

Children's homes inspection – Full

Inspection date	6 July 2016
Unique reference number	SC010415
Type of inspection	Full
Provision subtype	Children's home
Registered provider	Norwood Ravenswood
Registered provider address	Broadway House, 80–82 The Broadway, Stanmore, Middlesex HA7 4HB

Responsible individual	David Harris
Registered manager	Annette Shimoni
Inspector	Jacqueline Graves

Inspection date	6 July 2016
Previous inspection judgement	Declined in effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
How well children and young people are helped and protected	Good
The impact and effectiveness of leaders and managers	Good

SC010415

Summary of findings

The children's home provision is good because:

This is a child-centred service where children's experiences and safety are a priority. Staff know children's needs well and plan activities around their interests, as well as providing them with new experiences. A parent said, 'Staff are very caring and understanding of what my child needs. They make her feel at home and happy.'

The home is bright, spacious and homely. Children have sufficient space to play and spend time alone if they wish. Children appear to be at home in the building. A parent said, 'They have brilliant facilities, like a sensory room.' Another said, 'It just seems such a nice warm environment, lots of lovely care.'

Staff establish positive relationships with families so that they are able to trust staff to care for their children. They take time to assess children's needs, recognising that the parents know these best. Staff visit children's schools to share useful information such as behaviour management plans and teachers' observations to inform their own care planning.

Parents appreciate that their children are able to have a short break in a 'home away from home'. One said, 'When I pick her up, she is always extremely happy. I just know that she's had a wonderful time and I wouldn't trust anybody else to look after her overnight as well as they do there. The home has absolutely changed our lives for the better. And I'm so very grateful and feel very lucky that my daughter is able to stay there.'

As this home has a Jewish ethos, children are able to experience Jewish traditions and festivals. Shabbat is a positive time for those staying over at weekends to start their short breaks. Children are also enabled to experience aspects of other cultures and religions, such as Christmas and Diwali, and are looked after by a diverse staff team.

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

Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meets the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must notify, without delay, the local authority for the area in which the children's home is located of every admission of a child into the home and every discharge of a child from the home. (Regulation 41(1))	31 August 2016
The independent person must produce a report about a visit ('the independent person's report') which sets out in particular, the independent person's opinion as to whether children are effectively safeguarded; and the conduct of the home promotes children's well-being. (Regulation 44(4)(a)(b))	31 August 2016

Recommendations

To improve the quality and standards of care further, the service should take account of the following recommendations:

- Ensure that the statement of purpose is kept under review, with particular reference to making clear the differing arrangements that are required for admissions which may become long term outside of short-break conditions. ('Guide to the children's homes regulations including the quality standards', page 14, paragraph 3.5)
- Ensure that, as set out in regulations 31–33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment of staff safeguards children and minimises potential risks to them. This refers to them having oversight of all recruitment checks. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)

Full report

Information about this children's home

The home provides care and accommodation for up to nine children who have a learning disability, physical disability or sensory impairment. A charitable service provides this service.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22 December 2015	Interim	Declined in effectiveness
20 August 2015	Full	Good
19 February 2015	Interim	Sustained effectiveness
19 September 2014	Full	Good

Inspection judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
One of the most significant areas of progress is that children learn to spend time away from their families and settle into a new environment. They come to know the staff and look forward to their visits. Effective communication between staff and families ensures that children can make the most of each short break. One parent said, 'My child cannot communicate, but the staff are very good at understanding her needs.' Another commented: 'They phone if there are any queries. We can phone anytime, day or night.' Parents appreciate the 'fabulous detailed notes' which staff provide at the end of each stay. One said, 'It helps us to be able to talk about what she has done, eaten and where she has gone, as she won't tell us properly herself.' Staff communicate well with children. Staff are able to anticipate what gestures, sounds or behaviours mean, so that they can make sure that children are content. Consultations ensure that children can contribute to what goes on at the home and give their preferences for their own care. Staff meet children's religious and cultural needs. They receive a kosher diet, and any other special dietary requirements are met. Staff say prayers with children where this is part of their religious observance. A parent said, 'They know that she loves the Sabbath on Friday night, and the staff help her to enjoy it by following all the traditions when she stays on a Friday night and Saturday.' Children are able to try new things when they stay in the home. For example, some have tried new activities which would be difficult for their families to arrange, such as attending the circus, cinema or a wildlife park. Some have tried new foods, eating a more nutritious diet as a result. This is particularly encouraging for those with very limited diets due to the nature of their needs. Some now eat solid rather than soft foods, which is significant progress for them. Children benefit from being able to continue with their familiar routines and behaviour. This helps to reduce their anxiety. In some cases, their behaviour becomes less challenging while they are at the home. Children receive praise for their efforts and achievements. This recognition helps to improve their self-esteem and confidence in their abilities. Each has their own 'All about me' book to help them to see the activities that they have participated in, as well as their achievements. Staff also recognise children's progress by awarding certificates, for example for being helpful or learning to propel a wheelchair.	

	Judgement grade
How well children and young people are helped and protected	Good
In Ofsted surveys, all parents who responded thought that their children were safe at the children's home. A parent said that their child 'is always so happy there, and the staff show her so much care and give her the attention that she needs. This makes her feel so safe and so happy to be around each of the staff. It's a very nice atmosphere and environment to be in.' No children have gone missing from the home or while on trips out. Staff are very aware of the risk to children due to their vulnerabilities. Staff's training in safeguarding, close supervision and good staffing levels minimises risk. The management welcomes complaints as a chance to improve and develop the service. The only complaint received since the last inspection had a satisfactory response. Staff manage children's behaviour very well. They work consistently to anticipate triggers and know children's routines and traits well. No restraint is used. Staff distract children or allow them time to calm in a quiet space if they become agitated. They look for the reason behind any behaviour in order to help the children. There is a good approach to keeping the building safe. For example, there are regular checks of fire equipment and systems, and fire drills. Each child has an individual fire evacuation plan. These help to promote children's safety by reducing the risk from fire. There is effective oversight of the service by both the manager and an independent visitor. Reports by the independent person include recommendations to help the service to improve further. Although the person looks at children's safety, they do not explicitly give their opinion on children's well-being and safety as required by regulation. The human resources section of the charity providing this service orchestrates the recruitment process for new staff. It provides confirmation of when checks are complete, for example when it has obtained and verified references, but the registered manager does not see these. As the person with responsibility for staff, this is insufficient oversight of the entire process.	

	Judgement grade
The impact and effectiveness of leaders and managers	Good
A registered manager who has been in post for over 11 years leads this service well. In working her way up to this position, she has undertaken other roles within the home. She has a good understanding of what is required of the whole staff team to provide a good service to children and their families. There has been some staff turnover, but an established, well-trained staff team provides stable care to children. Some staff have worked in the home for a number of years. One describes the 'really nice team here'. They show passion for their work in providing children with a positive experience during their stay at the home. Staff receive sufficient training and support. New staff receive a good induction and ongoing support from more experienced staff to help them to become used to the work. They find that the management team is supportive and approachable. One said, 'It's an excellent place to learn; I've learned so much.' Management has met the requirements and recommendations made at the last inspection. Records of accidents and incidents are clear and show clearly how these have arisen. There are improved arrangements to engage cleaning staff, so that only vetted staff work in the home. Staff have received updated safeguarding training on radicalisation and extremism to protect children. The manager has developed a workforce development plan. These steps indicate the home's capacity to improve. The home operates primarily as a short-break service. In exceptional circumstances, children stay longer than short-break regulations permit. This provides a positive experience for those children who know the staff and home well, as they can stay in a familiar environment. However, the home's capacity to care for children outside of short-term arrangements is not explicit in the home's statement of purpose. Nor is the local authority advised of the arrangements. However, these shortfalls do not have any impact on children's care or well-being. In surveys, parents report that there is nothing to improve in the service apart from more places, so that their children can stay more often. They appreciate the service that their children receive.	

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against 'Inspection of children's homes: framework for inspection'.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service and to consider how well it complies with the Children's Homes (England) Regulations 2015 and 'Guide to the children's homes regulations including the quality standards'.

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