

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 offers care, in two houses, for up to seven children who have learning disabilities and/or physical disabilities. A private company owns and operates this provision.

The manager has been registered with Ofsted since May 2018.

Inspection dates: 16 to 17 May 2019

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: 29 November 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/11/2018	Full	Good
18/12/2017	Full	Good
24/03/2017	Interim	Improved effectiveness
11/08/2016	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have made good progress. Social workers, education staff and parents said that they have seen positive changes for the children since the children have lived at the home.

Staff have built good, trusting relationships with children and understand their individual communication needs. Staff use the Picture Exchange Communication System (PECS) to communicate with children effectively. This was observed throughout the inspection. Staff ensured that a child who has specific sensory needs was able to take part in activities that he enjoyed and were meaningful to him. Staff adapt their style of communication to suit each child, so as to ensure that the children benefit from having individualised and positive interactions'

Two children have successfully moved on after well-planned transitions. One child has moved into the home since the last inspection. The social worker said that this was a well-planned and managed move that has led to the child successfully settling into the home.

Children enjoy a wide variety of activities at the home and in the community. One child attends the local air cadets club and a youth club, which helps them to develop their social interaction and build friendships. Staff take photos of the children during their activities to provide them with positive memories of their time at the home, and to help children make choices when planning future activities.

Staff work closely with the local school. Staff attend parents' evenings and school events to support the children and share information on progress. Staff from the school said that communication with the home is good. Home-to-school diaries provide a means of effective daily communication so that all staff involved have current information about the children's needs.

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

Staff reinforce positive behaviour. This helps children to understand what is acceptable. Children can pick a gift from a reward box when they have done something well. Children know that staff recognise and celebrate their achievements.

Staff provide routines and structures that help children feel safe and secure. One child has a PECS schedule that staff use to show him what he will be doing next. This gives the child time to understand expectations and helps him to manage transitions.

Children's comprehensive placement plans guide the staff to meet children's individual needs. Risk assessments are informative, and are reviewed and updated when needed. These assessments provide clarity for staff on the risks that children face and how to

keep the children safe.

Staff have undertaken training in safeguarding. They have a good understanding of who to report concerns to. However, the manager has only undertaken level 2 training in safeguarding. Therefore, in the absence of the designated safeguarding officer, there is no one trained to undertake the role.

The effectiveness of leaders and managers: good

Partnership working between the manager and professionals is effective. As a result, the professionals involved with the children's care share information that enables them to work in the best interests of the children.

Effective monitoring systems drive improvement. The manager uses the recommendations from the independent person's reports to develop practice and improve the quality of care.

Staff benefit from regular supervision that enables them to work effectively with children and helps them to make progress.

The manager has met the two requirements and one recommendation from the last inspection.

Staff are up to date with the organisation's mandatory training. Some staff have qualifications other than a level 3 national vocational qualification or a level 3 diploma. However, the manager has not mapped the alternative qualifications of some staff against the relevant level 3 qualifications, and therefore cannot demonstrate equivalence between them. Consequently, it is not clear whether the staff all have suitable qualifications.

The manager has recently updated the statement of purpose. However, it does not contain details about the registered manager or information on the staff's experience and qualifications.

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1)(2)(b)) In particular, ensure that the manager has safeguarding training that is relevant to her role.	20/07/2019
The registered person must compile in relation to the children's home a statement ('the statement of purpose') which covers the matter listed in Schedule 1. In particular, the statement of purpose should include— the name and work address of the registered manager; and details of the experience and qualifications of staff, including any staff commissioned to provide education or healthcare. (Regulation 16 (1)) (Schedule 1 (18)(c)(19))	04/06/2019
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ('the Level 3 Diploma'); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in	10/09/2019

a home after 1 April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1 April 2014, 1 April 2016. (Regulation 32 (4)(a)(b)(5)(a)(b))	
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Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

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: Joanna Clark

Inspectors

Trish Palmer: social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

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