

2643709

Registered provider: Williams Welfare Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home registered in December 2021. The home provides care for up to three children with social and emotional difficulties. A private organisation operates this home.

The manager is registered with Ofsted and she is undertaking the required qualification.

Inspection dates: 24 and 25 May 2022

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: not applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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Not previously inspected		
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Inspection judgements

Overall experiences and progress of children and young people: good

One child has moved into the home since it opened. The child is making good progress relative to their complex starting point. The social worker said, '[Child's name] has made huge progress in most areas. He has developed strong relationships with staff, which he has not done in previous placements.'

The child has a significant history of struggling to engage with education. With encouragement from the managers and staff, he agreed to visit a local provision and has recently started to attend education on a part-time basis.

Staff support the child to enjoy a range of activities both in the community and at the home. Activities include going out for meals, playing pool and go-karting. Hobbies are encouraged and supported. The child has a particular love of music. The snug room has been turned into a music studio for the child. Such activities increase his social skills and confidence and help to nurture his talents.

The child's health needs are met well. Health appointments are up to date. Staff work proactively with the child to ensure that he recognises the importance of taking medication safely.

House meetings between staff and the child are regular and show good engagement. Alongside these meetings, staff have frequent conversations with the child to gain his feelings and views. The child's feedback and opinions are listened to and acted on.

Independence skills are well supported. The child does his own laundry, keeps his bedroom clean and tidy and enjoys cooking. Staff understand the importance of encouraging and equipping children with valuable life skills.

Staff support the child to keep in regular contact with the people who are important to him. The child's family has visited the home, and arrangements for visits to family members are made in consultation with the social worker. Staff recognise the importance of working in partnership to ensure that these positive relationships are maintained.

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

The child said that he feels safe, likes the staff and enjoys living at the home. Good, trusting relationships have been developed with the child, who has previously struggled to communicate with adults outside his own family network.

Staff are effective communicators. Regular, meaningful conversations have enabled the child to discuss his feelings. Respectful relationships have been established and there have been no incidents of aggression or need for physical intervention.

No sanctions have been applied by staff. The staff regularly praise good behaviour and have a reward chart in place that enables the child to achieve his chosen incentive. The child responds well to this system, which reinforces positive behaviour.

The staff follow policies and procedures well. The child has a significant history of going missing from home. Staff work proactively to help the child recognise the dangers of going missing. When these incidents occur, the child now stays in contact with staff while he is away from the home. Staff work in partnership with police to ensure the child's safe return, and independent return home interviews are completed.

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

The manager is a registered social worker and is currently completing a relevant level 5 qualification. She is supported by the deputy manager, who is suitably qualified. They work closely together. Staff describe them as approachable, supportive and very child-focused.

The child is currently supported by two members of staff on each shift; this has remained consistent. All staff are on probation due to the home being newly registered. Staff have varying levels of previous experience. The rota is structured to ensure that a new staff member is supported by a staff member with previous experience. However, there have been occasions when this has not been fully considered.

Staff receive a structured induction and regular, good-quality supervision. All staff have completed the home's mandatory training during their initial induction period. Specific training to meet the child's individual needs has been sourced. However, not all the staff have completed this training within the timescales agreed in their supervision.

Regular audits ensure that the child's care plan reflects his changing needs and the work done to support him. The managers work collaboratively with professionals involved in the child's life and seek to gain important historical information. However, they have not obtained the local authority care plan for the child. This means that the home's care plan may fail to identify all the child's needs.

Managers have not notified Ofsted promptly of safeguarding incidents. Correct policy and procedures have been followed; however, delaying notifications affects Ofsted's regulatory oversight.

The managers and staff have built good relationships with professionals and the child's family. The social worker described the communication as very good with no delay in the reporting of any incidents. Family members said that the staff and managers really care and consistently go above and beyond.

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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans. (Regulation 5 (a))	15 July 2022
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— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) In particular, ensure that all staff complete appropriate training in child criminal exploitation and that an experienced member of staff is on each shift.	15 July 2022
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))	15 July 2022

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 Limited

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

Responsible individual: Jemmina Angus

Registered manager: Davina Campbell

Inspector

Lynne Drage, Social Care Inspector

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