

# 2697062

Registered provider: Almond Care Children's Services Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is owned by an independent provider. It is registered to provide care for one child with social and emotional difficulties, physical or learning disabilities or mental health difficulties.

The manager is registered with Ofsted.

No children have moved in or out of the home since the last inspection. At the time of the inspection, one child lived at the home and was spoken to by the inspector.

### Inspection dates: 10 and 11 March 2025

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 22 June 2023

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 22/06/2023      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The child receives individualised care that is tailored to their needs. Staff know the child well and show emotional warmth and care. The child's bedroom is personalised and photos of the child around the home show their humorous personality and character. The child likes to spend time with staff, such as gaming online together and playing football at the park. As a result, the child enjoys positive relationships with staff and feels a sense of belonging.

Staff support the child to do well in education considering their starting point. Staff are creative in their approach to engaging children who are unable to attend school full time. For example, a tutor supports the child to learn at home, using a curriculum specifically designed to engage the child using their strengths and interests.

The child's complex health needs are well managed by staff. Staff receive specialist training from professionals such as the diabetic nurse. Staff take effective action when the child is unwell and advocate strongly for the child. Staff support the child to understand their own health needs and teach them how to manage these independently. This ensures the child is well prepared as they approach adulthood and their overall health improves.

The child's care plan is comprehensive and well considered. It is tailor-made and updated regularly. However, information about children is not always recorded in a non-stigmatising way.

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

Staff know the risks the child can be exposed to. Safety plans are robust and tell staff how to respond. They are reviewed regularly, ensuring that staff have the most up-to-date information. Staff have frequent discussions with the child, helping them to learn how to keep themselves safe. This is an effective approach to safeguarding.

Staff respond well when the child is missing from the home. Staff look for the child and contact relevant professionals such as the social worker and police. Children receive a return home interview by the social worker. The manager provides effective oversight and evaluation and considers what is going on for the child. This ensures that the child receives the right support.

Staff physically intervene as a last resort to keep staff and children safe. The least restrictive measure and force are used. Children and staff are spoken to afterwards to support their well-being. Effective management oversight identifies learning that is used to improve practice and help prevent further incidents.

Children's concerns are taken seriously, and allegations are managed effectively. Appropriate agencies are consulted such as Ofsted and the local authority designated officer. Necessary safeguards are considered to ensure that children are kept safe while investigations are undertaken.

### **The effectiveness of leaders and managers: good**

The registered manager is a strong leader. She sets high expectations for staff and leads by example. Staff like working at the home and feel well supported. Issues of poor practice are appropriately addressed, and staff are supported to develop and progress.

The manager has effective oversight and quality assurance systems in place. She knows what is happening in the home daily. Regular checks and audits are undertaken, and any shortfalls are promptly addressed. Learning from incidents and feedback are used to improve the service.

Staff receive regular supervision. This includes pertinent topics such as safeguarding and the care of children. Staff are encouraged to engage in meaningful reflective practice discussions. This supports staff development and promotes their well-being and resilience.

Staff receive training in relation to children's specific needs such as diabetes management and training in a trauma-informed approach. However, three members of staff have not completed the relevant qualification in the required timeframe. There is a plan in place to address this shortfall.

## **What does the children's home need to do to improve?**

### **Recommendations**

- 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. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. This recommendation was made at the last inspection and is restated. ('Guide to the Children's Homes Regulations, including the quality standards,' page 62, paragraph 14.4)
- Where a registered person identifies gaps in qualifications, they should act to ensure relevant units or qualifications are completed in a timely manner at an appropriate level. ('Guide to the Children's Homes Regulations, including the quality standards,' page 68, paragraph 1.4)

### **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:** 2697062

**Provision sub-type:** Children's home

**Registered provider:** Almond Care Children's Services Limited

**Registered provider address:** Almond Care Ltd, 4 Barling Way, Nuneaton CV10 7RH

**Responsible individual:** Julia Senah

**Registered manager:** Jodie Spiel

## **Inspector**

Emma Dacres, Social Care Inspector

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