

SC025812

Registered provider: McRae Residential Care Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home provides care for up to four children who may have emotional and/or social difficulties.

The manager registered with Ofsted in June 2012 and is suitably qualified.

At the time of the inspection, one child was living at the home.

Inspection dates: 15 and 16 March 2023

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

Date of last inspection: 30 November 2022

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

The home was judged inadequate at the full inspection on 30 November and 1 December 2022. As a result, two compliance notices were issued, under regulation 12 (the protection of children standard) and regulation 13 (the leadership and management standard). A monitoring visit was carried out on 12 January 2023 to monitor the progress made against the compliance notices. Following the monitoring visit, a further compliance notice was issued on 17 January 2023 under regulation 13 to address the continued shortfalls identified in leadership and management. This compliance notice was deemed met at this full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/11/2022	Full	Inadequate
10/11/2021	Full	Good
19/02/2020	Full	Good
17/05/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

A stable staff team knows and supports the child well. As a result, the child is making positive progress in all aspects of their life.

The child is supported to lead a healthy lifestyle and encouraged to participate in a range of activities that contribute to their good physical and emotional health. Additionally, the child enjoys a variety of nutritious meals.

Great importance is given to the child's educational needs and progress. Staff's joint working with teachers to arrange additional home tuition is helping to improve the child's educational outcomes.

Staff listen to and act on the child's views about the home. The child helps devise the weekly menu and recreational activities. As a result, the child feels valued and involved in decision-making about their care.

Staff support the child to maintain positive relationships with people who are important to them. Staff make safe arrangements for the child to spend quality time with their parents.

Not all children have had a positive experience of moving out of the home, because their moves have not been planned. On one occasion, a child left the home without any preparation.

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

The child is safeguarded effectively. Staff follow the child's risk assessment and behaviour management plan, which include details of all known risks, the triggers for unsafe behaviour and strategies for managing behaviour and reducing risks.

Staff help and support the child to manage difficult emotions such as disappointment and anger. They help the child to develop safer ways to respond when they are feeling upset, for example, using a punch bag to regulate negative feelings.

Regular focused discussions help the child to understand their feelings and learn how to keep themselves safe. Positive relationships between staff and the child make these discussions more meaningful and beneficial. As a result, there are fewer safeguarding incidents, such as going missing from home.

The child benefits from the support of an in-house family therapist. In addition, staff work with external agencies to provide specialist help and support to the child. This additional expert support is helping the child to learn how to keep themselves safe.

Safer recruitment practices further enhance children's welfare and safety.

The effectiveness of leaders and managers: good

The leadership and management of the home have improved since the last inspection. The home is managed by a suitably qualified and registered manager, who is supported by a deputy manager.

Staff morale and retention are good. Staff feel well supported and value the regular professional supervision and appraisals provided by the managers. The high-quality staff training is a strength, and a comprehensive workforce development plan is in place. This provides the manager with a clear overview of the staff team's strengths and areas for development.

Effective monitoring systems ensure that leaders and managers know the home's strengths and any areas for development. Leaders and managers seek and act on feedback from parents and the child's social worker. This feedback is helping them to monitor and improve the quality of care provided to the child.

Furthermore, leaders and managers demonstrate capacity to develop and improve the home and they learn from feedback. The compliance notice and requirements raised at the last full inspection and subsequent monitoring visit have been met.

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

Recommendation

- The registered person should ensure that each child's move from the home is planned and help each child to prepare for leaving, both practically and emotionally. ('Guide to the Children's Homes Regulations, including the quality standards', page 57, paragraph 11.9)

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: SC025812

Provision sub-type: Children's home

Registered provider: McRae Residential Care Services Limited

Registered provider address: 57 Lodge Road, Croydon CR0 2PH

Responsible individual: Kevin Henry

Registered manager: Paul Rhys-Taylor

Inspectors

Maud Pipim-Addo, Social Care Inspector
Claire Beckingham, Social Care Inspector

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