and performance management of staff. A new manager was appointed in May 2021. She is currently applying for registration with Ofsted.

The new manager has brought professionalism and energy to the team. She has already inspired confidence in senior leaders and staff. On starting at the home, the manager rightly prioritised the safety and quality of care for the child. However, she has a realistic action plan to ensure that management systems are improved.

The professional development of staff has not been of a good standard. Staff have not received good-quality supervision and appraisal. The team has felt the impact of this, which is recognised by the new manager. She has implemented new systems to ensure that this shortfall is addressed.

Managers work positively with other agencies. They have ensured that the child's network includes relevant professionals to meet his needs. Professional feedback is listened to and changes are made to the child's care plan where necessary. For example, the child's social worker and independent reviewing officer have said that progress is being made in terms of the communication with the child's parent.

Leaders and managers now have a clear understanding of the strengths and weaknesses of the home. Leaders scrutinise shortfalls and take decisive action to prevent further incidents. For example, poor practice has been identified in respect of the home's responsible individual. This has been addressed and a new responsible individual has been appointed.

Managers have ensured that the physical environment is safe and secure. However, shared areas of the home and garden are not presented to a high standard and are

outdated. Improvements are required to ensure that the child and staff are comfortable and benefit from a nurturing environment.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii)) This specifically relates to managers ensuring that the identified improvements to the home and garden are carried out in a timely way. This particularly applies to updating the kitchen and staff office, buying new items to make the home more comfortable and ensuring the garden is a child-friendly space.	18 October 2021
If the registered provider is an organisation, the organisation must ensure that the responsible individual undertakes such continuing professional development as is necessary to ensure that the responsible individual has the skills needed for supervising the management of the home. (Regulation 29 (2)) This specifically relates to leaders ensuring that the newly appointed responsible individual receives relevant training and support to fulfil the role effectively.	18 October 2021

The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c))	18 October 2021
The registered person must notify HMCI and each other relevant person without delay if — an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is any other incident relating to a child which the registered person considers to be serious. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter; (b) must be made or confirmed in writing. (Regulation 40 (4)(b)(e) (5)(a)(i)(ii)(iii)(b)) This specifically relates to ensuring that serious incidents are reported to Ofsted and the child's social worker so that safeguarding issues can be monitored and/or investigated where appropriate.	13 August 2021

Recommendation

- The registered person should ensure that children are offered a wide range of activities both inside and outside of the home (where appropriate) and are encouraged to participate in those activities. Staff should support children to take

part in school trips, out of school and other clubs, volunteering and leisure activities. ('Guide to the children's homes regulations including the quality standards', page 31, paragraph 6.5)

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: 2495504

Provision sub-type: Children's home

Registered provider: Clouds Children's Care Ltd

Registered provider address: 73 Francis Road, Edgbaston, Birmingham, Warwickshire B16 8SP

Responsible individual: Balwinder Singh

Registered manager: Post vacant

Inspector

Laura Walker, Social Care Inspector

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