

SC023736

Registered provider: Ethelbert Specialist Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private organisation. The home is registered to provide care for up to three children who may experience social, emotional and/or behavioural difficulties.

Three children were living at the home at the time of the inspection.

The suitably qualified manager has been registered with Ofsted since March 2021.

Inspection dates: 2 and 3 December 2024

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 7 February 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/02/2024	Full	Good
09/01/2023	Full	Good
21/02/2022	Full	Good
08/10/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy living at the home. They make strong progress because of the positive relationships they have with staff. Children say that they always get the support they need and can talk to staff when they experience challenges in their lives. This means that children feel safe and secure in the home.

Difference is celebrated. Children are cared for by a diverse team of staff, who are skilful in helping children to understand their own heritage through everyday activities, such as reading, cooking and music. Children feel able to discuss their feelings with staff openly. This helps children to experience new cultures while they build confidence and explore their own identities.

Staff promote the children's education. All the children are attending local colleges and working towards attaining qualifications. When children have experienced challenges, staff have advocated strongly for them. They have worked with educators to provide support to help them understand the children's needs. This has meant that one child has been able to continue to attend college.

Staff prepare children to be independent by helping them to learn new skills. Children use public transport independently, shop and cook for themselves. They have personal responsibilities in the home, such as doing their laundry and keeping their own spaces clean and tidy. Children are involved in their local community, and one child volunteers at a local charity shop.

Children are involved in the day-to-day decisions in the home. Staff routinely listen to children and consider their views. Children have had input in the furnishing of the home and their bedrooms are personalised. Their achievements are celebrated and on display throughout the home. This helps children to feel a sense of belonging.

Staff promote children's relationships with those who are important to them. Families and friends visit the home, and children are helped to see friends in the community independently. When children experience difficulties in their relationships, staff give children advice and support to allow children to reflect on their interactions. As a result, children are learning to manage relationships independently.

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

Staff consistently promote positive behaviour. They use their relationships with the children to help them when they are upset or in distress. Children respond well to this. Consequently, since the last inspection, there have been no incidents requiring the use of restraint, or the use of any consequences.

Staff understand children's risks and vulnerabilities extremely well. There is a strong focus on safeguarding and helping the children to understand the risks they may experience, rather than restricting them. Staff know what to do in the event of any safeguarding concerns arising.

Children benefit from clear rules and expectations, which are based on mutual respect and trust. When they go out on their own, children stay in touch with the staff, and update them regularly if they encounter challenges. This allows children to build age-appropriate confidence and independence in keeping themselves safe.

Because children feel safe and enjoy living in the home, they rarely go missing, and there are few incidents of children harming themselves. When incidents do occur, staff work effectively with other professionals to ensure that children are safe and receive the right support. However, children's plans are not consistently updated following incidents. This means that, potentially, staff do not have clear plans of how such risks to children are to be managed.

The effectiveness of leaders and managers: outstanding

The highly experienced and appropriately qualified registered manager is inspirational. Children and staff are highly positive about the manager. One child said, 'The manager is great. She's a really kind, nice person.' One member of staff said, 'She is the best manager I have ever had.'

The manager is exceptionally ambitious for all children and motivates them to achieve their goals. The impact of her leadership has been transformational for the children. As a result, the children have made clear progress, their risks are reducing, and they are becoming more independent.

The manager advocates strongly for the children to ensure that they have the support they need. Working relationships with partner agencies and schools are exceptional. Feedback from them is overwhelmingly positive. One professional said, 'There is love and care and it's normalised.' One parent told the inspector, 'There is an exceptional level of care and attention; the kindness the staff present is wonderful.'

Staff say that they receive excellent support from the manager. They receive regular training that is specific to the needs of the children. Staff receive frequent, good-quality supervision. This encourages the staff to reflect on their practice and discuss their views. They are involved in the care planning for children and have a voice in the home. As a result, the manager is confident that staff know how to safely care for the children in line with their care plans.

The manager knows the strengths of the home and areas for development. She effectively monitors the care in the home and maintains very strong oversight. The manager reviews the quality of care, and has put actions in place to drive ongoing improvements to the care children receive.

The manager ensures that the house is safe and maintained to a high standard. Health and safety matters are discussed regularly at staff team meetings, as well as with children. When defects are identified, these are repaired promptly to ensure that the home remains safe for children.

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

Recommendations

- The registered person should ensure that children's plans include clear plans for staff to follow when children go missing from care and when they harm themselves. ('Guide to the Children's Homes Regulations, including the quality standards' page 42, paragraph 9.5)

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: SC023736

Provision sub-type: Children's home

Registered provider: Ethelbert Specialist Homes Limited

Registered provider address: Ethelbert Specialist Homes Limited, 17 Leigh Road, Ramsgate, Kent CT12 5EU

Responsible individual: Leslie Davenport

Registered manager: Elizabeth Wynne-Thomas

Inspector

Glen Strowbridge, Social Care Regulatory Inspector

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