

2495504

Registered provider: Clouds Children's Care Limited

Interim 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 registered manager holds the appropriate qualification.

Inspection date: 15 January 2020

Date of last inspection: 18 September 2019

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

Since the last inspection, there has been mixed progress in addressing the shortfalls identified at the full inspection.

The deputy manager has returned to work following a period of absence. The manager reports that there has been a recent appointment of a senior manager to provide additional support and oversight to the management team in the home. It is too early to assess the impact of this additional management capacity to improved effectiveness in the home.

There is better information sharing and communication with the child's education setting and with the placing local authority. This supports staff to understand and meet the child's needs.

Health appointments and records are up to date. The administration of medication and oversight of practice are better. The deputy manager is developing competency training to maintain improved practice.

Staff have identified an emerging concern regarding substance misuse. They have referred to a local resource to provide assessment and interventions. This will need a robust, joined-up approach with partners and careful monitoring to ensure that this concern does not escalate.

Currently, relationships between staff and the child are varied. There have been a small number of incidents involving threatening behaviour by the child towards some staff. Staff generally manage these incidents well and they do not escalate to notifiable incidents.

Staff have received safeguarding training and behaviour management training. This inspection found that further training and development is required to support staff and managers to respond effectively when progress is not sustained. There has been inconsistent education attendance and insufficient progress in supporting the child to develop independence skills. This is the main purpose of the child's placement and care plan.

There has been one allegation since the previous inspection. Child protection procedures have been followed and processes have concluded in a timely way. However, there has been no feedback to the child and the manager has not yet shared learning from this allegation, or a previous allegation, to support safe care in the home.

The managers have developed and implemented an escalation policy to ensure that placing authorities and/or partners are challenged effectively if significant information is not shared from the start and if there is delay in providing essential resources to support children's progress.

It is not clear that managers have a realistic view of the strengths and areas for development within the home. Managers need to develop more effective oversight of the difference the home is making to children's progress and welfare. There remains a concern about managers' aspirations for children's lived experiences and progress.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/09/2019	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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; help each child to understand the importance and value of education, learning, training and employment; promote opportunities for each child to learn informally; help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment; and help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8 (1)(2)(a)(ii)(iii)(iv)(v)(ix)(x))	24/02/2020
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles.	24/02/2020

In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; and understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c)(2)(a)(iii)(iv))	
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— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; and 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. (Regulation 11 (1)(a)(b)(c)(2)(a)(i)(ii)(iii)(vi))	24/02/2020
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— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if	24/02/2020

necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1)(2)(a)(i)(ii)(iii)(vi)(vii))	
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— understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; 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)(f)(h))	24/02/2020

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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 Limited

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

Responsible individual: Balwinder Singh

Registered manager: Mark Oseland

Inspector

Cathey Moriarty, Social Care Inspector

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