

2787006

Registered provider: Kelwel Care Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private organisation and provides care for up to five children with social and emotional difficulties. At the time of the inspection, four children were living at the home.

The manager registered with Ofsted in April 2024.

Inspection dates: 7 and 8 August 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	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

The home opened in April 2024 and currently cares for four children. Three children were present and all took part in the inspection. Children benefit from well-planned and meaningful moves into the home. The manager met with one child before they moved in and shared important information about who they will live with and the staff. The child had a virtual tour and chose their bedroom. Staff help new children to feel welcome and valued.

Staff understand the importance of building trusting relationships with children. Staff are kind, inquisitive and use humour, to which children respond. Staff prioritise time to spend with children.

Staff encourage children with their hobbies and interests. One child enjoys building computers. Staff make certain the child has access to specialist parts to create their own electronics. One child has taken an interest in aquatics. Staff purchased a fish tank and the child is learning about tropical fish. Staff help children to build their confidence through their hobbies and interests.

Children experience a wide range of activities and new experiences. Children have enjoyed a concert, go-karting, panic rooms and themed events. One child benefits from going to the gym and takes part in community boxing events. Staff help the children to have enriching experiences and build positive memories.

Staff work hard to help children understand healthy lifestyles. A qualified nutritionist has trained staff to use organic ingredients in meals. Staff create individualised recipes for children to follow, which are then made into cookbooks for each child to keep. Placing a strong emphasis on nutrition has increased health benefits for children.

All children are enrolled in local schools. Two children have made good progress in their attendance and engagement in learning. The manager has sourced tutors to help two other children learn at home. Staff understand the importance of children learning and thinking about future careers.

Children understand how to make a complaint. However, when one child made a formal complaint, the home's complaints procedure was not followed. The guidance for managing complaints is misleading. The statement of purpose and children's guide contradict each other in how these will be managed. Although the child's concerns were looked into, it is difficult to measure if timescales were met and processes were followed. This reduces transparency.

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

The staff understand children's vulnerability. They regularly have conversations with children around a range of subjects, including exploitation, substance misuse and healthy relationships. This has meant that one child was able to rebuild a positive bond with their family.

Children's risk assessments are easy to read. They provide detailed guidance for staff on how to manage children's vulnerabilities. The risk assessments are regularly reviewed and updated by the manager.

If children choose to leave the home without permission, there is a well-coordinated response. Children are welcomed home and staff make certain they can speak to an independent person.

Room searches are conducted in a sensitive manner and children's views are always listened to.

The staff do not use restraints, because they are able to de-escalate behaviours. When children are upset or worried, staff listen to children's feelings. Restorative work takes place to help children understand their behaviours. This helps children to reflect on their feelings and emotions.

When there are tensions in the group, the staff identify and address these immediately. Children are supported to be kind to each other, and they understand why bullying behaviour is not acceptable. This helps children to develop socially acceptable behaviours.

Children receive natural consequences. Children reflect on their behaviours with staff and are helped to rebuild their friendships with one another. Following a behavioural incident, one child created a hamper for the neighbours. This helped the child to learn about the importance of respecting the community.

The manager ensures that any concerns about staff practice are investigated promptly. However, on one occasion, statements were taken from staff before taking advice from the local authority designated officer. Although, this did not affect the outcome of the investigation, this was outside of the correct process.

The effectiveness of leaders and managers: good

The registered manager is experienced and holds the relevant level 5 qualification. A deputy manager and senior support worker support the manager. The management team is committed to providing high-quality care and investing in staff development.

The manager follows safer recruitment processes. The organisation's induction is detailed and includes new staff shadowing experienced staff. This helps staff to prepare for their roles.

Staff said that they felt supported by managers. They receive regular supervision sessions. Staff are encouraged to reflect on each child and discuss any concerns they may have. Managers focus on the well-being of staff. They understand that staff investment supports better outcomes for children.

Staff undertake mandatory training as part of their probation and ongoing personal development. Additional training is sourced to meet children's individual needs. Staff are either qualified to or working towards the relevant level 3 qualification within timescales.

The manager has good systems in place to monitor and review the quality of care children receive. They have a good understanding of the areas for development and what is working well. The manager involves staff in the development of the home and this approach helps staff to remain motivated.

Since the home opened, the independent person has conducted visits. However, they have not met with children or attempted to gain their thoughts and feelings about living at the home. This limits the opportunity for children's experiences to be linked to home improvements.

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, The 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
When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (2)(a))	13 September 2024
The children's views, wishes and feelings standard is that children receive care from staff who— take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that each child— has access to the home's children's guide, and the home's complaints procedure, when the child's placement in the home is agreed and throughout the child's stay in the home. (Regulation 7 (1)(c) (2)(b)(ii))	13 September 2024

Recommendation

- The registered person should seek to involve the local authority and other relevant persons whenever there is a serious concern about a child's welfare. In particular, seek advice from the local authority designated officer before starting an investigation into any allegations. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.4)

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: 2787006

Provision sub-type: Children's home

Registered provider: Kelwel Care Homes Limited

Registered provider address: Victoria House, 101–105 Victoria Road, Chelmsford
CM1 1JR

Responsible individual: Thomas Wells

Registered manager: Sheree Evans

Inspectors

Mandy Start, Social Care Inspector
Saeeda Fatima, Social Care Inspector

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