

2548794

Registered provider: Seva Childcare Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This is a privately run home for up to five children. The home's statement of purpose states that the home cares for children with a diagnosis of autism spectrum disorder and/or learning difficulties.

Two children were living in the home at the time of this monitoring visit.

The home registered with Ofsted in July 2020 and the manager registered in March 2021.

Inspection date: 8 August 2022

This monitoring visit

This monitoring visit was undertaken as a result of Ofsted being notified of a serious allegation made against staff. This allegation remains under investigation by the appropriate authorities. Ofsted does not have the power to investigate incidents of this kind. However, actions taken by the setting in response to the incident were considered where appropriate during this visit.

This visit involved the inspector examining the safety plan to protect children, children's individual risk assessments and behaviour support plans, the staffing rota, staff inductions, staff supervision records, staff personnel files, team meeting minutes, restraint records, accident records and a report detailing the lessons learned from a safeguarding investigation in February 2022.

The inspector held individual discussions with the registered manager, the deputy manager, the organisation's trainer and independent consultant and three members of staff. Telephone conversations were held with the parents of both the children living at the home. Feedback was also received from both the children's social

workers and the involved local authority designated officers, who lead on safeguarding concerns.

Children were not seen during the visit due to the level of distress they experience when visitors attend the home. The care of children, however, was indirectly observed. Staff and managers were noted to be attentive to children's needs.

Leaders and managers have responded promptly to the safeguarding allegation. The appropriate staff have been suspended and a comprehensive action plan is in place to ensure the safety of children. Placing authorities highlight their satisfaction with the management of this incident. A social work manager said they feel 'the response taken by the senior management team within the home has been efficient and proportionate'.

The safety plan for children includes managers sleeping at the home every night and waking night staff undertaking 15-minute checks of children. During these checks, children were observed to be hitting themselves. It was occasionally seen that medication was given to help children manage their distress. However, the action taken to prevent self-injurious behaviour and soothe emotional distress is not regularly recorded.

Staff undertake training to help them to understand children's needs. At the time of this monitoring visit, staff were undertaking further safeguarding training. However, there is a lack of awareness regarding 'closed cultures' and safeguarding the particular needs of disabled children. These are topics which the trainer briefly covered, however, further awareness is needed, for them to become embedded in the home's working practices.

Staff benefit from a structured induction which covers a range of topics. The induction process, however, does not include the quality standards for children's homes, child protection and safeguarding. A staff member highlighted their wish for more knowledge of the quality standards, to enable them to be more effective in their role.

Safeguarding is a standard agenda item during staff supervision meetings. However, not all staff benefit from regular monthly supervision. There is a recognition from leaders and managers that work in the home is particularly emotionally challenging to staff. Staff appreciate the group clinical supervision meetings. These meetings provide staff with the opportunity to discuss their feelings about their work with a psychologist.

Staff generally enjoy their job and they take pride in the progress children make. However, staff morale is currently low due to the safeguarding allegation. An additional concerning issue is the scratches and injuries staff sustain while trying to support children. Staff members showed the inspector scratches they had received from children. Staff would like there to be more consideration of their well-being and they would like time to recover after incidents.

Accidents are appropriately recorded. The majority of restraints are recorded to the required standard. However, one physical intervention record had not been signed off by the manager. Comprehensive support plans are in place to meet children's emotional needs. These reports benefit from expert insight from involved professionals and parents. Children benefit from good personal risk management arrangements. Their risk assessments explain fully how they wish to be supported.

Leaders and managers are managing the staff shortages effectively by being on duty each night. Furthermore, some staff are covering shifts by doing overtime. Consequently, the use of agency staff is minimal. There are plans in place for staff from the organisation's other home to provide further support.

Staff benefit from regular team meetings. They have the option of joining by video call if they are unable to attend in person. Team meetings provide an opportunity for staff to regularly discuss the children's needs and safeguarding is a standing agenda item.

Feedback from parents is generally positive. One parent highlights the progress their child has made since living at the home. Another parent described managers as 'brilliant, always helpful, attentive and they listen'. Another parent reported being upset about the current allegations and wants to be assured that her child is well looked after.

Leaders and managers are designated safeguarding leads. They are reflective and recognise the lessons to be learned from safeguarding incidents and concerns. They also use the disciplinary procedure to improve the way staff work within the home. All staff know how to report safeguarding issues, both internally and externally.

Leaders and managers are proud of the progress children make. The responsible individual described this progress as 'transformational'. Leaders and managers work tirelessly to ensure that the home is a safe place for children. They express great remorse in relation to the current allegations and they are committed to making the necessary improvements.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/06/2022	Full	Good
10/01/2022	Interim	Sustained effectiveness
07/06/2021	Full	Requires improvement to be good

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 children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— keep the children's guide and the home's complaints procedure under review and seek children's comments before revising either document. (Regulation 7 (1)(a)(b)(c) (2)(c)) This specifically relates to the children's guide being available to all children and being age appropriate, provided in an accessible format and explained to each child to make sure they understand it.	30 September 2022
The registered person must ensure that— within 24 hours of the use of a measure of restraint in relation to a child in the home, a record is made which includes— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person"); has signed the record to confirm it is accurate. (Regulation 35 (3)(b)(ii))	30 September 2022
The protection of children standard is that children are protected from harm and enabled to keep themselves safe.	9 August 2022

In particular, the standard in paragraph (1) requires the registered person to ensure— that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(b))	
The registered person must— ensure that each employee completes an appropriate induction. (Regulation 33 (1)(a)) In particular, include child protection, safeguarding and the quality standards in the induction process.	30 September 2022
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a)(b)) In particular, ensure staff receive training on 'closed cultures' and have regular monthly individual supervision.	30 September 2022

Recommendations

- The registered person should review the workforce development plan to ensure that the training and support offered to staff enables them to carry out their roles and responsibilities in a specialist care environment. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)
- The registered person should ensure that the well-being of staff is further considered. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2548794

Provision sub-type: Children's home

Registered provider: Seva Childcare Ltd

Registered provider address: Seva Childcare Ltd, 71-75 Shelton Street, London WC2H 9JQ

Responsible individual: Mahesh Kotecha

Registered manager: Kimberley Bennett

Inspector

Sharon Payne, Social Care Inspector

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