

2672490

Registered provider: Netpex Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to four children who may experience social and emotional difficulties.

The home and manager registered with Ofsted in November 2022.

At the time of the inspection, three children were living at the home. The inspectors spoke to two of the children during this inspection.

Inspection dates: 30 and 31 May 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	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

Children quickly settle into the home. Staff have a good understanding of each child's likes, dislikes, strengths and challenges. Children respond well to the warm and nurturing care from a staff team whose members are determined to enrich children's lives.

A parent highlighted that this was the happiest they had seen their child. A social worker stated that staff are 'trying their best to help [their child] succeed'.

Children contribute to their own care plans, highlighting what is important to them. Staff listen to children's requests and enthusiastically involve them in activity and menu planning. Children take part in enjoyable experiences, which include bowling, go-karting and going to theme parks. They also enjoy more relaxing activities, such as going fishing and to the cinema.

All children are developing their independent living skills. Children assist with grocery shopping and cooking meals, as well as taking responsibility for doing their laundry and keeping their room clean. Children receive support to use their creative and entrepreneurial talents and pursue their hobbies and interests. There are examples of children running a successful business and attending army cadets.

Staff advocate for children's educational needs. They help children register at the local library and facilitate careers advice. All children are attending school or receiving home tuition. Local authorities are providing minimal home tuition, which means that not all children are given the chance to fulfil their potential. Children would benefit from further informal learning opportunities.

Children register with the local doctor, dentist and an optician. Staff also ensure that their immunisations are up to date. Children receive encouragement to eat a nutritious diet and lead a healthy lifestyle. They are able to go swimming, trampolining and boxing. Some children do not have healthy eating patterns and staff do not have training to motivate and support children in all health matters, such as sexual health.

Children are supported to develop a positive self-identity. They maintain relationships with friends, and relatives also visit the home. Staff make the effort to get to know the important people in children's lives. Children receive support to practise and celebrate their religion and cultural traditions; an example is Eid. Children are able to follow a halal diet, attend the local mosque and are assisted with plaiting their hair. Children also learn to cook dishes from diverse cultures.

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

The home provides a calm, safe and stable base for children. There is a strong emphasis on creating a family atmosphere and giving children a sense of belonging. The high staffing ratio enables children to receive individualised support.

Children tell staff their triggers and how they would like staff to respond when they become upset. Staff use this information to develop meaningful support plans. The registered manager expresses pride in the way staff work with children in a 'proactive and not reactive' manner. Staff spend most of their time in the lounge with children, which contributes to the home's relaxing ambience.

Since living at the home, children's emotional well-being has improved. Children are engaging in mental health support. Children's missing-from-home and self-harm incidents have decreased. Training enables staff to respond positively to children's trauma. There have been no incidents or the need to use consequences or physically restrain children. The mutually respectful interactions between staff and the children are commendable.

A comprehensive risk management system is in place. This addresses individual and environmental risks effectively. Staff identify, understand and manage effectively the highlighted risks to children. The organisation has a safe recruitment process which protects against unsuitable persons working with children. Regular health and safety checks also help to ensure that the physical environment is safe.

Missing-from-home incidents are managed well. Staff look for children and collect them from the areas where they are staying. Leaders and managers acknowledge when they are unable to keep children safe. They advocate for specialist care for children and attend relevant multi-agency strategy meetings. Staff work successfully with placing authorities to ensure a smooth transition to a more suitable and secure care provision.

Staff have access to a wide range of safeguarding training. Staff know how to report safeguarding concerns and they are aware of the whistle-blowing procedures. There have not been any allegations or complaints regarding this service. The only issue relates to the mobile phone policy, which does not clearly highlight that personal mobile phones should not be used to capture children's activities. This happened on one occasion, as a home mobile had not been purchased. This incident was promptly rectified to ensure that children are protected.

The effectiveness of leaders and managers: good

Children benefit from effective leaders and managers and an experienced and compassionate staff team. The deputy and team leader arrangements strengthen the management structure. The responsible individual offers extensive support,

which ensures that there is clear leadership and guidance. The registered manager is passionate about his role, and a child described him and staff as 'nice'.

Staff work well with professionals and parents, who commend staff for their support to children and for keeping them updated. A social worker described staff as 'very professional, but also warm and friendly'. A parent expressed their satisfaction with the quality of care and felt 'nothing' could be improved. Staff help children to access a wide range of professionals and agencies, an example being a solicitor to help with immigration queries.

Children receive care from a consistent and competent staff team. Staff take pride in children's achievements and they enjoy being a positive role model for them. Staff have regular reflective supervision and constructive team meetings. Staff benefit from a wide range of training, which includes vocational training on a higher level than is required. Staff endeavour to encourage children, but they do not have specific training to develop their motivational skills.

Leaders and managers have a good understanding of the home's strengths and the areas for improvement. The registered manager has a quality assurance system which helps with monitoring children's progress and the overall service. Leaders and managers also highlight the learning received from the monthly independent monitoring reports. Due to unforeseen circumstances, a visit was not undertaken in May 2023; these visits are legally required to take place each month. This shortfall has not impacted on children.

Children's case records are not always meaningful and the language used does not reflect the warm, nurturing and homely environment. For example, records occasionally refer to the home being 'a unit' and the terms 'on site' and 'off site' are sometimes used. Records do not capture the caring attitudes of staff and the extent of the positive work being undertaken with children.

Children live in a spacious bungalow with a large back garden. Children have their own fridge and they can personalise their rooms to reflect their individuality. They enjoy relaxing in the lounge with staff. They are able to play on the games console or watch an extensive range of films and programmes on streaming services. Children receive inspiration from the motivational quotes displayed throughout the home.

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— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; promote opportunities for each child to learn informally. (Regulation 8 (1)(2) (a)(i)(v))	30 June 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— 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, provide training in relation to eating disorders and motivating children.	30 September 2023
The registered person must ensure that an independent person visits the children's home at least once each month. (Regulation 44 (1))	30 June 2023

Recommendations

- The registered person should ensure that staff encourage children to take a proactive role in looking after their day-to-day health and well-being. In particular, ensure that children receive required support in regard to their sexual health and healthy eating patterns. ('Guide to the Children's Homes Regulations, including the quality standards', page 34, paragraph 7.10)
- The registered person should ensure that policies setting out the arrangements for the safeguarding of children from abuse are reviewed regularly and revised where appropriate. This particularly relates to the mobile phone policy. ('Guide to the Children's Homes Regulations, including the quality standards', page 44, paragraph 9.19)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. In particular, this refers to completing a meaningful record of children's experiences and using child-friendly language. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

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: 2672490

Provision sub-type: Children's home

Registered provider: Netpex Ltd

Registered provider address: Offices Rear Of 93c, Upper Clapton Road, London E5 9BU

Responsible individual: Chukwukem Mafe

Registered manager: Uche Mgbemena

Inspectors

Sharon Payne, Social Care Inspector
Julie Cresswell, Social Care Inspector

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