

SC025940

Registered provider: Barnardo's

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a national charity. It is registered to provide care for up to six children. The home's statement of purpose confirms that the home provides care for children who have learning disabilities. The home's method of delivering care incorporates the principles of social pedagogy.

The home was registered in November 1992. The home was temporarily closed for refurbishment in December 2020 and reopened in June 2021. A new manager has been appointed and registered with Ofsted in October 2022.

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

Inspection dates: 31 October and 1 November 2022

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 requires improvement to be good

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

Date of last inspection: 18 January 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/01/2022	Full	Good
19/02/2020	Interim	Sustained effectiveness
01/05/2019	Full	Good
16/01/2019	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

The child has made substantial progress since moving into the home. Staff go the extra length to ensure that there is a culture of openness and trust, and therefore the child can safely rely on the care provided. As a result, the child enjoys nurturing relationships with staff. The child's parent commented that staff are responsive and open about expectations. This gives the child a sense of belonging and creates a family atmosphere in their home.

Great importance is given to the educational needs of the child, which considerably improves the child's educational attainment. The child did not have a school place when they moved into the home, and staff worked collaboratively with professionals to secure a school place for the child. This supports the child's continued academic achievement and preparation for the future.

The child is supported to live a healthy lifestyle. The child is encouraged to participate in a range of activities that contribute to their physical and emotional health. Furthermore, the child enjoys a variety of healthy meals and has reduced their consumption of 'fizzy drinks'.

Staff help the child to attend to aspects of their own care and develop their independence skills. For example, staff helped and encouraged the child to attend the gym to make enquiries about joining, use public transport and to cook a variety of meals. The child said, 'I am happy that I feel independent and can do things myself.'

Staff promote the child's care plan and provide the necessary support to progress this. The child contributes to their care plan and the decisions made about them. Increased staffing levels ensure that the child receives care and support in line with their care plan. Staff support the child to develop and maintain positive relationships with their family. This helps to rebuild, develop and maintain important family relationships.

Staff listen and act on the child's views about the day-to-day running of the home. The child has a say in planning the weekly menu and recreational activities. Consequently, the child feels valued and settled. Key-work sessions focus on the child's individual needs and are in line with their care plan. This helps the child to understand what is expected of them.

The home has a warm and welcoming feel. However, the recommendation made at the last inspection to improve the decor in one bedroom has not been met. Furthermore, the garden has a section with overgrown shrubs and thorns, and the slide is not in working order.

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

The child is effectively safeguarded. Staff follow the child's risk assessment and behaviour management plan which include details of all known risks, the triggers for behaviour and the action that staff should take to manage behaviour and reduce risks.

Staff encourage the child to seek out support to manage their own behaviour and feelings. The child understands that when they are feeling unsettled, upset or angry, they can go to the sensory room to 'chill out'. This helps the child to self-regulate and manage their own behaviour safely.

Some staff involved in administering medication have not received appropriate refresher training. A member of staff who has not completed their medication refresher training since 2016 was responsible for a medication error in the home. This lack of training for staff places children at risk.

Staff work hard to raise the child's awareness about discrimination and how this can negatively impact on others. They help the child understand the importance of treating others with respect. The child voluntarily participated in Black History Month and this increased the child's awareness and understanding of other cultures and identities. This proactive approach helps the child to interact positively with others and behave respectfully and appropriately.

Staff set clear and consistent boundaries for the child, and implement effective strategies to help manage the child's complex behaviours and to promote appropriate behaviour. Consequently, the need for police intervention to deal with challenging behaviour is reduced and avoids criminalising the child unnecessarily. The child's social worker reports that the child has become more settled and stable since moving into the home because staff use effective de-escalation techniques to manage behaviour.

The effectiveness of leaders and managers: requires improvement to be good

The leadership and management of the home is inconsistent. The home has not had a registered manager since June 2021. A new manager was appointed in October 2022. The new manager has responsibility for another home in the organisation, hence the deputy manager oversees the day-to-day activities of this home. The instability in the leadership and management of the home impacts on the management oversight and consistency in staff practice.

The quality-of-care review report lacks stakeholder feedback and an action plan. Additionally, the reports are not provided to Ofsted as required. Furthermore, the home's development plan is not up to date. This compromises the development of the home.

Staff and managers do not receive regular or effective supervision. In addition, staff do not have their performance individually and formally appraised at least annually. Some staff report that they have not received supervision during the last six months. Furthermore, the induction for new staff is not consistent and lacks management oversight of staff practice. This undermines new staff's learning and development. Staff also report poor levels of communication from leaders and managers.

The information in the child's records is confusing and does not help the child to understand their history and experiences. For example, daily activity records are written in the child's voice, although the child is not involved in writing these. Furthermore, records are difficult to access and are stored in various different formats. This makes it difficult for managers to evaluate records and identify areas for improvement in practice.

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must ensure that each employee completes an appropriate induction. (Regulation 33 (1)(a)) This requirement was made at the last inspection and is restated.	8 December 2022
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(a)(b)) This requirement was made at the last inspection and is restated.	8 December 2022
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(a)(b) (2)(c)) In particular, leaders and managers must ensure that staff medication training is up to date.	8 December 2022
The registered person must ensure that the following items, which may be kept in electronic form, are kept in an accessible manner— children's case records (see regulation 36); other records (see regulation 37). (Regulation 38 (i)(j))	8 December 2022

The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (2)(b) (4)(a) (5))	8 December 2022
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Recommendations

- The registered person should ensure that they provide a homely, domestic environment. In particular, repair or replace the slide in the garden, cut the shrubs and thorns in the garden and repaint the peeled paintwork on a bedroom wall. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should have a workforce plan. The plan should be updated to include any new training and qualifications completed by staff while working at the home, and is used to record the ongoing training and continuing professional development needs of staff. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.8)

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: SC025940

Provision sub-type: Children's home

Registered provider: Barnardo's

Registered provider address: Barnardo's, Barnardo House, Tanners Lane,
Barkingside, Ilford, Essex IG6 1QG

Responsible individual: Kathryn Uche

Registered manager: Wendy Madden

Inspector

Maud Pipim-Addo, Social Care Inspector

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