

Children's homes – Interim inspection

Inspection date	23/03/2017
Unique reference number	SC015264
Type of inspection	Interim
Provision subtype	Children's home
Registered person	The Chartwell Group
Registered person address	Chartwell House School, Goodens Lane, Newton, Wisbech PE13 5QH

Responsible individual	Christopher Wright
Registered manager	Rick Ogle-Welbourn
Inspector	Debbie Young

Inspection date	23/03/2017
Previous inspection judgement	Good
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 full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness. There were no recommendations or requirements made at the last inspection. The children are making progress. Prior to coming to the home, many of the children were not attending school. They are now engaging with education, they attend the onsite school and they have clear education plans. The staff work hard to encourage the children to participate in education. The children develop their skills through practical activities, such as visits to local museums and cooking. This helps to promote their numeracy and reading skills. A social worker said, 'Educationally, he [child] is thriving. I am really pleased with his progress.' The children are at various levels of learning. The staff work closely with the children to help them to identify their strengths and interests. This enables the children to develop their individual choices and learning goals. The staff are providing support to one child to enable him to return to the care of his family through a gradually increasing contact plan. This is a positive outcome for the child and his family as it takes account of the child's wishes. His mother speaks positively about the care provided to her son. She said, 'I can't fault them [the staff]. They have been absolutely brilliant with his transition home.' This support provides the children with the practical and emotional tools to manage such significant life changes. Staff seek the views of the children and listen to them through regular meetings. The children have the opportunity to discuss their views and wishes, such as activities, food choices and the future opportunities that they would like to access. The children are aware of their right to complain. They are able to identify a trusted adult to speak to if they have any worries or concerns. The children feel listened to and are secure in the knowledge that they can trust the adults who look after them. The staff complete one-to-one sessions with the children. These help the children to talk about their feelings and to supports their emotional needs. The sessions take place regularly and are meaningful. The children know who their link workers are and know that they can go to them for support if they need to. One child said of his link worker, 'She is lovely and is one of the best staff that you could meet.' The children are all happy and settled. They benefit from the nurturing care	

provided by the staff team. One child said, 'The staff are full of positives and hardly ever come in negative. They are never negative to us and they make us positive.' The emotional health of the children is a priority. The approach of the staff enables the children to stabilise and develop.

The staff use physical intervention when de-escalation techniques have not been effective. The physical interventions keep the children and others safe. The records of these incidents are detailed. The manager provides oversight and scrutiny of the incidents and records to ensure that all interventions are proportionate and justified. The children have the opportunity to talk through each incident that they are involved in and they reflect on the incidents during their keywork sessions. This enables the children to think about their behaviour and helps them to make good choices in the future. However, the registered manager has not considered how incidents that he is involved in will be scrutinised and reviewed.

The staff use sanctions and consequences to manage behaviour. The records are clear and include the reasons for the consequences and the children's views. Keywork sessions support this process, as the staff discuss the children's behaviour with them and the impact that their behaviour has had. This consistent approach encourages better outcomes. However, there is no impartial mechanism to oversee and review the sanctions or consequences that the registered manager imposes.

The children do not go missing from the home. They feel safe at the home and the staff manage any incidents effectively. A social worker said, 'The staff have done a good job at trying to maintain him [child] and continue to encourage him to make the right choices. It is a good placement for him.' Up-to-date behaviour management plans and risk assessments consider potential risks. This ensures that the children are safeguarded and adequately protected.

Children benefit from a gradual introduction to the home prior to their admission. The manager meets the child, and the child has the opportunity to visit the home and make a choice about whether it is the right placement for them. There is good multi-agency working with other professionals. A social worker said that communication is good. She is aware of any significant incidents and she receives regular updates. She said, 'It is a well-run home. There are really good staff and they are really good advocates for the children.' An independent reviewing officer said, 'The placement is meeting his [child's] needs. He [child] speaks highly of the staff and the home.'

The manager's monitoring is comprehensive, but it does not include the views of the parents or the children. This means that these important views do not contribute to the review and assessment of the home and the care provided.

Information about this children's home

This home is registered to provide care and accommodation for up to seven children who have emotional and/or behavioural difficulties and/or learning difficulties. The home specialises in offering long-term placements to boys. There is an independent special school on site.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/12/2016	Full	Good
08/03/2016	Interim	Improved effectiveness
24/11/2015	Full	Requires improvement
26/02/2015	Interim	Improved effectiveness

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

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- Ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.36)
- Monitor the matters set out in the regulation at least once every six months. ('Guide to the children's homes regulations including the quality standards', page 64, paragraph 15.2)

In particular, ascertain and consider the opinions of children, their parents, placing authorities and staff.

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

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 the 'Guide to the children's homes regulations including the quality standards'.

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