

2675297

Registered provider: Closer 2 Home Limited

Assurance inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home is registered to provide care for up to four children with social and emotional difficulties. Two children live in the home.

The manager has been in post since December 2023 but is not yet registered with Ofsted.

Inspection date: 26 March 2024

Date of last inspection: 25 September 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 and staff support children to move in and leave the home in a positive way. Since the last inspection, one child has moved into the home and four children have moved out. Three children were reunited with their parents in line with their plans. One child moved out because they needed care and support beyond what the home could provide to remain safe.

Partnership working with schools, health professionals and social workers is effective. This means that children receive support to help them to make progress and maximise their potential.

The positive relationships between the children and staff are a key strength at this home. When children experience unsettled periods, staff use therapeutic approaches effectively, which helps children to feel calmer. Children talk openly about their feelings and worries. One child said, 'Staff are lovely, and they care a lot. They give me space so I can calm down and sort my head out. Staff help me to manage my feelings well.' Because of this, children develop a sense of permanence and belonging.

Staff encourage and support children to participate in a wide range of interests and activities. These activities increase children's confidence, which promotes their self-esteem.

Staff knowledge and understanding of the risks and vulnerabilities that affect children have improved. Children's individual risk assessments are detailed and provide staff with the guidance they need to promote children's safety and well-being. The regular review of the risks ensures that staff are aware of any changes to agreed risk management strategies.

Key-work sessions with children cover important topics. These include exploring how to stay safe when using the internet and social media, understanding healthy relationships and the risks associated with going missing from home. This enhances the children's knowledge of personal safety.

Leaders and managers make sure they liaise with and notify external professionals in a timely way when serious incidents occur at the home. This helps to ensure that children are protected from harm.

Incidents of children going missing from home are well managed and have been reduced in frequency. This means children are safer. Staff search for children and attempt to contact them, which shows children they are cared about. Missing-from-home incident records are written well, which enables effective monitoring of these

incidents by the manager. However, opportunities for reflection are missed as incidents are not evaluated.

Since the last full inspection, a new manager has been appointed. He understands the strengths and development needs of the home and has plans to further develop monitoring tools to support his oversight. The manager has begun to make changes to the home. As a result, staff supervision sessions are occurring monthly, which provides opportunities for learning and reflection. Detailed supervision records are maintained, and children are at the centre of discussions held. In addition, the manager ensures that staff complete the training that they need to care for children well.

The positive action taken by the manager has resulted in four out of five requirements and the recommendation raised at the last full inspection being met. However, children's feelings, views and wishes have not yet been incorporated into the latest quality of care review for the home. This is a missed opportunity to listen to children and make any necessary improvements to the quality of care they receive.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/09/2023	Full	Requires improvement to be good
19/10/2022	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 registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review, the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities, and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(a)(b)(c) (3) (5)) In particular, the registered person should ensure that they gather the views, wishes and feelings of children and incorporate them into the review of the quality of care. This requirement is repeated.	31 May 2024

Recommendation

- The registered person should ensure that records are kept detailing all individual incidents when children go missing from the home (Regulation 36 (schedule 3(14))). This information should be shared with the placing authority and, where appropriate, with the child's parents. Evaluation of missing-from-home incidents should be undertaken to identify any gaps in training, skills or knowledge for staff or to record and retain evidence of what worked well. This evaluation should inform the review of the quality of care. (Guide to the Children's Homes Regulations, including the quality standards', page 36, paragraph 9.31)

Children's home details

Unique reference number: 2675297

Provision sub-type: Children's home

Registered provider: Closer 2 Home Limited

Registered provider address: 1 Newington Close, Coventry CV6 1PQ

Responsible individual: Howard Woolfenden

Registered manager: vacant

Inspector

Amy Richards, Social Care Inspector

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