

2503142

Registered provider: Solace Care Partners Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a privately run home that is registered to provide care and accommodation for up to four children and young people. The home's statement of purpose states that the home cares for children and young people with emotional and behavioural difficulties.

The home was registered in April 2019 and this is the second inspection of the service.

Inspection date: 13 January 2020

Date of last inspection: 23 July 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.

Leaders and managers at the home have addressed the two requirements and five recommendations made at the last full inspection.

The registered manager has now returned from maternity leave and is currently working part-time. She is supported by a deputy manager and the registered manager of a new property, which is adjacent to the home. This new home is owned by the same company and shares staffing and training resources.

Feedback from a placing social worker was positive; the social worker commented, 'The home demonstrated a real strength in reaching out to and establishing a rapport.'

The process of admitting children and young people to the home has improved. Leaders and managers reflected on the concerns expressed during the last inspection and subsequently altered the referral procedure. Managers now prioritise admissions that are planned and complete thorough assessments. This has reduced the number of unplanned placement endings and allowed children and young people to settle.

Children and young people access education provision quickly following their admission to the home. Leaders and managers have established good working relationships with local education resources. This ensures that placements are found that meet the needs of children and young people who are newly admitted to the home. This helps children and young people to establish positive routines.

The registered manager's monitoring reports fail to contain enough evidence of gaining the opinions of young people. This limits any effective evaluation of the quality of service provided to children and young people

Care plans and risk assessments do not reflect the views of children and young people. They do not guide staff in how to support young people when they are struggling with their feelings or behaviours. This limits their effectiveness and the staff team's understanding of children and young people.

Multi-agency working has improved. Leaders and managers have contacted a nationally recognised organisation that supports care home providers. This organisation offers a broad range of training and opportunities to share practice and learning. In addition, the home has contacted local police teams who specialise in addressing missing behaviour, and gang and child sexual exploitation-related issues. Their input has helped to improve the quality of risk assessments and the sharing of

key information, such as possible risk factors that children and young people face in the local community.

Safeguarding practice when children or young people go missing from the home is now stronger. Leaders and managers quickly challenge placing authorities to convene professionals' meetings and assess safety plans when missing behaviour occurs. Less positively, the home does not monitor the provision of independent return to care interviews; this limits the support for young people at a vulnerable time.

Leaders and managers have improved the quality of staff training. Staff reported that they had recently attended a two-day training course on behaviour management and that this has helped them to both understand and address young people's behaviour. Furthermore, the home has recruited an experienced member of staff to review behaviour management plans and offer one-to-one support to staff where appropriate.

The home environment requires improvement. One bedroom was dirty with plates, food wrappers and rubbish all over the floor. This was of concern given that the young person was missing at the time of this inspection. By failing to clean the room, staff missed an opportunity to fully assess why the missing event had occurred. In addition, it presents a poor impression for the young people on their return to the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/07/2019	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 quality and purpose of care standard In order to meet the quality and purpose of care standard, the registered provider must ensure— that staff— provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6(2)(b)(vii)) In particular, that the registered provider ensures that young people are supported to keep their bedrooms clean of hazards, such as dirty plates, empty packets of drink and empty food boxes.	01/03/2020
Review of quality of care In order to complete a quality of care review the registered person must establish and maintain a system of monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided to children. (Regulation 45 (2)(a)(b)(c))	01/03/2020
The positive relationships standard The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; In particular, the standard in paragraph (1) requires the registered person to ensure—	01/03/2020

that staff— encourage each child to take responsibility for the child’s behaviour, in accordance with the child’s age and understanding. (Regulation 11(1)(a)(2)(a)(iii)) In particular, ensure that behaviour support plans include the views and opinions of young people.	
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Recommendations

- When a child returns to the home after being missing from care or away from home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. (‘Guide to the children’s homes regulations including the quality standards’, page 45, paragraph 9.30)

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: 2503142

Provision sub-type: children's home

Registered provider: Solace Care Partners Limited

Registered provider address: 8th Floor, Wentworth House, 350 Eastern Avenue, Ilford, Essex IG2 6NW

Responsible individual: Umer Ahmed

Registered manager: Sherene Longmore

Inspector

Barnaby Dowell, Social Care Inspector

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