

2643361

Registered provider: Carterhatch Homes Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

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

The registered manager post has been vacant since October 2022.

At the time of this inspection, one child was living in the home.

Inspection date: 8 February 2023

Date of last inspection: 19 October 2022

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

Information about this inspection

At this inspection, the inspector evaluated:

- the care of children
- the safety of children
- the effectiveness of leaders and managers.

Inspectors have looked closely at the experiences and progress of children, using the social care common inspection framework. This assurance 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'.

Findings from the inspection

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance inspection.

The care of children

Staff continue to use incentives to help the child to achieve their individualised goals. This includes finding new ways to support the child to thrive physically, emotionally and socially.

Staff continue to ensure that the child can engage in social and leisure activities. Staff have worked hard in increasing consultation with the child on producing a weekly activity planner.

Staff work well with the child's teachers to maintain good school attendance. This strong partnership enables staff to respond to any barriers to the child's learning effectively. However, staff are still not looking into how they can promote learning outside of the school, for example visiting places of educational interest.

Despite the leaders' and staff's efforts to make improvements from the last inspection, not enough effort has been made to secure the child's placing local authority care plan. This compromises the staff's ability to fully understand all the child's needs.

Staff ensure that the child's religious needs are met, including supporting the child to be able to attend church regularly.

The safety of children

Staff have made improvements to the child's safety plan to ensure that it is more bespoke to the child's individual needs and vulnerabilities.

Staff support the child to take age-appropriate risks, including building up 'free time' in the community. Consequently, the child is developing independence skills as well as understanding how to keep themselves safe when they are away from the home.

Leaders and staff are now reviewing all incidents. This is helping them to consider whether anything could have been done differently to safeguard the child. When leaders and staff identify shortfalls in practice, this is being addressed immediately.

When the child goes missing from the home, staff work to agreed procedures to ensure that the relevant agencies are informed, and that all avenues are explored to locate the child. However, leaders and managers are not effective in escalating matters to the responsible local authority to ensure that independent return home interviews take place.

Leaders and managers are notifying Ofsted appropriately when serious incidents occur.

The effectiveness of leaders and managers

A new manager is in the process of applying to Ofsted for registration. The responsible individual and manager have worked well to address the requirements and recommendations raised at the last inspection.

Leaders and managers continue to address shortfalls in practice and procedures to ensure that they are providing a good quality of care to the child.

Leaders and managers continue to develop the ethos and culture of the home in line with the statement of purpose. Leaders and managers are working hard to recruit staff with the right qualities and enthusiasm to meet the aims and objectives of the home. However, leaders and managers have not followed good practice guidelines on required checks in the recruitment of some new members of staff.

Leaders and managers have made good progress in ensuring that staff receive an appropriate induction and ongoing training.

Staff are supported through supervision and team meetings to understand their roles and responsibilities.

Leaders and managers have made good progress in developing methods for measuring the difference the home is making to children's lives. However, the review of the quality of care still does not consider the views of parents, and the responsible local authority for the child. Furthermore, the review does not evaluate the quality of care and identify the appropriate timescales for when actions will be met.

Leaders and managers continue to work well with the independent visitor and monthly reports are received by Ofsted in a timely manner.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/10/2022	Full	Requires improvement to be 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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; promote opportunities for each child to learn informally. (Regulation 8 (1) (2)(a)(iii)(v)) In particular, ensure that children are provided with informal learning opportunities. This requirement was made at the last inspection and is restated.	1 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— 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;	1 May 2023

ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(c)(e)(f)(g)(i)(ii)(h)) This requirement was made at the last inspection and is restated.	
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 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))	1 May 2023

In particular, ensure that appropriate proofs of address are obtained when staff are being recruited.	
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) In particular, ensure that children looked after plans are obtained.	1 May 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. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). 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) (3) (4) (5)) In particular, ensure that the review of the quality of care is an evaluation of the care provided. In addition, the views of	1 May 2023

parents, placing authorities and other professionals should be considered.	
--	--

Recommendation

- The registered person should ensure that when children return to the home after being missing from care or away from the home without permission, the responsible local authority provides an opportunity for the child to have an independent return home interview. ('Guide to the Children's Homes Regulations, including the quality standards,' page 45, paragraph 9.30)

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

Colin Bent, 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 children looked after, 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://reports.ofsted.gov.uk>.

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 2023