

2595182

Registered provider: Solace Care 7kings Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to three children who may experience social and emotional difficulties.

The home registered with Ofsted on 19 October 2020. The manager registered with Ofsted on 17 March 2023.

There were two children living in the home at the time of this inspection. The inspectors spoke to both children.

Inspection dates: 26 and 27 September 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: 27 September 2022

Overall judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/09/2022	Full	Requires improvement to be good
28/04/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The children benefit from staff who know them well and want them to make good progress. Staff spend time with the children and support them to develop trusting relationships, settle and develop their social skills. One social worker said, 'I'm hoping this is a turning point because they didn't give up on [name of child], and [name of child] knows they are committed.'

Children are encouraged to express their views and contribute to the running of the home. Regular house meetings take place, with children being able to chair them. Issues are discussed, including areas for development in the home.

Staff focus on working with local authorities to ensure that there is appropriate educational provision for the children. The efforts to ensure children attend school reflect the ambition the staff have for the children to do well. However, as educational placements are hard to secure, interim solutions, for example tutoring, are sought to ensure children do not miss out.

Health needs are known and progressed so that children are able to access appropriate provision, including dentists, opticians and registration with a GP. One child was supported to re-engage with health services after a long period of time, which the allocated social worker considers 'a major achievement'. However, the food provided in the home could be more varied and include more healthy meals.

Children maintain relationships with their families, and the staff support complex family time arrangements. This support is meeting the identity needs of the children. However, one social worker felt that the staff could be more proactive in liaising with the staff from the home where one child's sibling lives.

There are challenges to the implementation of boundaries and routines for children due to the severity of the trauma they have experienced. The children are not always provided with a morning, afternoon and evening structure to provide them with predictability and safety to help them to progress.

Children are engaged in activities such as opportunities to cook, shop and go to the cinema. However, the variety and consistency of activities is limited and not in line with the home's statement of purpose.

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

Children's risks and vulnerabilities are well understood by staff. Staff work closely with other agencies and, when appropriate, with parents to ensure that effective action is taken to keep children safe. Children's risk assessments are specific to children's individualised needs; they are reviewed regularly and include all relevant information. This helps to keep children safe.

Staff are proactive when children go missing from the home. They contact children and work with other agencies to ensure that children return home safely. Records of missing-from-home incidents are thoroughly reviewed, and debriefs are completed with staff and children. This ensures that staff continually reflect on their practice and helps to reduce the risks to children. As a result, missing-from-home episodes are infrequent, and for one child, they have reduced.

Safeguarding practice is strong. Staff have a good understanding of whistle-blowing procedures and what to do if an allegation is made against another member of staff. Leaders and managers take allegations seriously and act promptly when issues arise. This increases children's safety in the home. However, the internal investigation reports could be strengthened by being more detailed, for example by providing the child's account and the action taken as a result of an allegation.

Children are supported to understand risks through key-work sessions with staff and the involvement of external safeguarding partners. This helps children learn how to keep themselves safe.

Records of restraint demonstrate that the use of restraint is proportionate and necessary to keep children safe. The incidents are well recorded and include management oversight. This enables leaders and managers to monitor the use of restraint effectively and identify any emerging themes and patterns.

Action is required to improve fire safety at the home. The fire extinguishers on the first floor have been locked in the spare bedroom. This compromises the staff's ability to respond promptly in the event of a fire.

The effectiveness of leaders and managers: good

The home is managed by an experienced registered manager. The leaders, managers and staff demonstrate a genuine commitment to the children in their care and strive to make a positive difference to their lives. There is a stable core staff team in place, providing a consistent level of care and a family-style home environment. Agency staff are only used as a last resort to fill any gaps in the staff rota.

Leaders and managers know the home's strengths and areas for development. There are effective monitoring systems in place to ensure that leaders and managers constantly review the quality of care provided to children.

The feedback provided by staff about the leadership of the home is positive. Staff benefit from induction, regular supervision and appraisals. Staff have access to training relevant to the needs of the children in their care. Team meetings are used to reflect on the progress made by the children as well as the challenges. However, some staff feel that not all the staff are confident enough to address the behaviours and challenges presented at times by the children.

The quality of care review, which has been completed since the last full inspection, does not include the views of the children, their parents, placing authorities or staff. This compromises management oversight and the continuous improvement of the home.

Leaders and managers have addressed all of the requirements and recommendations raised at the last inspection.

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 health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. (Regulation 10 (1)(a)(b)(c)) In particular, leaders and managers must ensure that the children are provided with a healthy, nutritious diet.	30 November 2023
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (5))	30 November 2023

Recommendations

- The registered person should ensure that children are offered a wide range of activities, in line with the home's statement of purpose. Staff should encourage children to participate in those activities. ('Guide to the Children's Homes Regulations, including the quality standards', page 31, paragraph 6.5)
- The registered person should ensure that there is a strong safeguarding culture in the home, where children are listened to. In particular, internal investigation reports into allegations should clearly present the views of the children about what had occurred and also include a full list of the recommendations and actions required to address the concerns. ('Guide to the Children's Homes Regulations, including the quality standards', page 43, paragraph 9.8)
- The registered person must ensure that fire extinguishers are accessible so staff can protect the children and respond to fire without delay. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

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: 2595182

Provision sub-type: Children's home

Registered provider: Solace Care 7kings Ltd

Registered provider address: Unit 2A, 420 Eastern Avenue, Ilford, Essex IG2 6NQ

Responsible individual: Alison Macaulay

Registered manager: Isaac Osei

Inspectors

Aneta Wasilewska, Social Care Inspector
Naintara Khosla, His Majesty Inspector

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