

2768436

Registered provider: Eden Care Homes Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

The home's statement of purpose gives a clear overview of the resources and support that the children will have access to.

There were two children living at the home at the time of this inspection. The manager registered with Ofsted in February 2024.

Inspection dates: 22 and 23 October 2024

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	requires improvement to be good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 8 July 2024

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

Following the last full inspection, Ofsted issued compliance notices under regulation 12, the protection of children standard, and regulation 13, the leadership and management standard. The notices were reissued following the monitoring visit that Ofsted undertook on 29 August 2024.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/07/2024	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

The children say that they trust staff and feel safe. Indeed, staff are sincere in their approach to caring for the children. This has been crucial for the staff to form a trusting bond with the children. In doing so, staff have learned how to use their relationships so that they can better support the children.

A child's parent said that the environment is 'just like a lovely family home'. There are framed photos of the children and staff. The children's bedrooms are spacious and personalised. Crucially, the demeanour of the staff adds a sense of calm and reassurance for the children.

Staff have created a personalised memory book for the children. These are designed with care and love, giving the children something tangible to look back on and cherish. The photos and narrative that staff have included bring to life the children's experiences. Poignantly, in one instance, the photos show the emergence of a child's self-confidence and self-belief.

The manager and staff persistently support the children's access to their respective places of education. However, there has been a lack of persistence to engage the children's virtual school. This is due to the manager's limited knowledge around the pivotal role that the virtual school has in overseeing the children's access to, and support in, education.

The language used by staff in the children's written records does not reflect the care and love that the children receive. The method of recording that the staff use depersonalises the child's written record. Consequently, this will distort and challenge the child's memory of the nurturing and loving care that they experienced.

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

Leaders and managers make a significant contribution to safeguarding meetings associated with the children's welfare. There is respectful challenge to the children's local authority when there are differences of opinion around risk management. This has enabled a constructive professional working relationship to develop. In doing so, the children's welfare is prioritised.

Staff are persistent and dogged in their pursuit to ensure that children are safe in the community. When staff have concerns, the police are contacted promptly when staff have exhausted their ability to find and safely return a child home. Following such occasions, the child receives good support from the staff and other agencies.

The manager encourages and welcomes the support from partner agencies. As a result, children receive good support from health and substance misuse

professionals. These agencies play a significant role in the children's support network. Additionally, staff have also learned from the expert guidance provided by these agencies. Therefore, staff have become more confident in responding to certain aspects of the children's care.

Staff have established good links with the children's respective families. However, the manager has not properly coordinated this with the children's local authority. Therefore, it is unclear how known risks, associated with children visiting certain family members, will be managed by staff.

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

Information in the children's plans is vague. Additionally, certain aspects of the children's care that they need support with are not added to their plan. Consequently, the manager loses the ability to better plan and review aspects of the children's care.

The role and input of the therapist is clearly noted in the home's statement of purpose. However, this has not been reflected in practice. Therefore, the information in the home's statement of purpose is not accurate and is misleading.

Although staff receive regular supervision sessions, these are brief and do not promote reflective practice. Consequently, the manager is missing a crucial opportunity to further develop staff's skills around the care of the children. Leaders and managers have recognised this and have a plan to improve this area of staff support.

The previous nominated responsible individual left their post with immediate effect. Although a new responsible individual is now in post, they have not sought a suitability decision from Ofsted for several weeks. This weakens accountability and reassurance that the registered manager has a committed and viable support network.

The responsible individual writes a monthly report that gives the director an oversight of the functioning of the home. This enables the director to remain connected to the issues associated with the home and respond quickly as and when needed. An example of this was around providing funds to replace a child's bedroom furniture.

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 care planning standard is that children— receive effectively planned care in or through the children's home. (Regulation 14 (1)(a))	1 December 2024
Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (5))	1 December 2024

Recommendations

- The registered person should have an understanding of the role of the virtual school head. If a looked-after child from a different local authority area is placed in the home, the virtual school head of that local authority remains responsible for promoting the child's educational achievement. ('Guide to the Children's Homes Regulations, including the quality standards', page 27, paragraph 5.10)
- The registered person should ensure that staff supervision sessions encourage staff to reflect and act on how their own feelings and behaviour may be affected by the behaviour of the children they care for. Also, that staff supervisions encourage discussion around how to safeguard the children effectively. ('Guide to the Children's Homes Regulations, including the quality standards', page 39, paragraph 8.15)
- The registered person should ensure that staff record meaningful information on individual children. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 14.4)

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: 2768436

Provision sub-type: Children's home

Registered provider: Eden Care Homes Ltd

Registered provider address: 203 Westgate, Bradford BD1 3AD

Responsible individual: Post vacant

Registered manager: Matthew Youngson

Inspectors

Steve Guirey, Social Care Inspector

Mark Cryer, Social Care Inspector

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