

SC014848

Registered provider: Cornerways Children's Services Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is one of two children's homes owned and run by a private company that also operates a fostering agency and a school. It has accommodation for up to six children who have emotional and/or behavioural difficulties. The service also provides support from therapists to individual children.

The manager was registered with Ofsted on 15 December 2017.

Inspection date: 18 December 2018

Judgement at last inspection: good

Date of last inspection: 26 June 2018

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

Since the last inspection, the registered manager has continued to develop the culture of the home and the staff team. He has kept the focus of this work on the children and their experiences, and how the staff can make a positive difference to their lives. To do this, the staff have had the opportunity to reflect on their practice and are supported to understand and use the theoretical model that underpins it.

Since the last inspection, the group of children living in the home has changed. Following the positive planned moves of two of the children, two new children have moved in. The management team carefully considered all the information available before agreeing to

these placements, including the compatibility of the children and the timing of these moves. On one occasion, the supporting document explaining the decision was not completed until after the child had moved in.

The recent change in the group of children has presented the staff with different challenges; however, with support they have managed this well. Challenges have included an increase in children going missing and an increase in the use of physical intervention. Acutely aware of these changes, the registered manager has monitored the situation closely and has provided the staff with clear guidance and strategies to reduce the number of incidents.

Staff work closely with the children to understand the reasons behind their behaviour and use key-work sessions effectively to help them address it. This behaviour includes children going missing. However, the registered manager has not always encouraged or challenged the placing authority to arrange independent return home interviews for the children.

Over the past few months, there have been two occasions when children have complained about staff conduct. These issues have been taken seriously and fully investigated by the registered manager. In one instance it was very clear that the complaint had been resolved and action taken to prevent a reoccurrence. However, in the second instance records did not show that the child had been given an explanation as to why the complaint had not yet been resolved. This could result in them feeling that they had not been listened to.

Records do show that the registered manager takes appropriate action to address poor performance. When necessary, this includes restorative work being done to repair relationships between children and adults.

More recently, the registered manager, supported by the management team, has begun to implement new initiatives as part of the home's development plan. Although these changes have not yet been fully embedded into practice they are already contributing to real improvements.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/06/2018	Full	Good
20/02/2018	Full	Requires improvement to be good
07/03/2017	Full	Good
19/10/2016	Interim	Sustained effectiveness

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

Recommendations

- When a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.30)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: SC014848

Provision sub-type: Children's home

Registered provider: Cornerways Children's Services Limited

Registered provider address: Ashcombe Court, Woolsack Way, Godalming, Surrey
GU7 1LQ

Responsible individual: Sara Milner

Registered manager: Raffaele Hasenfratz

Inspector

Amanda Harvey, social care inspector

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