

2570084

Registered provider: Consistent Quality Support Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for one child who needs support to manage their emotional, social and behavioural needs. The home can also provide care to children with a learning disability.

At the time of this inspection, one child was living in the home.

The home has a suitably qualified registered manager.

Inspection dates: 8 and 9 August 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: 15 June 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/06/2022	Full	Good
02/02/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

The child has good relationships with staff and enjoys spending time with them. Staff provide the child with care, affection and praise. The child goes to staff for comfort, such as a hug. The child enjoys the personalised play activities in the garden.

With the support of the child's family, staff advocated for the child to move to a different education provision. The child now attends their new school full time and looks forward to seeing their peers in class. Staff support the child with learning outside school, such as spelling and life skills. The child is excited to have made friends and attends the summer holiday club.

Staff have a good understanding of the child's health. They have supported the child to understand the importance of oral hygiene. Staff have created an environment where the child feels able to explore their emotions. This has supported the child to build on their emotional well-being and self-regulation.

Staff supported a child previously living at the home to explore their gender identity. They worked with specialist agencies to ensure they had the knowledge to support the child appropriately. When it was time for the child to move to their new home, staff advocated for this to be done at the child's pace. This resulted in a successful move for the child.

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

Staff set clear and consistent boundaries which are appropriate for the age and needs of the child. Staff recognise how to de-escalate situations in a fun and playful way. Physical intervention is only used minimally, and as a last resort. Following any behavioural incidents, the child is spoken to in an age-appropriate way and their feelings are explored.

Staff have the appropriate training to keep the child safe. They have worked with the fire service to make learning about risks fun for the child. The child enjoyed sitting in a fire engine and now enjoys fire drills at home. In one fire drill, the child was able to evacuate the home in 21 seconds, which made them proud.

Staff ensure that risk assessments are kept up to date so that new members of staff know how to best support the child. The risk assessments highlight children's communication through their behaviour and give clear practice guidance. Staff try and view situations from the child's perspective. This supports them to think of the response the child may require.

Since the last inspection there have been improvements in recruitment practice and staff now receive debriefs following any physical intervention. Requirements previously made in relation to both issues are therefore met.

The effectiveness of leaders and managers: good

The manager is experienced and passionate about the care of the child. The child actively seeks out the manager to play with or to talk to. The manager ensures that the child is kept stimulated through regular activities.

The manager was unable to provide a clear outcome for a complaint. This hinders the team taking learning from it for future practice. Regular practice development takes place in team meetings. Audits help inform the agenda for learning at team meetings. Team meetings and the records kept are of a high quality.

The manager is actively seeking to recruit more staff. She ensures there are appropriate staffing levels each day, but this means senior members of the company are regularly working shifts. There have been a high number of staff changes, which creates instability for the child. New members of staff have formed positive relationships with the child. One new staff member's bond with the child has been described as 'outstanding' by the child's mother, who said her child 'absolutely loves him'.

The manager does not have an established workforce development plan. Although supervisions are held regularly, new members of staff do not receive supervision until they have worked for a month. This could result in them not receiving the appropriate formal support. Supervision records would benefit from increased detail about reflective practice discussion and well-being support for staff. The manager ensures that staff are recruited safely.

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, The 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 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— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(e)(h)) This specifically relates to ensuring that the staff team provides continuity of care for the child, supported by a strong workforce development plan. It also relates to the manager ensuring that any complaints have clear outcomes and that learning from these is shared with the relevant people.	21 September 2023

Recommendations

- The registered person should have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and

experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the Children's Home Regulations, including the quality standards', page 61, paragraph 13.2)

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: 2570084

Provision sub-type: Children's home

Registered provider: Consistent Quality Support Ltd

Registered provider address: Unit C1, Mill 1, The Business Park, Pleasley Vale,
Mansfield NG19 8RL

Responsible individual: Helen Frewer

Registered manager: Laura Owen

Inspector

Ellen Monk, Social Care Inspector

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