

2593388

Registered provider: RTP Ultimate Haven Children's Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private provider and registered for two children who have emotional and social difficulties.

The manager registered with Ofsted in November 2023.

Inspection dates: 7 and 8 May 2024

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: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

At the time of this inspection, two children were living at the home and had been there since the home registered as a children's home in November 2023. The move to the home for the children was well-considered to ensure that they felt supported.

Children make good progress. They feel supported by the new but consistent staff team. Children receive emotionally warm and empathetic care from staff who have high expectations of the children.

Both children go to school full-time after a substantial time of being home schooled. The children have adapted extremely well to this change in learning environment and are eager to achieve in education. They walk to school, supported by staff, which encourages a healthy lifestyle.

Staff meet the children's health needs. Staff demonstrate an understanding of the impact of trauma on personal hygiene. As a result of staff supporting and encouraging one child with this, there has been positive change for the child.

Feedback from the children's social worker is extremely positive. The social worker said, 'The children settled in really quickly. After two weeks, they were speaking to professionals and happy to do so, coming out of their shell. I'm blown away and completely astounded by the positive change in the children.'

The staff understand and meet children's ethnic and cultural needs extremely well. This has contributed to the good progress made. For one child who expressed an interest in exploring her religion further, staff arranged for her to attend a place of worship. Children are supported by staff to cook cultural dishes together.

Children take part in activities that interest them. One child enjoys reading books by a particular popular author, so books were purchased to enable this interest to continue. Children's confidence in going out and about in the community has increased in the short time that they have been at the home. Staff are planning a holiday for the children.

Some documents on file including the home's care plan lack sufficient detail. This does not help staff to fully understand the children's needs. Key-work sessions have taken place but are not always reflective of the children's individual needs.

The home is well maintained and clean and children's bedrooms are personalised. However, the garden needs further maintenance and the outside space cannot be fully used.

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

There have been no episodes of children being missing from care. No physical interventions have been necessary since the children moved to the home. Incidents are rare and relationships between the children are generally harmonious.

Risks are well understood by the staff, especially those risks around family time and children using mobile phones and being online. Children are kept safe and staff are guided by safety plans. Risks posed by family members are well understood and actions taken are guided by the placing authority.

Daily and weekly logs evidencing the children's progress and any new or emerging risks are provided to the local authority to ensure that decisions about the children's future can be well considered.

Risk assessments note the main risks. However, some of the information is out of date.

The back doors to the home are kept locked. This had been initially discussed with the placing authority. However, this restriction has not been reviewed and does not allow children free access to the back garden.

Managers generally make safer recruitment checks. However, for one member of staff there was no risk assessment to evidence that a personal matter had been properly considered by the manager. For one member of staff, some small gaps in employment had not been fully explored.

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

The manager is qualified as a social worker and suitably experienced. They are being supported by a consultant for advice and guidance as this is a newly registered home. The manager is working towards a relevant level 5 qualification.

Staff have access to relevant training on a variety of topics. However, the records of this do not provide effective oversight. In addition, one member of staff who was working nights alone had not undertaken first aid training.

Supervision sessions are frequent and the records reflect the discussions with staff. However, supervisions for the manager lack sufficient detail.

Record-keeping requires improvements. Documents lack detail and some use of language in documents provided to the children is stigmatising.

Staff say that they have a positive working environment and that there is a supportive culture at the home. Staff are committed to the children and to their roles. Staff feel well supported by leaders and managers.

Leaders and managers are highly child-focused. The manager has a clear vision for the future. They understand the strengths and weaknesses of the home and the need to further develop and train staff to ensure that children's progress remains 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 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 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)) This particularly refers to ensuring that risk assessments and care plans identify known and potential risks for each child.	1 June 2024
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child's relevant plans are followed. (Regulation 14 (1)(a)(b) (2)(c)) In particular, ensure that all the children have a plan that provides staff with clear guidance on how to keep children safe.	1 June 2024
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or	1 June 2024

if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d)) In particular, ensure that gaps in employment records are explored and an appropriate risk assessment is undertaken for individual staff as appropriate.	
The registered person must ensure that— at all times, at least one person on duty at the home has a suitable first aid qualification. (Regulation 31 (2)(a))	1 June 2024
The registered person must ensure that— the privacy of children is appropriately protected; children can access all appropriate areas of the children's home's premises; and any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (a)(b)(c)(i)(ii)(iii)(iv)) In particular, review the rationale for locking the back doors.	1 June 2024

Recommendations

- The registered person should provide a nurturing, homely environment. In particular the garden should be maintained to ensure that it is suitable for children to use. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 2593388

Provision sub-type: Children's home

Registered provider: RTP Ultimate Haven Children's Care Limited

Registered provider address: 18 Birkdale Avenue, Romford, Essex RM3 0SL

Responsible individual: Blessing Muskwe

Registered manager: Tasunungurwa Havazvidi-Muskwe

Inspectors

Emily Stevens, Social Care Inspector

Natalie Day, Social Care Inspector

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