

2766141

Registered provider: Residential Child Care Community (Town Hall) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned and managed by a private provider. The home provides care for up to three children who may experience social and emotional difficulties.

At the time of the inspection, the home was providing care for three children.

The manager registered with Ofsted in April 2024.

Inspection dates: 17 and 18 September 2024

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Children are beginning to develop trusting relationships with their core staff team. Children have made some progress, but further support is required to ensure that children's needs are consistently promoted.

Children in the home are not currently engaged in education. When the registered manager has identified barriers to learning, she has sought to provide children with alternative options to meet their individual needs. However, children are not consistently encouraged to engage in an effective routine when not attending education.

Children are registered with appropriate medical professionals to meet their health needs. For one child, who has a specific health need, staff have supported their symptoms. However, they have not further explored additional specialist support in a timely manner.

The home provides children with a warm and welcoming environment that offers a cosy atmosphere and is furnished to a high standard. Despite this, the registered manager has not identified ligature risks due to unsecured blinds in the home. Actions have been identified to address this by the registered manager.

Children are supported to develop their relationships with others, both inside and outside of the home. Staff encourage socially acceptable behaviours for children through direct discussion. However, the impact of this work is not consistently reviewed for children, to support their continued development.

Regular time with family members and those who are important to children is actively promoted and supported by staff. This ensures that children maintain and further develop their relationships. Staff have offered support to children when they have faced challenges in their relationships. This means that children's time with family and friends is positive and promotes children's best interests.

How well children and young people are helped and protected: requires improvement to be good

Children have individualised assessments that identify known risks. However, staff's recording of new and emerging risks is not clear and does not always reflect the registered manager's evaluation of the impact these risks have on children.

For one child, there has been a high number of incidents where they have been missing from the home. Staff have followed a clear procedure to ensure that the child's safety is promoted. However, follow-up work with the child fails to effectively

explore the reasons for their incidents of going missing. Therefore, this does not support a positive change in behaviours or develop the child's understanding of keeping themselves safe.

Children engage in direct-work sessions with staff that gather their wishes and feelings. However, children's needs have not been explored effectively to identify clear areas of support. Staff have provided one child with advice and subject-specific training in fire safety. Subsequently, there has been a missed opportunity for staff to revisit and further explore this area when the child has engaged in another incident of risk-taking with fire. In addition, two new staff members have not engaged in a fire drill within a reasonable time of starting work in the home. As a result, this leaves both staff and children vulnerable in the event of a fire.

Children understand how to make a complaint. Children say they feel confident that they will be listened to and that staff will act on concerns they raise. This ensures that children believe their voices are heard and valued.

Leaders and managers have identified shortfalls in practice, which has resulted in two members of staff no longer working in the home. The registered manager is keen to develop staff's knowledge and experience to ensure that children are cared for by the most appropriate staff team.

The effectiveness of leaders and managers: requires improvement to be good

A suitably qualified registered manager leads the home. The manager accepts that there are shortfalls in staff practice and management oversight that need to be addressed to ensure that children consistently receive good-quality care.

The recently established team has experienced a number of staffing changes since registration. These staff changes have not been consistently reflected in the home's statement of purpose. Although the staff team comes to the home with a range of transferable skills, for several members of the staff team, this is their first residential care role. Owing to staff members' inexperience, there are instances when their practice and recordings have been inconsistent.

Audits completed by the registered manager do not always consider the quality and content of records or identify areas for development. Consequently, the lack of monitoring results in inconsistent practice not being addressed effectively.

Supervision of staff takes place regularly, although the quality of the records of these sessions is not consistent. The records do not always reflect that staff have had an opportunity to discuss children during sessions or identify development opportunities. Staff feel supported by the registered manager and say that the new staff team is working hard to develop a secure and consistent approach for children.

The registered manager has developed good relationships with external professionals working with children. One care professional credits staff's attempt to develop

relationships with a child who has previously faced challenges in this area. The registered manager has worked hard to develop the culture of requesting that children formally agree to a move to the home before this takes place. Professionals have reported that this has created a solid foundation for children moving in.

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

Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe. (Regulation 12 (1) (2)(a)(i)(ii))	31 October 2024
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— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) In particular, the registered person must ensure that all incidents are evaluated, taking into consideration any possible learning outcomes that can be implemented into children's risk management plans, or to support the development of staff. The registered person must also ensure that there are clear systems in place in the home to support and develop management oversight.	31 October 2024

The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans; support each child’s learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible; help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment. (Regulation 8 (1) (2)(a)(i)(ii)(viii)(ix)) In particular, the registered person must ensure that when children are not attending an education setting, they are actively encouraged to engage in a structured routine which is regularly reviewed for effectiveness.	31 October 2024
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff—	31 October 2024

help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; and help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship. (Regulation 11 (1)(a)(b)(c) (2)(a)(ii)(iii)(iv)(v)(vii)) In particular, the registered person must ensure that each child is provided with proactive key-work sessions that are planned based on children's presenting needs and feelings. The registered person must ensure that incidents of children going missing from home, racism or antisocial behaviours are followed up with targeted direct work which is evaluated to review the impact on the child.	
After consultation with the fire and rescue authority, the registered person must— ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as reasonably practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25 (1)(d)) In particular, the registered person must ensure that all new staff members participate in fire evacuation drills as soon as practical.	31 October 2024

Recommendations

- The registered person should ensure that when the statement of purpose has been reviewed, a copy of this is shared with the regulating body. ('Guide to the Children's Homes Regulations, including the quality standards', page 14, paragraph 3.5)
- The registered person should ensure that the home environment complies with relevant health and safety legislations, including the securing of any ligature points. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that all children's health needs are explored effectively and understood by staff in liaison with external health professionals. ('Guide to the Children's Homes Regulations, including the quality standards', page 34, paragraph 7.11)

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: 2766141

Provision sub-type: Children's home

Registered provider: Residential Child Care Community (Town Hall) Limited

Registered provider address: 843 Finchley Road, London NW11 8NA

Responsible individual: Clare Harris

Registered manager: Dawn Erving

Inspector

Carrie Mayes, Social Care Inspector

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