

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 and run by a private organisation. According to the statement of purpose, the home provides care and accommodation for up to three children who have experienced some form of loss, neglect, trauma or rejection.

The manager has been registered with Ofsted since October 2019.

Inspection dates: 8 to 9 October 2019

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	good
---	------

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

Date of last inspection: 21 August 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/08/2018	Full	Good
31/01/2017	Interim	Declined in effectiveness
26/07/2016	Full	Good
10/02/2016	Interim	Sustained effectiveness

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

Recommendations

- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

Specifically, ensure that the care records reflect staff actions.

- Many children placed in homes may undergo a difficult transition and what should be simple aspects of their care take on a substantial significance in this context. Staff should provide a nurturing environment that is welcoming, supportive, and which provides appropriate boundaries in relation to their behaviour. Homes must also meet children's basic day to day needs and physical necessities. Staff should seek to meet the child's basic needs in the way that a good parent would, recognising that many children in residential care have experienced environments where these needs have not been consistently met – doing so is an important aspect of demonstrating that the staff care for the child and value them as an individual. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.7)

Specifically, ensure that maintenance is completed in a timely manner.

Inspection judgements

Overall experiences and progress of children and young people: good

Staff encourage and support the children to have a range of positive experiences. Success is celebrated and enjoyed. This helps the children to feel valued and to know that the adults are genuinely concerned about their futures and the progress that they make.

Staff make considerable efforts to help the children flourish. For most, they are successful. For one child, staff were proactive in making alternative plans with the placing authority when they were no longer able to meet the child's needs.

A bright and colourful children's guide is available. This helps them to understand the care that they can expect to receive while living at the home. The guide includes photographs and the names of the staff who will be caring for them. This helps to reduce anxiety for the children when they are new to the home.

Staff develop positive relationships with the children as a means of ensuring that there is mutual respect and tolerance in the home. This leads to a relaxed atmosphere where the children turn to staff for support and enjoy their company.

Children are regularly consulted about the day-to-day issues relating to the home. They are involved in planning their menus and choosing activities. Staff provide the children with encouragement and opportunities to voice their views and feelings. As a result, the children develop agency, and feel valued and listened to.

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

Children said that they feel safe and have adults whom they can speak to if they are worried about anything. Staff have a good knowledge and understanding of safeguarding, and are confident about what action to take if they have a concern.

Staff encourage lots of play and social opportunities. The children particularly enjoyed a recent 'Dine with me' event, and some budding chefs have been identified. Staff recognise that play and shared activities help to strengthen relationships and build the children's confidence and self-esteem.

Incidents of children going missing are rare. Well-written missing-child profiles support joint working with partner agencies such as the police. On the occasions when children have gone missing, the staff response has been proactive and effective, minimising the risk to the children's welfare.

Children are supported to develop their independence at a pace that is right for them. Direct work is structured to meet the children's individual needs, and it provides a safe space for children to discuss any issues or worries that they may have.

Detailed 24-hour care plans provide the staff with clear guidance on the children's day-to-day care, yet on one child's daily log the records did not reflect their care plan. Poor recording undermines management oversight in ensuring safe and consistent staff practice.

The effectiveness of leaders and managers: good

A new registered manager is having a positive impact on the home. She is supported well by the area manager and the wider leadership team. The registered manager and leaders are alert to the success and setbacks that the children experience. They actively advocate on behalf of the children and challenge decisions that they consider are not in a child's best interest.

Supervision is reflective, child-focused and developmental. In addition to monthly supervision, staff receive regular group supervision with a therapist who is linked to the home. This forum provides the staff with space to reflect and develop their understanding of the children from a trauma and attachment perspective.

Staff have access to a good range of mandatory and child-specific training. Safeguarding training includes information about current trends around gangs, radicalisation and exploitation. Consequently, the staff team develops the relevant skills and knowledge to meet and respond well to the needs of the children.

Children enjoy a child-centred, homely environment. However, the standard of household maintenance at the home is variable. Plans to complete the required work are in place.

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 difference 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.

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: 17 Leigh Road, Ramsgate, Kent CT12 5EU

Responsible individual: Leslie Davenport

Registered manager: Rianna Kelly

Inspector

Anne-Marie Davies, 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 looked after children, 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 www.gov.uk/government/organisations/ofsted.

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 2019