

# 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 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: 12 and 13 October 2022

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 10 November 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 10/11/2021      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children receive good-quality care that makes them feel valued and secure. They develop meaningful relationships with staff, who they feel they can talk to about important things in their lives. As a result, children are settled and enjoy positive experiences with those caring for them.

Children make good progress from their individual starting points. Specialist support is provided for children when there is an identified need. For example, children have regular consultation with a nutritionist and personal trainer. This enhances their well-being and development.

Children are supported to maintain positive relationships with the people who are important to them. Staff are proactive and work closely with children and their families to increase the frequency of the time they spend together. As a result, relationships are strengthened.

Children's views and wishes are listened to, and they are actively encouraged to be part of their own care planning. This supports children to develop a sense of ownership of their lives and helps them to make good progress.

Children are supported to develop their independence skills. Staff help children to learn how to budget and cook their own meals. This helps children to learn important life skills and prepare for their futures.

Staff's understanding of children's needs and diagnoses is variable. Children's care plans do not include important information about their diagnosis or how it affects them. While some staff are able to talk about how children's diagnoses impact on their behaviour, others show little insight or understanding.

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

Children are safeguarded in the home. They say they feel safe and that staff help them. This demonstrates that children receive appropriate care and support for their needs.

Children's individual positive behaviour support plans are effective. Staff set consistent boundaries and routines for children. There is a clear reward system that promotes and encourages positive behaviour. This has reduced the number of incidents in the home.

Children's known and potential risks are well understood by staff. Staff are proactive and curious about children's changing behaviours. Room searches are carried out sensitively when there is cause for concern. Staff remove items that pose a risk to children and talk to them about what they are worried about. There is a well-

coordinated action plan with other agencies when concerns are raised about children's welfare. This helps to keep children safe.

Incidents of children going missing from the home have reduced. Staff are proactive. They maintain contact with the relevant professionals and look for children in the local area. Incidents are thoroughly reviewed with appropriate debriefs, and risk assessments are updated. This ensures that staff understand what is happening for children and helps to reduce risk.

Feedback from social workers is positive. Placing social workers speak highly about the level of communication they have with staff and their prompt responses when issues arise. One social worker said, 'The home has been a lifesaver for [name of child].'

Leaders and managers have installed closed-circuit television outside of the home to increase security for children. However, there is no written consent for this from placing social workers or children.

### **The effectiveness of leaders and managers: good**

Leadership and management of the home are strong. An experienced deputy manager supports the registered manager. Leaders and managers know the home's strengths and areas for development. They use external feedback and monitoring systems to develop staff practice and improve the quality of care provided to children.

Staff morale is very positive. They say that they feel well supported by leaders and managers. Consequently, staff retention is good and children receive consistency of care.

Staff receive regular and effective supervision. Additionally, they benefit from group supervision with a clinical psychologist and one-to-one consultation when needed. This provides staff with opportunities to reflect on their practice and supports good management oversight.

Staff training is effective. In addition to mandatory training, staff receive additional training about childhood trauma. They say that this training is beneficial and has positively impacted on how they care for children. For example, staff say that the training has supported them to think about children's lived experiences and their responses. This helps staff to provide care and compassion when children are struggling.

The home's physical environment is safe for children. However, leaders and managers have failed to ensure that repair work in the children's bedrooms is carried out promptly. This does not provide a warm and comfortable environment for children.

## 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 care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home. (Regulation 14 (1)(a))</p> <p>In particular, leaders and managers must ensure that children's diagnoses are included and considered in their care plans.</p>                                                                                                                       | 28 October 2022 |
| <p>The registered person may only use devices for the monitoring or surveillance of children if—</p> <p>the child's placing authority consents in writing to the monitoring or surveillance;</p> <p>so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance. (Regulation 24 (1)(b)(c))</p> | 28 October 2022 |

### Recommendation

- The registered person should ensure that, for the home to be a nurturing and supportive environment, they continue to repair all areas of the home's interior, including the children's bedrooms. ('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:** 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

## Inspectors

Leanne Grant, Social Care Inspector

Dorothy Thompstone, Social Care Inspector

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