

SC010415

Registered provider: Norwood Ravenswood

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A charity runs this home. It cares for up to nine children. The home provides both long-term residential care and short breaks for children with disabilities, including children with autistic spectrum disorders.

The manager has been registered with Ofsted since 5 October 2018.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

Inspection dates: 18 and 19 January 2022

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 **requires improvement to be good**

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

Date of last inspection: 29 July 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/07/2019	Full	Good
21/05/2018	Full	Good
22/06/2017	Full	Good
07/12/2016	Interim	Sustained effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Children receive good, individualised care from staff who understand their needs well. Children benefit from their positive experiences in the home and make good overall progress.

Children's disabilities are not a barrier to their safe participation in a wide range of activities. Activity planners set out children's activities in the home, such as messy play, finger painting, beauty sessions, arts and crafts, story time and sing-along sessions. Despite the COVID-19 pandemic, children have continued to take part in community activities such as trips to the local parks and shops. As the COVID-19 pandemic restrictions lift, staff plan to resume children's trips to historic places and landmarks, gardens, museums and bowling.

Many children who use this service are non-verbal. Staff know the children's communication styles well. Staff respond promptly to children's facial expressions, gestures and pointing. Children's use of eye gaze technology also helps staff understand children's wishes and feelings. Staff ensure that children's daily routines are maintained in the home, for example lullabies at bedtime and sing-alongs at bath time. One social worker said, 'I have found the staff to be responsive and person centred in respect of the children.'

Children's cultural identities are promoted and celebrated. With the help of technology, a child listens to a transcript of his bible at bedtime. This helps the child settle at night. Staff also plan cultural celebrations for the children. These include Eid, Divali, and the Jewish Sabbath on Fridays. On the Sabbath, children and staff enjoy a 'family roast' meal together.

Children are encouraged to give feedback about their time in the home. Staff promptly action children's preference requests, such as a night-time bath, a favourite snack or a particular picture in their bedroom. Children's keyworkers meet parents annually to review and update their child's needs, risks and health plans. This helps to ensure that staff's individualised care and support remain effective.

The building is suitable for the care and accommodation of children. The home is a welcoming environment with children's large art displays on the walls alongside photos of the staff and children. Children's bedrooms are comfortable and suitably equipped and furnished to meet their social and mobility needs. Children's bathrooms have recently been upgraded. The registered manager plans to continue to redecorate and refresh some areas of the home.

During the inspection, the inspector found a food item in the fridge stored incorrectly. This item did not present a health hazard to the children. However, this

was a missed opportunity for using daily health and safety checks to help to reduce risk.

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

The members of the experienced staff team understand the children's complex behaviours. Children's positive behaviour support plans set out the strategies to manage any challenging behaviours. Staff's use of de-escalation techniques is effective. As a result, staff do not use physical restraint to manage complex behaviours.

Staff complete children's risk assessments and identify strategies to minimise those risks. Children's risk assessments are comprehensive and help staff to keep children safe from harm. Every child has a personal emergency evacuation plan should there be a fire or other emergency in the home. Access to the home is via two secure keypad door locks.

When night-time surveillance monitoring is used this is proportionate to safeguard children. These safeguard measures have the full approval of a child's placing local authority and their parents.

Staff shift handovers are thorough. These discussions help to ensure that staff understand their specific responsibilities during the shift, such as the children's specific needs.

Staff recruitment is robust. This helps to ensure that only suitable people are employed to work with the vulnerable children in this home. Staff spoken with know when and how to report any safeguarding concerns. The majority of the staff team have a suitable residential children's home qualification. Other staff are awaiting enrolment which is within regulatory timescales.

Staff record-keeping requires improvement. The inspector found some inconsistencies and shortfalls in children's records. Not all staff had signed a child's updated care plan or a child's updated health plan in line with the home's policy. A member of staff had some difficulties describing a child's health condition to the inspector. Despite this, the inspector found no evidence that these shortfalls have placed children at an increased risk.

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

Staff loyalty is a strength of the home. Leaders and managers support and encourage staff career progression in the home. The registered manager is an example of this nurture, having started work as a support worker in the home. Staff say that the registered manager provides them with consistent and professional support. A member of staff said, 'I love this place. It is a privilege to work here, and I enjoy coming in every day.'

The registered manager and staff team work closely with families and other professionals. Staff attend and contribute on behalf of the children to their relevant review meetings, and the registered manager helps families to find further support for their children. A parent said, 'The manager is amazing and the staff are lovely.' The registered manager has plans to increase the regularity of parent feedback in order to further improve the service.

The leadership and management of the home requires further improvement to be good. The home has not been operating in line with their statement of purpose as a short break and day care service only. Three children have remained living in the home after initial emergency placements. These children's moving on plans have been delayed and extended by the placing authority for various reasons.

The registered manager has met all the requirements set at the last inspection. However, an outbreak of COVID-19 in the home was not notified to Ofsted in line with regulation, and the children's register does not meet regulatory requirements.

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, 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
The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. 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 (3)(a)(b) (5))	31 March 2022
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	28 February 2022

In particular, the registered person must notify Ofsted of any outbreak of COVID-19 among the children in the home.	
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)) In particular, the registered person must ensure that children's health plans and updated care plans are signed by the relevant staff.	31 March 2022
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; ensure that the records are kept up to date. (Regulation 37 (1) (2)(a)(b)). In particular, the registered person must ensure that the statutory provision (if any) under which the child is accommodated is recorded.	28 February 2022

Recommendations

- The registered person should comply with the relevant health and safety legislations, particularly in relation to safe food storage. ('Guide to the children's homes regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that staff have the relevant knowledge in relation to children's health needs. ('Guide to the children's homes regulations, including the quality standards', page 34, paragraph 7.12)

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: SC010415

Provision sub-type: Children's home

Registered provider: Norwood Ravenswood

Registered provider address: Broadway House, 80–82 The Broadway,
STANMORE, Middlesex HA7 4HB

Responsible individual: Patrick Murphy

Registered manager: Claire Politzer

Inspector

Victoria Jones, Social Care Inspector

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