

2674176

Registered provider: Cornerways Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home registered in February 2022. It provides care for one child with social and emotional difficulties. A private organisation operates this home.

The manager registered with Ofsted in February 2022.

Inspection dates: 27 and 28 September 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	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

Recent inspection history

Inspection date	Inspection type	Inspection judgement
Not previously inspected		

Inspection judgements

Overall experiences and progress of children and young people: good

This is the first full inspection since the home registered in February 2022. One child moved into the home in March 2022 and is making good progress. The social worker said, 'I am very happy with the care provided and the progress that the child has made. It has been consistent, with a clear reduction in incidents. The managers and staff have promoted these changes.'

Initially, the child was reluctant to engage in activities with staff. Positive relationships that have developed between the child and staff have led to the child now happily taking part in a range of activities. These include going to the cinema, playing football and enjoying trips to the local bowling alley. Staff encourage and support hobbies such as collecting cards and meeting with other children who collect and swap cards. Such activities increase the child's social skills and confidence.

Before moving into the home, the child had not been in education for some time. The manager has worked proactively with other professionals to provide structure to the child's daytime routine. Now, the child is engaging in a bespoke education package which is tailored to meet their individual needs. Staff have supplemented this package by taking the child to visit museums and the local library. Routine and structure have been achieved, and a full-time school place is now actively being sought.

The child's health needs are met well. The managers and staff work exceptionally well with health professionals. All appointments are up to date. A health professional said that the home is very well run, and the care and attention given to the child's health are second to none.

Staff support the child to keep in regular contact with the people who are important to them. The child's parent said, 'Staff have been brilliant. [My child] has made so much progress that an overnight stay at home is now being considered.' Staff recognise the importance of working in partnership to ensure that positive relationships flourish.

Staff do good-quality and innovative life-story work with the child. Milestones, achievements and special moments are captured by staff and recorded in a memory book for the child to keep. Alongside this, vision boards have been introduced to enable the child to explore their ambitions and goals for the future. These mementos are an important part of the child's life story and help the child to focus on achieving their aspirations.

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

Staff and the child developed good, trusting relationships. The child likes the staff, enjoys living at the home and is gradually learning how to reflect on behaviours that may hinder their safety and progress. The child recognises that staff have the skills and commitment to keep them safe.

Safeguarding concerns are managed very well. All staff spoken with have a good understanding of safeguarding procedures and the whistle-blowing policy. Any concerns are reported promptly and appropriately. Managers and staff work collaboratively with a wide range of professionals and agencies to ensure that the child is protected from any avoidable harm.

Staff have regular, good-quality conversations with the child. These conversations often focus on actions and consequences. The child's parent said, '[My child's] behaviour used to be very unpredictable. The work staff have completed with my child is brilliant. My child is now able to stop, think and reflect, have focus in life and expresses feelings of joy often.'

Risk assessments are comprehensive, detailed and updated promptly. When risk levels reduce or increase, this is noted and clear guidance is given to staff. High-quality risk assessments have enabled staff to support the child to increase activities and learn how to manage their emotions in more positive ways.

There have been four incidents of the child going missing from the home. Staffing levels are high and the missing-from-home incidents have been for short periods of time. The staff meticulously follow the procedures outlined in the child's individual missing-person policy. They search the area and, after ensuring the child's safe return, managers are proactive in making sure that an independent return home interview happens.

Staff are skilful at calming incidents. The use of physical interventions has been significantly reduced. When physical intervention is required for safety reasons, the incidents are recorded promptly. However, staff are not consistently receiving debriefs within the required timescales. This may hinder the effective review and the implementation of strategies to prevent recurrence.

The effectiveness of leaders and managers: good

The manager is dedicated, leads by example and holds a relevant level 5 qualification. She is supported by the deputy manager, who is also suitably qualified. They work closely together and are well respected by the staff. Staff describe them as extremely supportive and approachable, and very child-focused.

The running of the home is well organised. Routines and structure are in place, and consistent care is provided. Targets are set and reports evidence the positive impact that the care has on the child's development.

Research-informed practice is incorporated into the daily running of the home. Therapeutic guidance is given in regular meetings to enhance staff's practice further. Staff show a strong understanding of the approach followed and use the skills learned to support the child to develop a positive self-view.

Effective communication with social workers and other professionals is evident. The manager and the deputy manager are strong advocates for the child. Professionals spoken with said that the managers and the staff are attentive, professional and go above and beyond expectations to ensure that the child has the best possible care.

Staff receive a structured induction and regular, good-quality supervision. Staff access the home's mandatory training during their initial induction period. However, staff have not completed all specific training to meet the child's individual needs as this has not been included in the training programme.

Staff's recording of incidents is generally good. However, on occasions, not all the actions taken by staff have been clearly recorded.

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 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 have appropriate training in attention deficit hyperactivity disorder.	28 November 2022
The registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate. (Regulation 35 (3)(b)(i)(ii))	28 November 2022

Recommendation

- 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, ensure that records are completed fully, with attention to detail and accuracy, and are overseen by the registered manager. ('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: 2674176

Provision sub-type: Children's home

Registered provider: Cornerways Care Limited

Registered provider address: 7 Paynes Park, Hitchin SG5 1EH

Responsible individual: Thomas Rainey

Registered manager: Samantha Dunkley

Inspector

Lynne Drage, Social Care Inspector

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