

2593095

Registered provider: Barnardo's

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a national charity. It provides care for up to three children who have learning disabilities.

The home registered with Ofsted on 7 May 2020. The manager registered on 13 April 2022. She is working towards obtaining a relevant qualification. A new responsible individual took over the role in November 2022.

At the time of this inspection, two young people were living at the home. They have been living at this children's home for a while and turned 18 in 2022. They contributed fully to the inspection.

Inspection dates: 28 and 29 March 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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 9 February 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/02/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive individualised care and their needs are met well. They are safe and well cared for. They have positive experiences and make good progress in many areas of their lives, such as developing relationships and life skills.

Children experience stability in their lives. The young people who currently live at this children's home see it as their home and want to continue to live there. Leaders and managers are working closely with the placing authority to find care-planning solutions that take into account the young people's wishes and feelings, as well as meeting the regulatory frameworks for children's homes and services for adults.

Staff know children well. They use a range of communication tools to understand what children are trying to say. However, staff have not had any formal training in Makaton. This is despite both young people being fluent Makaton users and Makaton being the preferred way of communicating for one of them.

Staff place great value on children's learning and education. Children's school attendance is excellent and they make educational progress that is in line with their abilities. One young person said that she loved the school. The other young person showed a happy sign when asked about the school.

Staff closely monitor children's physical and mental health. They make sure that children receive specialist support when they need it. The medication practices in the home are robust and support children's health.

Children enjoy having tasty food and relaxing with staff at home. They play games together, dance to music and talk about popular TV shows. They enjoy using a trampoline and looking after plants in the garden. However, children's access to activities in the community is limited. This undermines their social awareness and integration.

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

Staff understand children's vulnerabilities and know how to safeguard them. When new risks are identified, the manager swiftly shares this information with the whole staff team. However, children's risk assessments and safety plans are not updated in a timely manner. This creates the potential for confusion.

The home follows local multi-agency procedures for safeguarding children when they are missing from home. Due to staff vigilance, there have been no incidents of children going missing from the home or when out in the community with staff.

Staff understand the impact that a lack of structure or unexpected change may have on some children. They provide children with daily routines and clear boundaries, as

well as emotional warmth. They use visual planners and tell children what is coming next. Knowing what is going to happen helps children to develop a sense of security and safety.

Staff understand that children's behaviours are a form of communication and the way they express their feelings and emotions. Staff deal calmly and safely with behavioural incidents while continuing to show positive regard for children.

Staff are positive role models for children. This helps children to develop positive relationships and caring attitudes. For example, the young people spontaneously shared treats with each other and showed interest in each other's well-being.

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

Leaders, managers and staff lack knowledge about the therapeutic models that, according to the statement of purpose (SOP), are used at the home. They were unable to explain how these models are used in practice. Additionally, the SOP erroneously refers to a different children's home and provides an incorrect email address for the Children's Commissioner for England.

The home does not have a staff workforce plan. Staff do not have up-to-date training in important aspects of their work, such as safeguarding children, Makaton and food safety. Documentary evidence of qualifications is not available for all staff who reportedly are suitably qualified.

Staff supervision is infrequent. For example, two staff members have had only two supervision meetings in the last 12 months. Although staff reported feeling supported by the management team, the weaknesses in the management of staff increase the risk of staff practice falling below the required standard. This could affect the quality of care provided to children.

The quality assurance of some records is weak. The logs of behavioural control measures are incomplete. Two physical interventions and a chemical restraint were not included in the log of physical interventions. Although some relevant information was available in other records, there was no record of staff debriefs following the incidents. One record of a consequence did not provide any detail about the child's behaviour, which was described as threatening. This consequence has not been signed off by a manager, despite it happening 11 months ago. Weak monitoring undermines professional reflection and learning from incidents.

Leaders and managers prioritise direct work with children. They carefully monitor children's progress and, when necessary, advocate strongly on children's behalf to promote their best interests. The weaknesses identified at the inspection have not had a negative impact on children's experiences and progress.

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. (Regulation 12 (1) (2)(a)(i)) This relates to ensuring that individual children's risk assessments and safety plans are updated in a timely manner when a new risk is identified.	25 April 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; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to ensure that staff— understand and apply the home's statement of purpose. (Regulation 6 (1)(a)(b) (2)(b)(i)) This relates to staff's understanding of the therapeutic models specified in the home's statement of purpose and their ability to demonstrate how they use these approaches in their work to fulfil the statement of purpose.	23 May 2023

This requirement has been restated from the previous inspection.	
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 work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)) This relates to ensuring that staff have up-to-date training in safeguarding, Makaton and food hygiene; that documentary evidence of staff qualifications is available; that staffing levels are not a barrier for children accessing activities in the community and that the staff team is able to fulfil the home's statement of purpose.	23 May 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— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	23 May 2023

This relates to quality assuring records and using records to monitor effectively and continue to improve the service. This requirement has been restated from the previous inspection.	
The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— develop the child’s interests and hobbies; participate in activities that the child enjoys and which meet and expand the child’s interests and preferences; and make a positive contribution to the home and the wider community; and that each child has access to a range of activities that enable the child to pursue the child’s interests and hobbies. (Regulation 9 (1) (2)(a)(i)(ii)(iii)(b)) This relates to children accessing a wide range of activities in the community.	11 April 2023
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child’s behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure;	11 April 2023

the name of the person who used the measure (“the user”), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure. 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 spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)(iv)) This relates to recognising physical interventions when they happen and recording them in sufficient detail in the home’s log of physical interventions.	
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)) This relates to ensuring that staff have access to relevant training and receive regular supervision.	9 May 2023

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: 2593095

Provision sub-type: Children's home

Registered provider: Barnardo's

Registered provider address: Barnardo's, Barnardo House, Tanners Lane,
Barkingside, Ilford, Essex IG6 1QG

Responsible individual: Danielle Rebbitt

Registered manager: Wendy Madden

Inspector

Seka Graovac, Social Care Inspector

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