

2535887

Registered provider: Kelwel 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. The provider's statement of purpose states that care is provided for children with social and/or emotional difficulties.

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

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

We last visited this setting on 29 October 2020 to carry out an assurance visit. The report is published on the Ofsted website.

Inspection dates: 10 and 11 November 2021

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: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
Not previously inspected		

Inspection judgements

Overall experiences and progress of children and young people: good

Three children were living in the home at the time of the inspection.

Managers and staff forge strong relationships with children. These relationships have played a vital part in supporting children throughout the COVID-19 pandemic. One child who tested positive for COVID-19 said, 'If I didn't have my support worker, I would have gone mental.'

Children benefit from regular, individualised and good-quality key-work sessions. Staff regularly support children with good reflective discussions about their needs and daily lives. This helps children to feel valued and to recognise the progress they are making.

Staff place great importance on helping children to achieve academic success. Children who are reluctant to engage in school are consistently encouraged to attend and helped to build their skills to manage social situations within the school environment. Leaders and managers consistently and creatively seek ways to engage children who refuse to attend any education provision. As a result, most children are proud of their daily achievements at school.

Children benefit from excellent opportunities to have fun. For example, children regularly attend activities of their choice, such as escape room experiences, trampolining and go-kart racing. This helps to promote children's special interests.

Leaders, managers and staff encourage and support children to keep in touch with family members. Managers and leaders offer strong support to parents and carers to promote good-quality family time. Staff are instrumental in repairing relationships between children and their family. They ensure that, where possible, families engage with children for special occasions, including birthdays and Christmas.

Children have not made any formal complaints. Children spoken to during the inspection say that they feel able to share any worries with trusted staff members.

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

Staff focus their efforts on building positive and meaningful relationships with children. This child-centred care helps children to feel safe and know that people care about them.

Staff only use physical restraint when it is necessary to safeguard children and others from harm. Following incidents, children receive very good support which enables them to reflect on their emotions. As a result, serious and violent incidents have significantly reduced.

Allegations against staff are managed well. Staff demonstrate a good understanding of the policies and procedures relating to whistle-blowing and the management of allegations against senior staff. This helps to keep children safe.

Staff understand children's individual needs, risks and vulnerabilities. They use this informed knowledge to encourage children to make safe decisions. Leaders and managers are tenacious in escalating concerns to the police and the placing authorities. However, a risk assessment relating to one child in possession of a knife is not sufficiently detailed and does not include enough information about how this risk will be mitigated.

Children who go missing from the home experience a well-coordinated response, and there is a clear plan of action in place to safeguard them. Staff keep in touch with children while they are missing and make efforts to locate them to ensure their prompt return home. However, not all staff demonstrate a good understanding of when to report children as missing from care. The manager took prompt action to address this and has plans in place to regularly review this.

The effectiveness of leaders and managers: good

The home is managed by a suitably qualified and experienced registered manager and there is a permanent, skilled staff team. The manager plan shifts well and uses regular bank staff to provide consistent care while recruitment for permanent staff takes place.

Staff are well supported. They benefit from regular supervision, appraisals, team meetings and the support of the in-house therapist. Leaders and managers regularly involve children in the undertaking of staff appraisals. This helps staff to take children's views into account when supporting children.

Leaders and managers know the children extremely well and advocate effectively on their behalf. Managers ensure that new strategies and interventions are considered from specialist providers to address changing needs. This ensures that children remain the focus of interventions to keep them safe and develop necessary life skills.

Leaders and managers place great emphasis on helping children to move into the home and preparing children to move on from the home. This helps children moving into the home to quickly settle in and to start to make progress physically, emotionally, socially and educationally. Children who leave the home are supported very well. For example, leaders and managers purchased new furniture and a bed for one child to support his move from the home.

Most of the time, leaders and managers are good at reporting significant incidents to the regulator. However, one serious incident, although managed well, was not reported to the regulator. The failure to report this has compromised external oversight.

Independent monitoring reports do not regularly show evidence that conversations have been held with stakeholders or parents. Independent monitoring visits continued to take place remotely, even when guidance suggested that it was safe to visit the premises. This was not challenged effectively by managers.

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
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	20 December 2021
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires; and to inspect the premises of the home and such of the home's records (except for a child's case records unless the child and the child's placing authority consent) as the independent person requires.	20 December 2021

A visit by the independent person to the home may be unannounced. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— children are effectively safeguarded; and the conduct of the home promotes children's well-being. The independent person's report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. (Regulation 44 (1) (2)(a)(b) (3) (4)(a)(b) (5))	
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)) This specifically refers to ensuring that risk assessments are regularly reviewed and updated to include any emerging risks and the strategies to reduce these risks.	20 December 2021

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: Kelwel Care Limited

Registered provider address: Jubilee House, The Drive, Brentwood CM13 3FR

Responsible individual: Anne Wells

Registered manager: Sheree Evans

Inspector

Jayshree Pillay, Social Care Inspector

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