

2526435

Registered provider: Shalamar Children Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to three children aged between four and 17 years who experience social and emotional difficulties.

At the time of the inspection, two children were living at the home.

The manager registered with Ofsted in February 2025.

Inspection date: 26 February 2025

Date of last inspection: 23 September 2024

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

The inspector has looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

One of the children contributed to this inspection. One child went missing from the home during the inspection. Since the last inspection, two children have moved into the home and two children have moved out.

The registered manager left in October 2024 and a new manager registered with Ofsted in February 2025. The manager demonstrates a commitment to improving the experiences of children and staff.

There has been significant improvement in the management oversight in the home. The manager reviews all records in a timely way. Management review of incidents considers actions to prevent recurrence. Risk assessments are updated after all significant incidents for children.

Planning for children moving to the home has improved. One child moved into the home in an emergency, and another moved into the home in a planned way. The manager carefully considers the home's ability to meet the needs of the children. This assessment considers whether the children already living in the home and the new child are suitable to live together.

The manager has overseen improvements to the ongoing review of children's needs and the provider's capacity to meet them. When there are concerns in this area, the manager meets regularly with the responsible individual and the director of the company. This helps them to share concerns and make plans to support the children to remain living together safely.

One child had their placement at the home ended. This was a carefully assessed decision due to issues that were not foreseen during the referral process for the child. The decision was made after considerable effort to stabilise the child's place in the home. The home supported the child to move from the home in a positive way.

Managerial oversight and responses to concerns raised by children have improved. When children make complaints, managers take appropriate action and inform the relevant authorities without delay. Managers carry out investigations, showing curiosity about children's experiences.

The relationships between children in the home have been turbulent when new children have moved in. This has contributed to significant incidents. Staff have taken action to ensure children's safety and have acted in line with the home's therapeutic ethos. Managers have promptly involved relevant professionals in proactive planning to reduce the risk of incidents reoccurring.

Staff support children to build positive peer relationships and to develop social skills. Children enjoy group activities together, going to activity centres and restaurants.

Children's engagement in education is variable. One child's attendance has decreased since living in the home. The manager speaks to children to gain their views on education, and advocates for education in line with children's wishes. Children are supported to develop healthy sleep routines that support them to be rested for education. The provider works closely with education professionals to support children's attendance.

There have been improvements in the recruitment and retention of staff. There has been a reduction in the use of agency staff. Consequently, children experience consistency in the adults caring for them.

Since the last inspection, there has been one specific incident when the manager spoke to the child about their views on a hold despite being involved in some elements of the incident. This did not provide the child with an appropriate, independent adult to raise any concerns about the incident with.

Children's relevant plans are concise and clear for staff to follow. However, one child's plans did not include details of a diagnosed learning disability. In discussion, staff did not demonstrate sufficient knowledge of the child's diagnosis. This reduces the likelihood that staff will consistently support children in a way that considers their additional needs.

Most staff have training to ensure that they have the skills needed to meet children's specific needs. The manager considers the skills of the staff when assessing the suitability of the home to meet a child's needs. One member of staff has not received training in several areas that are specific to the needs of the children in the home. This member of staff holds a senior role. This does not ensure that they have the skills to meet children's individual needs or to guide other staff in relation to children's specific needs.

All the requirements and recommendations from the last inspection have been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/09/2024	Full	Requires improvement to be good
12/12/2023	Full	Good
02/08/2022	Full	Good
23/09/2021	Interim	Improved effectiveness

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, The 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 staff— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(b)(iv)) In particular, ensure that children's relevant plans give details of their diagnosed learning disabilities and that staff are aware of them and understand how they affect the way in which their care should be delivered.	2 April 2025
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(b) (2)(c))	2 April 2025

Recommendation

- The registered person should ensure that any child who has been restrained is given the opportunity to express their feelings about their experience of the restraint as soon as is practicable, ideally within 24 hours of the restraint incident, taking the age of the child and the circumstances of the restraint into account. In particular, the child should be offered the opportunity to speak about their experience of restraint with a person who has not been involved in the incident. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.60)

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: Paul Lacy

Registered manager: Christopher Dixon

Inspector

Andrea Bounden, Social Care Inspector

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