

# SC023739

Registered provider: Ethelbert Specialist Homes Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is privately operated and provides care for up to three children. In line with the home's statement of purpose, it is currently being used exclusively for girls who have a history of difficult attachments and require intensive support. One child was living at the home at the time of the inspection.

The manager registered with Ofsted in February 2023.

### Inspection dates: 13 and 14 September 2023

**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:** 22 June 2023

**Overall judgement at last inspection:** inadequate

### Enforcement action since last inspection:

A monitoring visit took place on 19 July 2023 following the inadequate judgement given at the inspection dated 22 June 2023.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 22/06/2023      | Full            | Inadequate           |
| 28/02/2023      | Full            | Good                 |
| 16/03/2022      | Full            | Outstanding          |
| 27/09/2018      | Full            | Good                 |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The home was judged inadequate at the last full inspection in June 2023. This inspection was scheduled within 16 weeks of the last full inspection to assess the provider's progress against the shortfalls previously identified. Since the last full inspection, one child remains living in the home.

The inspector found that the senior leaders have worked hard to address the shortfalls. Leaders and staff have made good progress in areas such as promoting the welfare of the child, risk management and staff consistency.

The registered manager and staff have worked tirelessly through a challenging period to provide continuity of support and stability for one child. As a result, the child has made progress in key areas, such as education, risk reduction and positive behaviour.

Since the last full inspection, there are new staff working in the home, including a new senior support worker. Staff attend regular team meetings and daily staff handovers. Staff have completed all mandatory training and are being supported by the registered manager to complete specific online training to help them meet the individual needs of the child. This means well-informed staff are offering consistent and familiar care.

Staff supported one child to sit entry level exams in primary school. They provided them with activity sheets, fidget toys and regular breaks outside of test conditions to help them remain focused. The child's participation in the exams is a significant step for them. There has been a planned reduction in how staff support the child in school, and staff feel this is improving their overall relationship with the child.

Staff ensure that the child attends regular and routine health appointments. The registered manager has a good understanding of the child's individual health needs and is working effectively with placing authorities to ensure that health services are timely. For example, the registered manager has worked with education professionals to fund a privatised clinical assessment. This assessment will inform and support an education, health and care plan application for the child. This streamlined approach means the child receives informed care and all professionals know how best to care for their individual needs.

Staff use a variety of ways to sustain and promote family time, such as frequent telephone calls and supporting the child to see their loved ones in accordance with their relevant plans. Staff work collaboratively with allocated social workers to sensitively help reunify the child with their siblings safely and in a planned way. This approach helps the child to preserve a sense of belonging.

The registered manager works collaboratively with placing authorities and allocated social workers. Where needed, specialist external agencies and services are used to support the child. This means the child receives appropriate help and resources from qualified specialists.

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

The registered manager has placed a strong focus on effective risk management, improving staff practice, and helping to keep a vulnerable child safe. Staff carry out clear risk assessments and share a good understanding of associated strategies that help to keep the child safe. Risk assessments show evidence of regular review, particularly after incidents. This ensures that strategies and information are specific and current to the individual risks and needs of the child.

Staff are clear on the measures they take to protect the child's welfare and are clear on internal and external child protection policies. Staff speak to the child about localised risks in an informative and creative way. For example, one child received a safety session on a lifeboat with trained professionals. This has provided them with a better understanding of why and how measures are in place to keep them safe.

Staff have developed good missing-from-care protocols that contain all the important information needed to respond quickly. Staff follow these procedures well. They actively follow the child and guide them to return home safely.

Since the last full inspection, there have been fewer recorded incidents of staff using physical holds. When incidents do occur, staff try talking to the child about how and why they have held them and seek to gain their views. For one child, records are starting to indicate a development in their emotional responses and awareness.

### **The effectiveness of leaders and managers: good**

The registered manager speaks ambitiously about children and the development of staff. She is clear on the home's strengths and weaknesses and has tangible ideas and expectations for the continuation of developments in the home.

The registered manager shows a clear commitment to the well-being of the child currently living in the home. She talks confidently about their goals and targets and can identify key progress indicators.

Staff say they are well supported. Staff are honest about the pressures they felt when the atmosphere in the home was unsettled. However, they describe a positive atmosphere and team spirit.

There is a genuine focus on staff well-being and mental health. Senior managers have arranged for staff to attend a group supervision session. This gives staff the opportunity to share their ideas, ask questions and build on professional relationships in a mediated way. The registered manager has adapted the

supervision template to ensure that the staff and children's welfare is regularly and transparently discussed.

Staff receive regular supervision sessions and appraisals. These are of good quality and include professional and personal development targets. The registered manager speaks with the child to gain their views on staff performance. This helps the child to feel a valued part of the staff development and helps them to reflect on the positive and individual time spent with staff who care for them.

The registered manager has created a new monitoring system to review staff recruitment records. This helps to give her the oversight she needs to ensure that the regulation standards are met. Furthermore, she has used this to consider staff support needs. This has helped with the formulation of individualised risk assessments. This means that staff receive individual support based on their backgrounds, experiences and medical needs where appropriate.

The registered manager has met all the previous requirements from the last full inspection and monitoring visit. No requirements or recommendations were given at this inspection.

## **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:** SC023739

**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:** Chloe Sinclair

## Inspector

Kelly Monniot, Social Care Inspector

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