

SC005041

Registered provider: Caretech Community Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It is registered to provide care for up to eight children with a range of disabilities and complex needs.

There is an experienced qualified registered manager in post.

Inspection dates: 10 and 11 January 2023

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 13 December 2021

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/12/2021	Full	Good
12/11/2019	Full	Good
26/06/2018	Full	Good
21/11/2017	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Seven children live in the home. Since the last inspection, one child approaching adulthood and one young adult have moved on from the home and had positive experiences of doing so. For example, one child visited her new home on several occasions before moving and this enabled her to get to know the people who will be caring for her. Two children have moved into the home. The registered manager carefully considers children's needs and their suitability to live in the home before their admission. This good practice promotes placement stability and helps staff to prepare children for change.

The registered manager and staff are knowledgeable about children's complex health needs. They ensure that children are registered with and can access local health services for routine appointments and health reviews. There are good systems in place for managing children's medication.

Consistent routines for children help children to understand what is expected of them. Children's attendance at school is good and they make good progress with their communication skills and learning. The registered manager is working with the local authority to find a suitable school for a child who recently moved to the area. In the meantime, staff implement a daily timetable at home that incorporates activities and promotes the child's sensory needs.

Staff support children to keep in touch with people who are important to them. One child recently returned from a short break with a family member. A parent spoke to the inspector about how staff have supported her to increase the time she spends with her child and how she now understands his communication needs better.

The registered manager and staff have high expectations for children. Staff take account of children's individual abilities and promote their independence. They understand children's plans and through key work they identify targets for children to work towards. Individualised plans help children to make progress that supports and enhances their quality of life.

Children enjoy taking part in activities at home and in the community. The sensory rooms provide children with a relaxing space that encourages their development. Children frequently participate in activities in the community. Plans are in place for some children to go to the theatre to watch a wrestling show and another child is going to a music concert. Staff are already planning a summer holiday for the children. This practice provides children with opportunities to experience new things and have fun.

The home has recently been redecorated. A lot of thought and effort have been taken by staff in personalising children's bedrooms, ensuring that they are welcoming spaces for children to spend time in. Specialist lifting equipment is

accessible throughout the home and is used to promote children's dignity when staff need to support personal care.

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

The registered manager and staff understand children's complex needs and the behaviours that are linked to these needs. This understanding is used to inform care plans and develop individualised routines for children.

Challenging incidents are rare and have reduced over time. One child who presented self-injurious behaviours no longer needs to wear a protective helmet at home or when in the community with staff.

Children have positive relationships with each other and staff. They are excited to return home after school and to see staff and children and spend time with them. One child spoke warmly of the relationships he has with staff and the children he lives with. This creates a caring environment and helps to keep children safe.

The registered manager ensures that children have opportunities to share their views, wishes and any concerns. On one occasion, a child reported a concern about a member of staff. This was taken seriously; information was shared with relevant professionals and a comprehensive investigation was completed. The manager has good links with the local authority designated officer.

Children have access to devices that can connect to the internet. Parental settings are in place and staff support children to browse the internet safely in line with their individual needs.

Two new staff have started work in the home since the last inspection and have been recruited safely.

The effectiveness of leaders and managers: good

The registered manager is experienced and qualified. He has a clear vision for the home and understands the strengths and areas for development. Development plans are in place to maintain good standards and make improvements when necessary.

Managers are present in the home and provide good oversight and support to staff and to children. As a result, changes in a child's behaviours were identified and explored quickly. On another occasion, managers responded quickly when a child returned from school in a low mood. They soon learned that the child felt that he was missing out on spending time with friends after school. The manager requested a change to the child's bus pick-up time, which resulted in the child being able to spend time with friends, and he returns home much happier.

Most staff employed by the organisation hold a relevant qualification in health and social care. Four staff who do not hold an appropriate qualification are working towards achieving this. The registered manager ensures that staff complete training

to carry out their role and responsibilities well. For example, staff have received training in epilepsy. Staff who have not completed Makaton training yet have access to resources to help them to develop their communication skills.

Staff feel well supported. The registered manager and deputy manager ensure that staff receive regular supervision and an annual appraisal. These, coupled with monthly team meetings, help staff to reflect on practice, review children's plans and share ideas to maximise the positive experiences children have.

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: SC005041

Provision sub-type: Children's home

Registered provider: Caretech Community Services Limited

Registered provider address: 5th Floor, Metropolitan House, 3 Darkes Lane,
Potters Bar, Hertfordshire EN6 1AG

Responsible individual: Shelley Whiting

Registered manager: Lee Vaughan

Inspector

Helen Malanaphy, Social Care Inspector

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