

2738013

Registered provider: Serenity Care Group Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home registered with Ofsted in April 2024 and is privately owned. It provides care for up to three children aged from seven to 17 who experience social and emotional difficulties.

At the time of this visit, two children were living in the home.

There has been no registered manager since September 2024.

Inspection date: 21 November 2024

This monitoring visit

The home was judged to be inadequate at the full inspection on 9 October 2024. The focus of this visit was to review the progress made to address the requirements raised at the full inspection. The provider has met all the requirements.

The newly appointed manager continues to have a positive impact. Working with the responsible individual and director, they have made several positive changes. The management team has the capacity to sustain these improvements. Since the last inspection, children are getting along better with each other.

The home is safe for children. Areas of concern raised at the last inspection have been addressed. Monitoring systems have been enhanced for the health and safety activities taking place. Health and safety assessments have been carried out by external organisations. The manager has spoken with staff in team meetings about the importance of health and safety. This has empowered staff to act promptly.

Records of physical interventions have improved in quality. The new format includes the use of pictures to clearly illustrate interventions used. Staff have all received training in the model of physical intervention used. Children's care plans reflect the

type of physical intervention to be used, which helps staff to deliver consistent care. Staff consider the need for medical attention for children following physical interventions. When there have been accidents involving children, medical attention has been sought appropriately.

The responsible individual has reviewed previous safeguarding investigations. An investigation that was not clearly recorded has now been substantiated. The revised outcome has been shared with Ofsted and the local authority designated officer.

Records for children are much improved. The care plans are more succinct, and staff say that they can find key information easier. The language used in reports is more child friendly and reflects the children's needs clearly. The provider has changed how children's records are held. The new system allows for closer management oversight and scrutiny and enables feedback to be provided to staff about record-keeping. Staff have received training in recording and reporting to improve the quality of records.

The exit interview for staff has been reviewed. This has been carried out with one member of staff who has left the home. Leaders have placed emphasis on ensuring that staff say goodbye to children; however, this has not yet been embedded.

Supervisions and probations now take place in line with the organisation's policy. The quality of the records of these meetings is of a good standard. Meetings are reflective and offer staff opportunities to discuss safeguarding issues, experiences of training and their own well-being.

Recruitment practice has been strengthened. All relevant checks are in place and are carried out promptly and verified before staff start to work in the home. Managers' oversight of these checks ensures that there is less opportunity for mistakes or omissions.

Recent inspection history

Inspection date

09/10/2024

Inspection type

Full

Inspection judgement

Inadequate

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

Recommendations

- The registered person should assess children's needs effectively prior to them moving into the home, to fully consider the impact on the children already living in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 56, paragraph 11.4)
- The registered person should ensure that children are supported to say goodbye to key staff who work in the home to reduce the impact on children's stability and emotional well-being. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.12)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2738013

Provision sub-type: Children's home

Registered provider: Serenity Care Group Limited

Registered provider address: 124 to 128 City Road, London EC1V 2NX

Responsible individual: Keith Riley

Registered manager: Post vacant

Inspectors

Mark Dawkins, Social Care Inspector
Glen Strowbridge, Social Care Inspector

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