

# 2526435

Registered provider: Shalamar Children Limited

Interim inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home registered in July 2019. It is one of two homes operated by a small private provider. The home provides care for up to three children who cannot live at home or in a foster placement because of their social, emotional and/or behavioural needs.

There has been no registered manager since 1 January 2021. The interim manager has been in post since June 2021 and has applied to register with Ofsted.

**Inspection date: 23 September 2021**

**Date of last inspection:** 28 April 2021

**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 this interim inspection, Ofsted judged that it has improved effectiveness.

The manager has addressed four of the five requirements and two out of the three recommendations that were raised at the last inspection. Two additional requirements are made at this interim inspection. The manager has made improvements to the children's risk assessments and missing person's protocols. Risk assessments and missing-from-home protocols are clear, accurate and up to date. Staff understand what is required of them should a child go missing or display risk-taking behaviours. Incident reports reflect that staff's action aligns with the guidance set out in the children's plans.

Since the last inspection, two children have moved out of the home and two children have moved in. Another child has been living at the home for over a year. The needs and risks of the newly admitted children have been sufficiently considered. Therefore, the current group dynamics are positive.

The new manager has made a positive difference to the home. He monitors records to good effect. Records are clear, up to date and accurate. Staff respect the new manager and recognise that the positive changes at the home were due to his input.

Two of the children do not have education placements. However, staff have been tenacious and relentless in their pursuit of education provisions or in-house tutoring. Several factors outside of the staff's control have delayed one child's access to education. Another child has been resistant to engage in education and has refused to attend college. This child's parent said that the deputy manager has been tenacious in her attempts to try to encourage the child to attend college.

Children's social workers provided very positive feedback about the quality of care at the home. All social workers identified progress that their children have made. Progress includes a reduction in self-harming behaviour, improvements in self-care, an increase in children's confidence and children's ability to establish positive relationships with others.

The staff support the children's hobbies and interests well. They provide children with opportunities to engage locally, doing things that they enjoy. Although these opportunities are not always taken up by the children, they are consistently offered. These activities include swimming, baking, going to the gym and singing sessions at a music studio.

Children go missing from the home infrequently. When children do go missing, staff follow the children's plans to achieve their safe return. Missing person's protocols

clearly say what staff should do if a child goes missing from the home. The manager updates missing person protocols to ensure that any new and relevant information is suitably recorded. The placing authority holds responsibility for providing return home interviews. However, managers do not consistently challenge placing authorities when they fail to provide return interviews for children after they have been missing. As a result, children do not consistently have access to this safeguard.

The organisation's area manager worked at the home when the manager was on annual leave. Managers had not recorded this on the rota. The manager should maintain accurate records of staff who have worked at the home in case a query arises later.

The manager has completed an internal monitoring report. However, he did not submit the report to Ofsted. This shortfall means that Ofsted does not have a current view of the home.

Recruitment records relating to agency staff are not always adequate. It is not always clear if the required information has been gathered. Issues that should provoke managerial curiosity have not done so. This does not ensure that the children are as safe as they could be.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 28/04/2021      | Full            | Requires improvement to be good |
| 22/10/2019      | 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        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children's home; or</p> <p>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>the individual is of integrity and good character;</p> <p>the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;</p> <p>the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(a)(b)(c)(d))</p> <p>In particular, ensure that agency staff have had the required checks.</p> <p>This requirement was made at the full inspection and is re-stated.</p> | 29 October 2021 |
| <p>Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.</p> <p>The registered person must—</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 29 October 2021 |

|                                                                                                                                                                                                                                                                                                                                                                          |                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p>maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a))</p> <p>In particular, ensure that all staff working at the home are recorded on the rota.</p>                                                                                                                                                                                              |                 |
| <p>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1) (4)(a))</p> | 29 October 2021 |

## Recommendation

- The registered person should ensure that when a child returns to the home after being missing from care or away from the home without permission, the responsible local authority provides 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:** 2526435

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

**Registered provider:** Shalamar Children Limited

**Registered provider address:** Unit 63a, Thames Industrial Estate, Princess Margaret Road, East Tilbury, Essex RM18 8RH

**Responsible individual:** Samuel Connor

**Registered manager:** Post vacant

## Inspector

Lianne Bradford, Social Care Inspector

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