

2643361

Registered provider: Carterhatch Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This private children's home provides care for up to three children with emotional and/or social difficulties.

The home registered with Ofsted in December 2021. The registered manager's post has been vacant since October 2022. A manager has been appointed and has submitted an application to register with Ofsted.

At the time of this inspection, two children were living at the home.

Inspection dates: 5 and 6 July 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: 19 October 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
19/10/2022	Full	Requires improvement to be good

Inspection judgements

Overall experiences and progress of children and young people: good

Children who move to this home are supported to settle in and to form trusted and secure relationships with staff. As a result, children make progress relative to their individual circumstances.

Children are encouraged to have aspirations and be ambitious. Both children attend education. Although one child's school attendance has recently reduced, staff's communication with the teacher ensures that the child continues to learn at home.

Children receive help to improve their independence skills, such as cooking, budgeting and keeping their rooms clean and tidy. One child said, 'I enjoy baking with staff and having home spa treatment days'.

Children are supported to maintain positive relationships with people who are important to them. Staff listen to children's views, wishes and feelings about family time, and plans are put in place to make this safe and meaningful. This reduces children's anxieties and helps them to settle well in the home.

Children engage in a variety of social and physical activities in the home and the community. They are supported to develop existing and new hobbies. For example, one child receives support to pursue their interest in hair and beauty.

The physical environment of the home is clean and tidy, and repairs are carried out swiftly. Children like their bedrooms because they have personalised them. Children are happy living in a warm and nurturing environment, and they take pride in their home.

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

The children have good relationships with each other. Staff swiftly act to address any fallouts or disagreements, which are resolved using restorative approaches. Regular discussions about respecting others are helping children to live together safely.

Children's files are kept up to date with all the relevant documents and assessments to help staff understand their needs and how to care for children appropriately. However, when new children move into the home, records do not demonstrate that full consideration is given to the impact this will have on children already living in the home. This shortfall requires improvement to ensure that children entering the home are suitably matched with children already living in the home.

One child's risk assessment does not correlate with the risks identified in their care plan. This means that staff are not able to identify strategies to minimise risk for that child.

Safer recruitment practice needs to be strengthened. For example, gaps in employment history are not explored and proof of change of addresses have not been obtained for all staff.

Children have the opportunity to share their views with their key workers and in children's meetings. Children's views are listened to and acted on. Children's complaints are recorded well and responded to with detailed action plans.

Professionals report that children are safe and happy at the home. However, the communication with some professionals about incidents in the home is not timely and is inconsistent. This impacts on the collaborative decisions being made to safeguard children.

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

The responsible individual and manager were not present at this inspection.

The leaders and manager promote staff development and internal progression. This has led to a recent change in the staff team's roles. Staff retention provides the children with consistency and stability. This also helps the children to maintain positive relationships with staff and to feel secure and stable when at the home.

Staff say they work in a supportive environment. Staff can access a wide range of training to increase their skills and knowledge. However, some staff have not been offered training to meet the specific needs of children, such as training specifically relating to child criminal exploitation and substance misuse.

The requirements and recommendations raised at the last inspection have been partially met.

The home's statement of purpose has not been updated and a copy provided to Ofsted.

The leaders and manager have not reported serious safeguarding incidents. This oversight places children at risk and compromises their safety.

Staff benefit from an informative induction and receive regular supervision. However, the provider is unclear about the arrangements for the supervision of the therapist.

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 registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b))	7 September 2023
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; 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) (3)(d)) In particular, leaders and managers must ensure that they have a record of the full employment history, together with a satisfactory explanation of any gaps in employment for all staff.	7 September 2023
The registered person must ensure that all employees— undertake appropriate continuing professional development. (Regulation 33 (4)(a))	7 September 2023

In particular, leaders and managers must ensure that staff undertake appropriate training to meet the needs of children living in the home.	
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there; there is any other incident relating to a child which the registered person considers to be serious. A notification made under this regulation— must include details of— the matter; the other persons, bodies or organisations (if any) who or which have been notified; and any actions taken by the registered person as a result of the matter; must be made or confirmed in writing. (Regulation 40 (4)(c)(e) (5)(a)(i)(ii)(iii)(b))	7 September 2023

Recommendations

- The registered person should ensure that staff are familiar with the home's external whistle-blowing procedures through the induction process ('Guide to the Children's Home Regulations, including the quality standards,' page 53, paragraph 10.9)
- The registered person should ensure that they only accept placements for children when they are satisfied that they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the Children's Home Regulations, including the quality standards,' page 56, paragraph 11.4)
- The registered person should ensure that there are clear arrangements in place for the therapist to receive supervision from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children. ('Guide to the Children's Home Regulations, including the quality standards,' page 61, paragraph 13.2)

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: 2643361

Provision sub-type: Children's home

Registered provider: Carterhatch Homes Limited

Registered provider address: 66B Cazenove Road, London N16 6AA

Responsible individual: Iqra Butt

Registered manager: Post vacant

Inspector

Melvin Davies, Social Care Inspector

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Piccadilly Gate
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Manchester
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