

2559013

Windows For Children Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is privately owned and is registered to provide care and accommodation for up to eight children with emotional and/or behavioural difficulties. The home aims to support children to move on to live with long-term foster families or adoptive parents.

The manager has been registered with Ofsted since November 2020.

Inspection date: 10 March 2021

This monitoring visit

This monitoring visit took place due to the change in the home's registration, the length of time since the previous inspection under the past registration and an increase in safeguarding notifications. The visit was undertaken remotely, in line with COVID-19 (coronavirus) risk-management strategies.

The inspectors requested a range of documents as part of the monitoring visit. These were provided in a secure way to enable the inspectors to analyse the information. The responsible individual and the registered manager were present during the inspection and were spoken to via video calls.

The children showed inspectors around the home during a video call. They were proud to show their bedrooms, which were individualised to their personal tastes. The house is homely, clean and tidy, with different areas for the children to relax and play in.

The children appeared relaxed and happy. They spoke animatedly about the games and activities that they have done with the adults during the lockdowns. For example, they enjoyed a bell tent in the garden over the summer, and a large pool and lots of games and toys. Naturally, some children had found being at home for

long periods difficult; however, they were clear that they could talk to the adults about any worries or problems.

The children have made progress. Four children have achieved their planned outcomes and moved on to foster care. Well-planned moves to their new homes have resulted in the children settling well. They continue to be remembered fondly and speak to the adults at the home from time to time.

The children have been educated at home for periods of time during the lockdowns. During the video call with inspectors, they all spoke excitedly about their return to school. Education is valued and promoted at this home and the children are excited to learn.

An increase in incidents occurred during the winter lockdown. Some children found the period around Christmas particularly difficult. A group of staff did not follow the children's plans and used punitive measures to respond to their behaviour. On one occasion, staff failed to notify leaders and managers of an allegation. Furthermore, not all required notifications to Ofsted were made in a timely way, and some were not made with sufficient detail. Leaders and managers do not have a system in place where notifications are made effectively, in particular when they are unable to make the notifications themselves. This prevents Ofsted being able to review information in a timely way and may prevent an immediate response in relation to safeguarding matters.

Leaders and managers identified a pattern of merging behaviour from three children, creating some difficult situations. Leaders and managers engaged the teams around the children to develop safety plans and strategies to reduce risk. However, despite these plans being implemented, serious incidents continued, resulting in one child moving on to a new home.

COVID-19 has had a significant impact on the home. Leaders and managers adapted rotas numerous times due to staff contracting the virus. They followed advice from Public Health England and ensured that personal protective equipment and cleaning regimes were in place. At different times, adults have acted as connected carers to reduce the number of children in the home. As a result, the children have continued to receive care from adults they know well during the most critical times of the pandemic.

Leaders and managers have gradually introduced a trauma-informed approach and have trained staff accordingly. However, not all the staff could adapt to the new ways of working with the children, resulting in some staff departures. Leaders and managers have used this as an opportunity to recruit staff who will be inducted in the trauma-informed practice, which is a key cultural development at this home.

New staff spoke positively about their induction. All staff spoken to provided positive feedback about leaders and managers. They have felt well supported through the challenges of the last year.

Recent inspection history

No previous inspections

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 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; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1) (2)(a)(i)(v))	26 April 2021
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(f))	26 April 2021
The registered person must notify HMCI and each other relevant person without delay if—	26 April 2021

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.

(Regulation 40 (4)(b)(c))

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: 2559013

Provision sub-type: Children's home

Registered provider: Windows For Children Ltd

Registered provider address: 90–92 King Street, Maidstone, Kent ME14 1BH

Responsible individual: Matthew Fenwick

Registered manager: Jade Johns

Inspectors

Sarah Olliver, Social Care Inspector
Rebecca Fisher, Social Care Inspector

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