

SC028599

Registered provider: Children and Family Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is run by a private organisation and provides care for up to seven children with physical and/or learning disabilities.

The manager registered with Ofsted in May 2022.

Inspection dates: 8 and 9 August 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: 10 May 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/05/2022	Full	Good
08/06/2021	Full	Good
16/05/2019	Full	Good
29/11/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, two children have moved out of the home and two children have moved in. At the time of this inspection, seven children were living at the home. They are making good progress. The staff are attentive and provide a calm environment that the children respond well to.

Staff are ambitious for the children and support them to make progress in all aspects of their lives. Staff recognise that regular attendance at school helps children's social interactions. All the children attend school or college full time and have good levels of attendance.

Positive and trusting relationships are evident. Inspectors observed happy, confident children playing with their chosen toys while being supported by their own dedicated member of staff. The children's individual personalities are embraced and celebrated.

Staff ensure that the children's voices are heard. Children know how to make a complaint and are supported to express any concerns or worries that they may have. Children with additional communication needs are helped to express their wishes and feelings through body language, symbols and pictures. Children feel listened to and respected.

Children are supported to develop self-care and independent living skills in line with their individual care plans and abilities. Several children have developed valuable life skills, such as doing their own laundry and preparing their own meals.

Children enjoy a good range of activities. They have access to a trampoline in the garden and trips out to parks, bowling alleys and theme parks. Since the last inspection, a weekly visit to the local library has been introduced. Children are currently looking forward to a week away at the seaside. A child said, 'I like to go out to do activities such as bowling, arcade, cinema, holidays and going for drives and listening to music. Sometimes, I like to have a chill day and watch films.' Such activities create enjoyable experiences and memories.

Staff understand that it is important for children to maintain relationships with the people who are special to them. A parent said, 'I am happy with the care. I feel very lucky that [name of child] lives at this home. The staff are great. I visit often. The staff support us on our days out together and with medical appointments.' Good organisation and communication with the children's families ensures that visits are well planned, supported and enjoyed.

Several areas of the home require maintenance repairs. Some parts of the flooring need repair and several doors and walls need redecorating. In addition, some of the dining furniture is worn. These shortfalls detract from the homeliness of the house.

Most of the areas requiring action have been identified by the provider and a plan is in place to address them.

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

Staff have a very good understanding of the children's individual needs. Children's needs and vulnerabilities are identified and planned for. Their care plans are comprehensive and fully include the children's wishes. Each plan provides staff with clear actions to take to keep the child safe.

Children are protected and helped to remain safe in the community. The manager has ensured that the children's upcoming holiday has been well planned and that activities have been risk assessed to minimise any potential dangers.

Children are helped to manage their feelings and behaviour safely. A child said, 'The staff here are very kind and helpful. If you have a bad day, they will help you and try to sort out your issues.'

Children do not go missing from the home. Staff monitor children's movements to ensure their safety. Staffing levels are high with each child having one-to-one staffing support available to them.

All staff have received safeguarding training and demonstrate good knowledge of the policies and procedures to follow. They understand the importance of reporting and following up concerns. Professionals and parents said that staff safeguard the children well.

The effectiveness of leaders and managers: good

The manager is dedicated, child focused and has high aspirations for the children. He holds a relevant level 5 qualification. Staff said that they feel supported and valued in their roles and are complimentary about the manager.

Since the last inspection, a new organisation has taken over the running of the home. This has been a well-planned transition and the core staff team has remained the same. This ensures that children receive consistent care from staff who know and understand them well.

The manager has developed good relationships with other professionals. The children's social workers said that the manager is dedicated, works in partnership and is a strong advocate for the children.

Staff have a structured induction and complete the home's mandatory training during this induction period. Additional specific training to meet children's individual needs has been sourced. Most staff have already attained a relevant level 3 qualification. Children benefit from being cared for by well-trained staff.

Supervision is effective, and regular staff meetings ensure that the staff are supported. These meetings explore group dynamics, aspirations and progress made and help staff to share and develop their practice further.

The independent person visits monthly and provides a detailed report to the manager. However, there have been delays in the reports being sent to Ofsted with five of the reports being significantly delayed. This reduces the effectiveness of the report as a quality monitoring tool for Ofsted. The new owners have sourced a new independent person and the reports are currently being received promptly.

The manager has reviewed the quality of care provided for the children. The review reports detail progress made, actions for development and the opinions of the care that the children receive from parents, social workers and staff. However, the reports do not include direct feedback from the children.

Record-keeping by staff is generally good. However, the details recorded in the admission and discharge book are incomplete. This could result in staff following incorrect information.

The manager has met the two requirements raised at the last inspection.

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

Recommendations

- The registered person should ensure that the home is a nurturing environment that meets the needs of the children. In particular, ensure that any maintenance or repairs needed at the home are promptly addressed. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should ensure that regulation 44 reports are submitted to Ofsted in a timely manner. ('Guide to the Children's Homes Regulations, including the standards', page 55, paragraph 10.24)
- The registered person should ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. In particular, ensure that the home's admission and discharge book is promptly updated. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should carry out a review that focuses on the quality of the care provided by the home and which includes direct feedback from children. ('Guide to the Children's Homes Regulations, including the quality standards', page 64, paragraph 15.2)

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: SC028599

Provision sub-type: Children's home

Registered provider: Children and Family Services Limited

Registered provider address: Number 3 Siskin Drive, Middlemarch Business Park,
Coventry CV3 4FJ

Responsible individual: Deborah Hurley

Registered manager: Steven Chijota

Inspectors

Lynne Drage, Social Care Inspector
Clare Hannah, 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 <http://reports.ofsted.gov.uk/>.

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 2023