

2787795

Registered provider: Holden Knight Healthcare Temp Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private provider operates this home. It is registered to care for one child who may have social, emotional and/or behavioural difficulties.

The manager registered with Ofsted in April 2024.

This was the home's first inspection since registration.

Inspection dates: 1 and 2 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	good
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The children's home provides effective services that meet the requirements for good.

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: good

At the time of the inspection, there was one child living at the home. They are settled and have formed positive and trusting relationships with the staff who care for them.

Staff nurture the child. They spend time with the child at bedtime to help them to settle. The child values this and says that it is an important part of their day. Staff encourage the child to reflect on their day and identify positive things about themselves. This routine helps to promote a positive self-image.

The child enjoys spending time with staff doing activities in the home and in the local community. Staff ensure that community activities are well planned so that potential risks to the child do not stop them taking part. For example, the child has recently been on holiday and gone to a live music concert for the first time. Staff have created a memory book to capture the fun times they have shared with the child.

The child is a talented singer and enjoys writing songs. Staff promote this hobby and encourage the child to attend singing lessons to help fulfil their potential.

Staff give the child lots of praise for positive behaviours and positive choices. The child responds well to this approach and this helps to build their self-esteem and feelings of self-worth. One professional said, '[Name of child] is making amazing progress. They are a totally different child.'

The child has regular contact with people who are important to them. Staff support this so that it happens in a planned and safe way.

Staff have registered the child with community health services and encourage the child to attend routine appointments. When the child is reluctant to attend health appointments, staff offer advice and guidance to try to overcome this.

The child has struggled to attend education on a regular basis. The manager ensures that educational activities are offered to the child each day while a return to full-time education is planned.

Some areas of the home are starting to look tired and in need of redecoration and refurbishment. For example, the paintwork in communal areas is marked and the veneers on the kitchen cupboards are starting to peel.

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

The child feels safe and secure living at the home. There has been a significant reduction in the number of times the child has gone missing from home. The manager ensures that there is a clear procedure in place for staff to follow in the event the child does go

missing. This promotes a consistent and effective response to locate the child. Staff are persistent in their efforts to keep in touch with the child when they are missing and to encourage them to return home. However, the responsible local authority does not always offer the child an independent interview on their return.

The child has a high level of supervision and there are several restrictions in place to keep the child safe and protected from harm. The appropriate legal authority is in place to permit these restrictions. The manager is careful to ensure that the application of these restrictions is kept under review. She involves the child in discussions about how some of the restrictions could be safely reduced. This helps the child to understand the rules and what is expected of them.

There are robust risk management plans in place. These plans are updated following significant incidents in the home. This ensures staff understand the steps they must take to keep the child safe.

When the child is upset or anxious, they can display behaviours which are difficult to manage. Staff manage these incidents calmly and effectively. However, the child's plans do not capture all the practical approaches staff use to defuse challenging situations.

Consequences are rarely used to manage the child's behaviours. Instead, staff use rewards and praise to encourage and reinforce positive behaviours.

Staff are supporting the child to develop strategies to manage their emotions and anxieties. For example, they encourage the child to express their emotions through writing and singing. Staff and the child have also made a sensory box that holds items the child has chosen to help calm and soothe them.

Staff are helping the child to reflect on their behaviours. They do lots of direct work with the child to help them to understand how to keep themselves healthy and safe. However, the quality of this work is not consistent.

The effectiveness of leaders and managers: good

The registered manager is a visible and accessible leader. She is supported by an experienced deputy manager and, together, they form an effective management team.

The manager demonstrates a passion for developing the home and improving outcomes for the child. She understands the child's needs and the progress that they are making. The manager is committed to ensuring the child receives good-quality care that supports them to fulfil their potential.

The manager understands the impact of the restrictions on the child's liberty on their lived experiences. She is mindful to ensure that the least restrictive measures are in place to safeguard the child. The manager is ambitious for the child to become more independent and to ease the restrictions in a planned and safe way.

The manager works collaboratively with other professionals to ensure the child is safeguarded. For example, she has spoken with police in neighbouring areas to ensure there is a cohesive plan in place when the child is missing from home.

Staff say they feel well supported by the management team. They receive regular supervision and attend training to ensure that their skills and knowledge remain current. Staff have regular team meetings and daily handovers. This means that they can pass on relevant key information and provide continuity of care.

The manager has monitoring systems in place to review the quality of care provided to the child. She reviews records of significant incidents in the home and is keen to learn lessons from practice. However, internal and external monitoring systems have not identified the variable quality of direct work with the child and that some information is missing from the child's behaviour support plan. In addition, the staff roster did not contain all the information required by regulation.

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
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4. (Regulation 37 (1) (2)(a)) In particular, the staff roster should include the full names of the staff working at the home.	29 November 2024

Recommendations

- The registered person should ensure that communal areas of the home are redecorated and refurbished in a timely way. In addition, the garden area should be a well-maintained space for the child to use and enjoy. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should escalate their concerns when the responsible local authority does not provide an opportunity for the child to have an independent return home interview following an episode of going missing. ('Guide to the Children's Homes Regulations, including the quality standards', page 45, paragraph 9.30)
- The registered person should make best use of information from independent and internal monitoring to ensure continuous improvement. They are responsible for proactively implementing lessons learned and sustaining good practice. Specifically, they should ensure monitoring systems review the quality of direct work that staff do with the child and ensure the child's plans capture all the strategies staff use to care for the child. ('Guide to the Children's Homes Regulations, including the quality standards', page 55, paragraph 10.24)

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: 2787795

Provision sub-type: Children's home

Registered provider: Holden Knight Healthcare Temp Limited

Registered provider address: Holden Knight Healthcare Temp, 200 Brook Drive,
Reading RG2 6UB

Responsible individual: Peter Whitworth

Registered manager: Leonna Sharkey

Inspector

Sophie Thomson, Social Care Inspector

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