

2668747

Registered provider: Within Reach Services Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is managed by a private provider. The home provides care for up to three children with social and emotional difficulties. At the time of this inspection, one child was living at the home. A second child lived in the home until November 2023.

The manager registered with Ofsted in January 2022, when this home was registered.

Inspection date: 13 March 2024

Date of last inspection: 4 July 2023

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.

The inspector has 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.

Managers have taken action to address some of the shortfalls identified at the previous inspection. The responsible individual has been providing an increased level of oversight and support to the home, which the manager has reported finding helpful and constructive. Systems for management oversight have been reviewed and strengthened and robust monitoring systems are in place. This has enabled leaders and managers to monitor the progress and development of the home more effectively.

This home specialises in caring for children with complex needs. Deprivation of liberty safeguards are in place for the child currently living here and were for the child who previously lived at this home.

Staff work with children to reduce the restrictions in place for them gradually, and in response to changing levels of risk. One child was supported to have a positive and well-planned move from the home with a gradual reduction of restrictions taking place over several months.

Staff have supported one child well with their education. The child is now regularly attending tutoring sessions and is working towards obtaining qualifications. This is following an extended period when they were not accessing any education.

Staffing is now more stable and the overall number of different care staff working at the home has reduced. This has ensured that the child living here is receiving more consistent care. The views of the child have been sought in terms of the characteristics and interests they would like adults supporting them to have. Managers have considered this feedback when recruiting staff for the home.

Following the previous inspection, the number of incidents taking place had reduced significantly over a sustained period. However, in recent weeks, the number of incidents and restraints being used has increased. In light of this, managers have sought additional specialist advice, including from child and adolescent mental health services, to review the strategies being used to support the child.

Guidance to staff on how best to support children is clearly set out in children's support plans. Managers ensure that staff knowledge remains current and accurate by reviewing expectations and relevant procedures at team meetings and in staff debriefs.

When incidents take place, staff generally respond appropriately and provide children with empathetic support. Restraint is used in appropriate circumstances and to prevent serious harm. However, some staff are not yet confident in supporting children effectively when they are feeling upset or angry. As a result, senior staff

and managers have regularly been directly involved in the management of incidents. Managers have recognised the need to empower staff to build their confidence and relationships with children.

Incident reports are of good quality and provide a detailed narrative of events and actions taken by staff. Management oversight is clear and reflective and issues relating to staff practice are identified and addressed swiftly.

Concerns about staff are taken seriously. Investigations are thorough and are carried out promptly and in line with relevant safeguarding procedures.

Staff enjoy working at this home and take pride in the progress made by children. However, language used in some records and by some staff is not always appropriate or child focused. The manager accepts this and has identified it as an area of ongoing development for the staff team.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/07/2023	Full	Requires improvement to be good
03/10/2022	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, 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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(iv)(v)(ix)(xi)) In particular, ensure that staff have the necessary relationships and understanding to effectively de-escalate incidents and support children to develop alternative ways to manage difficult feelings.	29 May 2024

Recommendation

- The registered person should ensure that the language used by staff and in written records is appropriate, child-focused and consistent. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Children's home details

Unique reference number: 2668747

Provision sub-type: Children's home

Registered provider: Within Reach Services Limited

Registered provider address: Hazlewoods, Windsor House, Bayshill Road,
Cheltenham GL50 3AT

Responsible individual: Trevor Ridgewell

Registered manager: Danielle White

Inspector

Janet Jauregui, Social Care Inspector

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Piccadilly Gate
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