

2614508

Registered provider: Clearwater Care (Hackney) Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to two children with social, emotional and/or mental health needs.

The manager has been registered with Ofsted since 13 October 2023.

Inspection date: 6 March 2024

This monitoring visit

The purpose of the visit was to establish the provider's progress in meeting the steps set out in two compliance notices that Ofsted served following the full inspection in January 2024. The compliance notices were in relation to the help and protection of children and the leadership and management of the home.

This monitoring visit identified that the provider has not taken sufficient action to meet all the steps set out in both compliance notices.

At the time of this visit, no children were living at the home. Two children have recently moved on. One of these moves was planned and in accordance with the child's wishes. For the other child, notice was served on the placement by leaders and managers, acknowledging that they could no longer support the child's needs safely.

There continue to be failures in following agreed risk-management strategies, which has increased the risk of harm to children. This is despite further support and training provided by leaders and managers to staff. Serious staff practice concerns have been identified in relation to staff's responses to escalating concerns for one child.

Leaders and managers have not ensured systems for agency staff debriefs have improved. On at least two occasions, opportunities to provide additional learning to

agency staff following incidents were not provided. The organisation's supervision policy has been amended to include further scope for agency staff supervision. However, there were no supervisions taking place at the time of this monitoring visit, despite agency staff making up a significant proportion of the staff working at the home.

Leaders and managers have responded appropriately to safeguarding concerns and allegations against staff. Referrals to the local authority designated officer have been made when necessary. Protective measures have been implemented to safeguard children and staff. Leaders and managers have ensured that thorough internal investigations and disciplinary procedures have identified further learning.

Leaders and managers have reviewed staff handover systems. This provides better oversight for managers to monitor agreed staffing risk assessments and is likely to assist in more effective day-to-day monitoring of staff practice. Leaders have reviewed the organisation's policies on the safe storage of records. There have been no further concerns in relation to the breaches of children's data.

Leaders and managers provided essential training required for staff to meet a child's safety needs. Leaders have further revised care planning processes to reduce the likelihood of any future delays in providing necessary training to staff.

Leaders and managers have improved the monitoring of agency staff recruitment checks. Further scrutiny is undertaken and reduces the likelihood of unsuitable adults working at the home. Leaders and managers now provide training to agency staff which is in accordance with the home's model of care and behaviour management approaches.

The provider has instigated the process to voluntarily decommission this service and Ofsted has accepted this. Given the failure of the provider to fully meet all the steps outlined in both compliance notices, further enforcement action would have been likely.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/01/2024	Full	Inadequate
20/09/2022	Full	Good
05/10/2021	Full	Good

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2614508

Provision sub-type: Children's home

Registered provider: Clearwater Care (Hackney) Ltd

Registered provider address: 1st Floor, Minton Place, Victoria Street, Windsor
SL4 1EG

Responsible individual: Benjamin Harper

Registered manager: Kelly Grimes

Inspector

Mark Anderton, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2024