

2643709

Registered provider: Williams Welfare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to three children who have social and emotional behavioural difficulties. A private organisation operates this setting.

There has been no registered manager since November 2022.

Inspection dates: 6 and 7 June 2023

Overall experiences and progress of children and young people, taking into account **good**

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

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

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 24 May 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/05/2022	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Two children have moved out and three children have moved into the home since the last inspection. Two children are currently living at the home and are making good progress in relation to their complex starting points. The staff team provides a nurturing and calm environment that the children respond well to.

The home was last inspected in May 2022. This latest inspection was brought forward due to Ofsted receiving an anonymous complaint. The issues raised were looked at during this inspection and were unsubstantiated.

Before moving into the home, the children often struggled to engage with education. Home tutors and bespoke packages have been arranged. When children remain reluctant to engage fully, staff have been proactive and creative. For example, one child would like to learn a trade and recently enjoyed attending a plastering course that a member of staff independently sourced.

Staff support the children to learn age-appropriate independence skills. These include keeping their bedrooms clean and tidy, doing their own laundry, learning to travel independently, preparing meals and developing food budgeting skills. These valuable life skills will help children to successfully live independently in the future.

Activities and hobbies are encouraged and supported. The children enjoy going out for meals, trips to the local gym and playing golf. One child recently went on a plane for the first time on a trip to Barcelona with staff. The other child has a love of clothing design and is being supported to develop a clothing brand. Nurturing talents and providing travel opportunities greatly increase confidence and social skills.

Staff understand the importance of children seeing the people who are important to them. One child has regular visits to see his brother and was supported to spend time with his family over Christmas, with the acting manager staying locally to enable this to happen.

Children's moves into the home are well planned. Managers visited the children before they moved in, and the children visited the home. This helped the children to familiarise themselves with staff and has resulted in them settling well. When children move out, they leave with photos and a video of this important part of their life story to keep.

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

The children are happy at the home and trust staff to keep them safe. During this inspection, one child said, 'I would judge the home as outstanding. There is really nothing to improve on. The staff and acting manager have done everything they can to help me.'

Detailed risk assessments provide staff with the necessary strategies to minimise potential dangers and protect the children. These assessments are updated regularly and recognise improvements in behaviour.

Staff focus on recognising and praising good behaviour. Each child chooses an extra activity or item they would like, and staff support and motivate them to achieve it. Undesired behaviour is unrewarded and delays achievement. This approach reinforces positive behaviour.

There have been no incidents requiring physical intervention. Staff take the time to get to know the children well. Regular conversations with children enable them to discuss their feelings and share their views on how they wish to be supported in times of distress. This approach has significantly helped one child, who often displayed physically challenging behaviour before moving into the home.

When a child goes missing from the home, staff follow the procedures outlined in the child's individual missing-from-home policy. On the child's return to the home, staff hold a key-work session with the child, and the manager ensures that an independent return home interview takes place. This work helps to reduce recurrence.

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

The registered manager left in November 2022. A new manager was appointed but left after two months, without registering with Ofsted. Another manager was appointed and was due to start in March 2023; however, they failed to start in post as planned.

The deputy manager has been the acting manager of the home since December 2022. This has ensured that effective management oversight and guidance to staff continue during this time. However, the home has been without a registered manager for six months. This is reflected in the judgement in this area.

There have been five safeguarding incidents requiring notification to Ofsted. Four of these incidents were notified promptly. However, managers failed to inform Ofsted of one significant incident. This reduces the effectiveness of Ofsted's monitoring of the home. This requirement was set at the last inspection and has been restated.

The managers have reviewed the quality of care provided for the children, and these reports detail progress made and actions for development. However, the reports do not include direct feedback from the children, their parents, placing authorities and staff.

The acting manager has developed good relationships with other professionals. The children's social workers said that he is dedicated, works in partnership and is a

strong advocate for the children. They are complimentary about the quality of the regular reports received and describe the level of communication as very good.

The staff team has remained stable since the last inspection. New staff receive a structured induction and regular, good-quality supervision. All staff have completed the home's mandatory training along with the extra training sourced by the acting manager. Staff are encouraged and supported to achieve the required level 3 diploma. Staff are well equipped to care for the children.

The managers have met two of the three requirements 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 registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership; does not satisfy regulation 28; or is not, or does not intend to be, in day-to-day charge of the home. (Regulation 27 (1)(a)(b)(i)(ii)(iii))	10 July 2023
The registered person must notify HMCI and each other relevant person without delay if— an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(e)) This requirement was made at the last inspection and is restated.	10 July 2023

Recommendation

- The registered person should undertake a review that focuses on the quality of the care provided by the home. It should include direct feedback from the children about their experiences living there and opinions from their parents, placing authorities and staff. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.2)

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: 2643709

Provision sub-type: Children's home

Registered provider: Williams Welfare Ltd

Registered provider address: 81 Mount Pleasant, Ruislip HA4 9HQ

Responsible individual: Jemmina Angus

Registered manager: Post vacant

Inspector

Lynne Drage, Social Care Inspector

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