

2592030

Registered provider: Carlar Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides specialist therapeutic care for up to four children. At the time of the inspection, three children were living in the home.

The registered manager post has been vacant since 14 March 2023. A new manager has been appointed.

Inspection dates: 11 and 12 July 2023

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **requires improvement to be good**

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

Date of last inspection: 14 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/03/2023	Full	Good
26/05/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children develop secure and trusting relationships with the staff who care for them. Staff were observed to be loving, attentive and nurturing in their approach to meeting children's individual needs.

Children enjoy activities with staff and are encouraged to pursue their individual interests. Community activities such as swimming and day trips out are a regular occurrence. Frequent therapeutic activities are also carried out, to support children's emotional well-being.

Since living in the home, all the children have made progress in education. Their individual educational needs are met and supported by staff.

Children's views are sought regularly and are valued. Staff listen to the children and support them to influence the way they are cared for. Staff spend time with the children, both in groups and individual sessions, to gather their views. This means that the children feel listened to and valued.

Children are supported by staff with regular key-work sessions that are planned with the therapeutic practitioner in the home and link directly to the needs of the child. The staff are encouraged to reflect on the work they undertake with the children, and receive regular support from an external therapeutic organisation. This leads to children having meaningful sessions that have a positive impact on the progress they make.

Staff promote children's relationships with their families. Staff take the children to see their families, supervise this time when needed and support children with family phone or video calls.

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

Children receive help and support to manage their behaviour and feelings. Staff implement boundaries, which allows children to feel safe. Staff understand the risks for the children and follow the clear risk assessments in place to ensure their safety. Restraint is used as a last resort and for the least amount of time. Any physical intervention is well recorded and the views of children and staff are sought following any physical restraint used.

Children do not go missing from the home. However, staff have clear guidance to follow should a child go missing from home.

Children who live in the home generally have good relationships with one another. Difficulties between them are well managed by staff.

Following a recent safeguarding issue, children have been supported by staff to improve their knowledge about how to keep themselves safe. However, the manager and staff did not follow the safeguarding policy to get independent oversight of the situation. This was a missed opportunity to consider the long-term emotional impact on the children. However, the immediate actions taken by the manager and staff have been effective in keeping children safe.

The manager has started to implement strategies to improve the team's knowledge and confidence in managing safeguarding issues. This has led to staff being more aware of safeguarding protocols, which directly impacts on children's safety in the home.

The effectiveness of leaders and managers: requires improvement to be good

There have been management changes since the last inspection. There is a newly appointed manager in the home, who has submitted her application to register with Ofsted.

Staff are positive about working in the home and are supported by the new manager. There has been positive change in the home, directly attributed to the new manager. Team morale has improved and staff supervisions are being held regularly, with reflective discussions about the quality of care the children are receiving.

The manager's monitoring and oversight have noticeably improved since the last inspection. There is clear and consistent oversight of records.

Children are cared for by a range of permanent and agency staff. When agency staff are used, there is a focus on using the same people when possible to ensure that consistent care is provided to the children.

Staff relationships with external professionals are generally good. However, professionals are not consistently provided with weekly updates on the children's progress, as agreed.

The manager's record of staff training is not up to date and it is not clear what training the manager wants staff to prioritise. Staff have not completed some training that directly relates to the needs of the children.

Maintenance issues in the home are not always acknowledged and logged on the recording system. This leads to a delay in repairs being carried out. Improvements have been made to the home but there remain areas where carpets are stained, paint is chipped and general repairs are needed.

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 registered person must prepare and implement a policy which— is intended to safeguard children accommodated in the children's home from abuse or neglect. (Regulation 34 (1)(a)) In particular, ensure that the policies in place are implemented when necessary.	23 August 2023
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1) (2)(c)(i)(ii)) In particular, ensure that general maintenance issues are logged and resolved in a timely way.	23 August 2023
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— In particular, the standard in paragraph (1) requires the registered person to—	23 August 2023

ensure that staff have the experience, qualifications and skills to meet the needs of each child.
(Regulation 13 (1) (2)(c))

In particular, ensure that staff training is accurately recorded and monitored and specific training relating to the needs of the children they care for is provided to staff.

Recommendation

- The registered person should ensure that staff work in close partnership with all those who play a role in protecting and caring for the child. In particular, they should ensure that communication with external agencies is a priority. ('Guide to the Children's Homes Regulations, including the quality standards', page 11, paragraph 2.3)

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: 2592030

Provision sub-type: Children's home

Registered provider: Carlar Care Limited

Registered provider address: Suite 21, 10 Churchill Square, Kings Hill,
Maidstone, Kent ME19 4UY

Responsible individual: Janet Hunnam

Registered manager: Post vacant

Inspector

Faye McCarthy, Social Care Inspector

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