

2535887

Registered provider: Kelwell Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to five children who experience social and emotional difficulties.

There were three children living in the home at the time of this inspection.

The home registered with Ofsted in August 2019. The manager registered in May 2021.

Inspection dates: 1 and 2 November 2023

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: 12 October 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/10/2022	Full	Good
10/11/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home has a welcoming family atmosphere. The trusted and positive relationships between staff and children are a strength of this home. One social worker commented on the positive progress of one child and said that they 'wouldn't be where they are today if it wasn't for [name of home] and the relationships they have built with staff'.

Children say that they feel happy and safe living in their home. Children are listened to and they are encouraged to raise any issues that they have. There are regular house meetings where children share their views and feelings. Suggestions made by children are acted on, from menu planning to suggesting trips and various group activities. This supports children to develop a sense of belonging in their home and investment in their own care planning, which helps them to make good progress.

Children are supported to develop their independence skills. Staff help children to learn how to budget, cook their own meals and do their own laundry. This helps children learn key skills and prepares them for their futures.

Staff's individualised care and understanding of children's progress are good. Staff are committed to the children and celebrate the children's achievements. Staff effectively advocate for children, which ensures that children's needs are promoted.

Children make good progress in education. If children are not in formal education, staff are creative and provide alternative learning opportunities. Together with education professionals, staff create bespoke learning opportunities to support children and their development. This has resulted in some children securing apprenticeships.

Children enjoy activities ranging from horse-riding, go-karting, paintballing and laser tag to trips to theme parks and attending music concerts.

Children are supported to maintain positive and safe relationships with the people who are important to them. Staff are proactive and work closely with children, their families and friends to increase the amount of time that they spend together. As a result, children build their self-identity, resilience and self-esteem.

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

Children are supported and encouraged to make healthier and safer choices. Children's personalised plans support staff to understand triggers for certain behaviours and give them strategies to manage situations to prevent escalation.

Safeguarding incidents are managed well. Effective and appropriate action is taken and there is clear management oversight of incidents and records. Restorative and

reflective conversations are held with children to address incidents of concern. These conversations are non-judgemental and enable children and staff to work through incidents to identify strategies to prevent such incidents occurring in the future.

Staff understand risks well. They identify patterns in behaviour and when there is an escalation of risk to children. This is reflected in children's risk assessments and behaviour management plans, which are regularly updated when children's needs change.

If children are missing from the home, staff are proactive and keep in touch with them. Staff follow the agreed missing-from-home protocol. Staff hold focused discussions with children to understand from them the reasons behind their absences. This has resulted in fewer missing-from-home episodes.

Parents and professionals do not have any concerns regarding the safety of children living in the home. Leaders, managers and staff communicate effectively and are responsive, which further increases children's safety and well-being.

The effectiveness of leaders and managers: good

Leaders and managers are motivated and passionate about the care that they provide to the children. They know children very well and ensure that their needs are met and any issues are addressed promptly. The management team ensures that children receive individualised care.

The practice and approach of the management team are child-focused, trauma-informed and empathic. This approach was commented on by one social worker, who said, 'This approach filters down to all staff and we have seen some positive change for [name of child].'

Staff feel supported and enjoy working at the home. Managers and staff receive regular and effective supervision and appraisals. Leaders and managers ensure that staff are encouraged to develop their skills and provide opportunities for career progression. Team meetings and supervision provide staff with opportunities to discuss children's progress, reflect on their practice and help to identify training needs. Staff say that managers are responsive and they feel valued. As a result, staff retention is good. Additionally, staff have the appropriate experience and qualifications for their role.

Leaders and managers consistently review the quality of care provided to children and this helps them to identify where improvement is required. They value the role and input of the independent person and act swiftly on any recommendations that they make.

The home's statement of purpose could be improved to accurately reflect the services provided to children. For example, information about the use of commissioned services and practitioners could provide more detail of practitioners' qualifications and experience and the management oversight arrangements.

What does the children's home need to do to improve?

Recommendation

- The registered person should ensure that the home's statement of purpose is updated to reflect the necessary management arrangements and the experience and qualifications of all staff, including those commissioned to provide health and education to enable the delivery of the home's statement of purpose. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraphs 10.8 and 10.10)

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: 2535887

Provision sub-type: Children's home

Registered provider: Kelwell Care Limited

Registered provider address: 4th Floor, Victoria House, 101-105 Victoria Road,
Chelmsford, Essex CM1 1JR

Responsible individual: Anne Wells

Registered manager: Sheree Evans

Inspector

Amanda Burrows, Social Care Inspector

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