

SC016697

Chances CCFSS Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It provides care for up to four children aged up to 18 years with social and/or emotional difficulties. The manager has been registered with Ofsted since February 2012.

Inspection date: 17 February 2021

This monitoring visit

This visit was carried out because of an increase in significant incidents relating to the well-being of one child and because the home has not been visited since July 2019. At the time of this visit, two children were living in the home.

This monitoring visit included a virtual video tour of the home with children and feedback was also gathered from children via video call. Direct feedback from staff and the registered manager was gathered via telephone. In response to the current COVID-19 (coronavirus) lockdown restrictions, a review of the records and discussions with professionals took place remotely.

Children receive nurturing care from an experienced and skilled staff team. Staff provide consistency of care because of the detailed care plans that provide approaches and strategies to help children with behaviours that challenge staff. The manager uses research and evidence to ensure staff have the skills and knowledge to provide trauma informed responses to help reduce children's distress and anxiety.

Staff help children to maintain links with those who matter to them. For example, throughout this pandemic, staff have supported parents and siblings to visit the home when it has been safe to do so. Visits have also taken place in the community. Video calls have been arranged to enable children to enjoy virtual birthday celebrations with those who are important to them.

Children enjoy living at this home and did not share any concerns with the inspector

when spoken to about the care they receive. Children enjoy a wide range of creative outdoor activities, including forest school, go-karting and walking. They enjoy spending time with the three dogs and a pet gecko called Evie who live at this home. The children chose to have a Hawaiian themed party at Christmas and have a say in the care they receive.

Children are encouraged to learn about culture, diversity and how prejudice affects those from disadvantaged groups. For example, children have been part of media productions about racism and have completed art projects about political movements and issues affecting those who are transgender.

Since April 2020, there have been two incidents of physical intervention whereby a child has been held on the floor. The registered manager and house manager were involved. While restraint appears necessary to safeguard the child from significant harm to himself, the records and risk management plans do not make clear why this type of hold is necessary and proportionate. Records of discussions with staff were not available and the records lack independent manager oversight. During this visit, the registered manager acknowledged these concerns and had considered plans to address them.

The manager has effective working relationships with social workers, senior leaders in placing authorities, teachers and the police. She is skilled at prioritising safeguarding concerns for children and challenging professionals when there are issues about the well-being of children. She is a strong advocate for children in her care. For example, she has helped a child whose needs cannot be met at local schools to receive 25 hours of tutoring at home.

A social worker and team manager provided positive feedback about the quality of care at this home. The team manager shared that the child has made 'incredible progress' since living at the home and that the registered manager 'communicates well with us, is very involved in multi-agency discussions and it is clear that they are passionate about keeping him safe and supporting him.'

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/07/2019	Full	Good
07/11/2018	Full	Good
12/12/2017	Full	Outstanding
21/03/2017	Interim	Sustained effectiveness

Requirement	Due date
The registered person must ensure that—	26 March 2021

within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—

the effectiveness and any consequences of the use of the measure.

within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ('the authorised person')—

has spoken to the user about the measure; and

has signed the record to confirm it is accurate; and

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(vii)(b)(i)(ii)(c))

In particular, the registered person should ensure that the records show that restraint is necessary and proportionate, that debrief discussions with staff are recorded and that there is independent oversight when incidents involve the registered manager and deputy.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC016697

Provision sub-type: Children's home

Registered provider: Chances CCFSS Limited

Registered provider address: 3 Fairview Court, 119-127 Fairview Road, Cheltenham, Gloucestershire GL52 2EX

Responsible individual: Linda Wall

Registered manager: Linda Wall

Inspector

Anna Gravelle, Social Care Inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://reports.ofsted.gov.uk/>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2021