

# 2523027

**Kennet Care Limited**

Monitoring visit

Inspected under the social care common inspection framework

## **Information about this children's home**

The privately-owned home is registered to provide care for up to six children. The statement of purpose states that the home caters for the needs of young people between the ages of eight and 17. It aims to create a warm, caring environment that is safe and supportive, enabling children to recover from past life experiences and grow to achieve their full potential.

The manager was registered with Ofsted in July 2019 when the home was first registered.

**Inspection date:** 23 July 2020

## **This monitoring visit**

Following the home being registered in July 2019, its first scheduled inspection was deferred, in accordance with Ofsted's response to the COVID-19 (coronavirus) pandemic. The purpose of this visit was to monitor the provider's performance since registration, in terms of children's safety, well-being and experiences. No judgement is made from this visit. Due to COVID-19 restrictions, this monitoring inspection was conducted using off-site activities that included the review of documents and telephone interviews with one child, staff, senior leaders and external professionals involved with the children's care.

The children benefit from living in this home. The care and support they receive helps them to develop an insight into their histories and experiences and supports them to develop positive strategies and coping skills. As a result, one child has had a significant reduction in their self-harming behaviours. An advanced mental health practitioner said, 'The staff have been fantastic in listening to the child and understanding the reasons behind the behaviour'.

The children enjoy the company of the staff who care for them. They trust the staff enough to seek out their support and reassurance. One child said that they feel safe

living in this home. They said that bullying is not a problem and they are confident that members of the staff would address it effectively, if it was to occur.

The children are able, with the sensitive support from the staff, and where it is in their best interests, to maintain contact with their families. Members of staff are aware that sometimes these visits can be experienced as challenging and stressful for the children. Therefore, they plan for these visits with the children and ensure that the children and their families receive the support needed for these visits to be successful.

Explicit protocols are in place for the staff to follow in the event that a child goes missing or is away from the home without permission. These are followed effectively, and there is close liaison with police officers so that any developments or issues of concern can be shared quickly. This ensures that children return to the home safely. Since living in this home, one child has had a significant reduction in their reported missing episodes.

All members of staff receive regular supervision and training to ensure that they have the skills and knowledge to provide a good level of care to the children. Monthly group supervision with a psychotherapist provides the team with the opportunity to reflect on their work, the dynamics of the home and the impact of their professional role on their lives.

A member of staff has spent time converting the 'working together to safeguard children' document into a child-friendly version. This was done to explain to the children how professionals work together, and why and how their information is shared. This innovative practice has really helped one child to make sense of how and why a wider network exists.

Staff routinely demonstrate practice that protects the children and promotes their welfare. However, one example of an alleged staff conduct concern was identified by the inspector when reviewing staff supervision records. The alleged incident was recorded in the record, but it had not been escalated by the supervisor to senior leaders, in accordance with the home's safeguarding guidance. Consequently, investigative action has been delayed. The registered manager took swift action, and at the time of this report, an investigation is underway.

Some members of staff have not recorded clear or sufficient details in the weekly children's home meetings. Reports sampled did not capture the views of the children attending and records lacked defined actions. These shortfalls have not had a negative impact on the safety of the children, but it is a missed opportunity to show the children that their views and opinions are valued and acted upon.

## Recent inspection history

This is the first inspection.

## 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   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>are familiar with, and act in accordance with, the home's child protection policies.</p> <p>(Regulation 12 (1)(2)(a)(vii))</p> | 11/09/2020 |

### Recommendations

- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child ('Guide to the children's homes regulations, including the quality standards', page 62, paragraph 14.4)

### Information about this inspection

Ofsted is aware of the challenges that COVID-19 is currently posing to those we regulate. During this visit, the inspector took into consideration the impact of any

measures being taken to slow the spread of COVID-19 by the home. This has included the effect these have had on staffing arrangements.

The purpose of this visit was to monitor the provider's progress since the home was first registered in July 2019.

This inspection was carried out under the Care Standards Act 2000.

## **Children's home details**

**Unique reference number:** 2523027

**Provision sub-type:** Children's home

**Registered provider:** Kennet Care Limited

**Registered provider address:** C/o Stan Colaco & Co, Regus Business Centre, Centurion House, London Road, Staines TW18 4AX

**Responsible individual:** Raj Kelair

**Registered manager:** Dennis Visser

**Inspector:**

Kelly Monniot, social care inspector

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