

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 has been registered with Ofsted since July 2020.

Due to COVID-19, (coronavirus), at the request of the Secretary of State, we suspended all routine inspections of social care providers on 17 March 2020.

Inspection dates: 8 to 9 June 2021

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: 16 May 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/05/2019	Full	Good
29/11/2018	Full	Good
18/12/2017	Full	Good
24/03/2017	Interim	Improved effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

The children continue to make good progress. Both parents and social workers said that they have seen a positive change in children's behaviours, including improved independence and social interactions. One parent said: '[Child] is always doing some sort of activity and this has really helped to develop her social skills; she is so happy there.'

The staff provide a routine and a daily structure that help the children to feel safe and secure. The children have built positive relationships with the staff team. The staff are dedicated to the children and provide nurturing support. The staff use practical and fun activities to help children learn about other countries and cultures.

The staff encourage positive behaviour and use praise to help the children recognise when they have done something well. The staff use a reward box incentive scheme to recognise the children's achievements. These rewards reinforce children's positive behaviour.

The staff work closely with schools to ensure that the children have good attendance. Children's journeys between the home and the school are managed well. The staff share children's positive behaviour support plans with their schools. This provides the children with a consistent approach from the adults that look after them.

The children's placement plans are comprehensive and individualised. These plans inform the staff how to look after the children in all aspects of their daily lives. There are also child-friendly plans that the staff share with the children and this helps the children to understand their care routines.

The children attend monthly house meetings. During these meetings, the children discuss activities, menus and new purchases for the home. The staff prepare the house meetings in advance. They provide pictorial cards to ensure that children can express their wishes and feelings at these meetings.

During lockdowns arising from the COVID-19 pandemic the staff used house meetings to ensure that children understood the restrictions. The staff supported the children to stay in touch with their families using a range of devices. These enabled the children to see and speak to the people that are important to them. During this time, two of the children completed a presentation to the staff about the impact of the pandemic. This helped children to have a better understanding of the pandemic, and this knowledge reduced their anxieties.

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

Children are safe at the home. Parents and social workers feel confident and assured about the levels of adult supervision and the children's safety.

The staff understand the children's individual risks and their vulnerabilities. The children have individual, comprehensive risk assessments. Risk assessments are reviewed and updated regularly, and these support the staff to work consistently to keep the children safe.

The staff challenge difficult behaviours appropriately. They consider the level of each child's understanding and ability to communicate. A member of staff was observed asking a child not to grab them for attention. The member of staff indicated this by showing the child how to tap the member of staff. This was done in a calm and sensitive way. The child smiled and put his thumb up to indicate that he understood.

Children said that they can talk to staff if they are worried or upset. The staff support children to raise any concerns. There have been two complaints made by children since September 2020. These were appropriately investigated, and the children were kept informed and made aware of the outcome.

The staff have all undertaken training in safeguarding. They have a good understanding of the safeguarding procedures and who to report concerns to. This further safeguards the children.

The effectiveness of leaders and managers: good

The manager is experienced and is working towards a level 5 qualification in health and social care. She is supported by the service manager, who is based at the home. This provides a good management structure.

The managers confidently raise issues with other professionals if any actions or proposed actions are not in the best interests of the child. As a result, children receive the care and the services that they need.

The manager uses monitoring systems to identify trends and patterns in children's behavioural incidents. These systems are used to analyse and review incidents. Identifying patterns and triggers prior to any incidents enables the manager and the staff to look at ways to reduce these.

The staff receive regular supervision meetings. These are of good quality. Regular supervision supports the staff to work with the children effectively. This provides formal opportunities for the staff to discuss their personal and professional development.

There have been two safeguarding incidents since September 2020. Both were investigated appropriately by the responsible individual and the service manager.

However, one of these incidents was not notified to Ofsted. This means it is difficult for Ofsted to monitor the safeguarding concerns at the home.

The manager uses the recommendations from the independent visitor's report to develop the service and improve the quality of care. The manager has met the three requirements from the last inspection.

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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. 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, ensure that all staff complete epilepsy training.	1 July 2021
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))	1 July 2021

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: Prospero House, 46–48 Rothesay Road, Luton LU1 1QZ

Responsible individual: Ruth Kirchner

Registered manager: Simara Akhtar

Inspector

Trish Palmer, Social Care Inspector

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