

2684680

Registered provider: Headstart Residential Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to two children with learning disabilities and who experience social, emotional and mental health difficulties.

The manager has been registered with Ofsted since September 2022 and is suitably qualified.

Inspection dates: 20 and 21 March 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 applicable

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Inspection judgements

Overall experiences and progress of children and young people: good

Since the home opened, one child has lived in the home. There was a thorough planning process to ensure that the staff have the skills and experience to meet the child's initially identified needs. However, due to an escalation in the child's emotional needs, a more suitable environment is being looked at to support the child's well-being.

There are comprehensive care and risk plans in place to guide staff. These plans are regularly updated following any significant incidents and cascaded to the staff. Some of the essential information relating to the child is not in place. However, the registered manager has continually requested this from the local authority and appropriately escalated this.

There is a close link between the home and the school. For example, when it is not possible for the child to attend school (due to an escalation in risk), the school provides daily tutoring and adapts a timetable to meet the child's educational needs.

The registered manager has advocated tirelessly for the child's mental health needs to be met. Any incidents relating to emotional well-being have been dealt with sensitively by staff and risk plans have been followed. However, this means that, to keep this child safer, the environment is not warm or nurturing in some areas. The registered manager recognises this is not sustainable or in the child's best interests long term.

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

The staff team has remained dedicated and child focused following some very difficult incidents in which some staff have been seriously harmed. Despite this, staff are constantly trying to adapt to different ways of working to meet the child's needs and ensure that relationships are built and the child's care needs are met.

Safety plans have been reviewed following incidents that have placed the child and staff at risk. The registered manager has advocated for collaborative working with the mental health team when needed. This has ensured that crisis plans are in place when needed.

An allegation against a member of staff has been addressed swiftly and the local authority safeguarding team has been consulted. Staff demonstrate that they understand their safeguarding responsibilities and raise any concerns appropriately.

The staff only use physical intervention as a last resort and do so sensitively. Equally, consequences are rarely used to support behaviour. However, there are shortfalls in the recording of such incidents to demonstrate that staff and the child

are spoken to following any incidents and that the manager has confirmed the accuracy of the event.

The arrangements for safer recruitment did not robustly document that staff have been fully vetted. Action was taken during the inspection to rectify this.

The effectiveness of leaders and managers: good

The registered manager is very knowledgeable and passionate about the child's care. He can reflect on the strengths and development areas for the staff and has a vision on how the home will progress as the next children arrive. He has good oversight of the care being provided and regularly scrutinises records.

The staff are skilled and experienced. Additionally, the registered manager has plans to ensure the continued development of the staff team and has sourced training to do this. The staff have supervision and regular debriefs with managers. They are also offered clinical supervision with the provider's in-house therapist. This provides additional support should staff wish to access this following some of the serious incidents in the home.

The staff are very child focused and have adapted their ways of working when this has been required. This has ensured that the child receives consistent care, while allowing staff time to recharge.

The registered provider has not updated the home's statement of purpose since the home registered with Ofsted. For example, it does not contain details of the staff who work in the home along with their skills and qualifications.

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 registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (1) (3)(a)(b)) In particular, the registered provider should ensure that staff's skills and experience are included in the statement of purpose.	31 May 2023
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the effectiveness and any consequences of the use of the measure; and 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; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(vii)(b)(i)(ii)(c))	31 May 2023

In particular, the registered person should ensure that records capture discussions held with staff and children following any measure of control or discipline and that the record has been signed to confirm that it is accurate.	
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Recommendation

- The registered person should ensure that good employment practice is maintained, as set out in regulations 31 to 33. In particular, they must ensure that recruitment of staff safeguards children and minimises potential risks to them. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.1)

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: 2684680

Provision sub-type: Children's home

Registered provider: Headstart Residential Care Limited

Registered provider address: 1 Swanwood Park, Gun Hill, Heathfield TN21 0LL

Responsible individual: Caroline Melia

Registered manager: Matthew Walker

Inspector

Sara Stoker, Social Care Inspector

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