

2529639

Registered provider: Coventry City Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by the local authority. It is registered to provide care for up to four children who may have experienced early childhood instability that has led to trauma and associated complex behaviours.

At the time of this inspection, three children were living in the home. Two children were spoken to during the inspection.

The home has been without a registered manager since 19 July 2024. A new manager has been appointed from within the organisation. They have not yet applied to register with Ofsted.

Inspection dates: 27 and 28 August 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 22 August 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/08/2023	Full	Good
25/07/2022	Full	Requires improvement to be good
14/09/2021	Full	Good
06/02/2020	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children's views shape the good care that they receive from staff. Relationships between staff and children are built on mutual trust and respect. This means children are supported to make progress in many areas of their lives. One child said, 'I am really happy living here.'

One child has been welcomed to the home since the last inspection. There was a well-planned transition, and the child has settled well. One child enjoyed a well-planned move out of the home. They moved into supported accommodation, in line with their plan.

Two of the children attend school regularly. Staff recognise and celebrate children's educational achievements. One child completed their exams despite struggling to go to school for a period of time. Children do voluntary work with other children with additional needs. Staff help children to secure apprenticeships so they can realise their ambition of working with children in the future.

Staff understand and support children's health needs. Children attend routine and specialist health appointments. They are educated about healthy eating and other health-related topics.

Children understand their identity and celebrate diversity. They spend time with people who are important to them. One child has been building relationships with their extended family members. This is part of their wider plan for independence, in preparation for when they move out of the home. Another child attends their place of worship when they choose.

Some of the communal areas of the home have been redecorated. Children enjoy using these areas to eat together, relax and play games. Children's bedrooms have been decorated to children's tastes. However, a fire door and the front door of the home are in need of repair. Handles are missing from a cabinet used by children in the communal area and there is mould in one of the bathrooms. This takes away from the homely feel that the interim manager works hard to create. This has been acknowledged and there are plans in place to address these issues in the next few weeks.

How well children and young people are helped and protected: good

Staff have a thorough understanding of children's needs and vulnerabilities. They use discussions to educate children around risks in the home and in the community. Consistent routines and boundaries in the home help children to feel safe.

Staff help children to respect each other and to understand socially acceptable behaviours. When there is an increase in conflict and bullying between children, staff act appropriately.

to manage this. Children's relationships with each other have improved because of this good work.

When children go missing from home, staff act appropriately and follow children's plans. Staff search for children and work with external professionals to ensure that they return home safely. Incidents are recorded in a timely manner. Children are offered the support of an independent person to speak to about their experiences. Episodes of going missing have reduced since the last inspection.

Children have risk management plans that provide guidance to staff to keep them safe and well. However, the assessment for one child to go on a planned holiday with a member of staff did not contain relevant information, which resulted in the child being left in a vulnerable situation and unable to share concerns. The manager followed up on concerns when the child returned and managed this effectively in line with the organisation's policy. Children in the home have been kept safe while this matter is fully investigated.

The effectiveness of leaders and managers: good

The registered manager who left the organisation in July 2024, had not been working in the home since October 2023 due to concerns about their practice. The impact of this on children's care and support has been minimal. The deputy manager took over interim management of the home, closely supported by senior managers. Together, they have helped children to understand the changes.

Staff speak positively about the interim manager. New staff receive a clear induction and a probation period during which they feel supported. Staff have regular supervision meetings where they can reflect and develop. Team meetings enable staff to contribute to the agenda, to share their concerns and to learn from incidents in the home. This helps staff to feel listened to and valued.

A variety of training is undertaken by staff. This includes specialist courses based on children's individual needs. This helps staff to deliver individualised care for children.

Some of the staff have the required qualification for residential childcare. Other staff are working towards gaining this qualification. However, one member of staff has not completed their qualification within the required timeframe. The interim manager continues to support them with this. They have a plan in place to ensure this is completed without further delay.

Effective multi-agency working remains a strength of the home. An education professional praised staff for their good communication and care for children. This has led to the children being more confident, independent and self-aware.

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 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 necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i)) In particular, the registered person must ensure that they consider a process for children to share any concerns they may have about staff during trips and actions to mitigate this to keep children safe.	7 October 2024
The registered person may only— employ an individual to work at the children's home; or 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). The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform. For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—	7 October 2024

the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or

a qualification which the registered person considers to be equivalent to the Level 3 Diploma.

The relevant date is—

in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home. (Regulation 32 (2)(a)(b) (3)(b) (4)(a) (5)(a))

In particular, the registered person must ensure that staff complete the appropriate qualification in a timely manner.

Recommendation

- The registered person should ensure that all areas of the home are well maintained. In particular, that the door of an empty bedroom and the front door are repaired or replaced. Also, that handles are fitted to the cupboard in the communal area and mould in an upstairs bathroom is addressed. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)

Information about this 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: 2529639

Provision sub-type: Children's home

Registered provider: Coventry City Council

Registered provider address: Broadgate House, 3 Upper Precinct, Coventry CV1 1FS

Responsible individual: Angela Whitrick

Registered manager: Post vacant

Inspector

Nurul Kabir, Social Care Inspector

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