

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 a learning disability and/or a physical disability. A private company owns and operates this provision.

The manager has been registered with Ofsted since May 2018.

Inspection dates: 29 to 30 November 2018

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: 18 December 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/12/2017	Full	Good
24/03/2017	Interim	Improved effectiveness
11/08/2016	Full	Good
04/03/2016	Interim	Improved effectiveness

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, provide training for staff in safeguarding disabled children.	30/01/2019
The registered person must ensure that all employees— undertake appropriate continuing professional development; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(c))	03/01/2019

Recommendations

- The review of the appropriateness and suitability of the location of the home should include the identification of any risks and opportunities presented by the home's location and strategies for managing these. ('Guide to the children's home regulations including the quality standards', page 64 paragraph 15.1)

Inspection judgements

Overall experiences and progress of children and young people: good

Staff work proactively with other professionals to ensure that children's complex health needs are met. Clear placement plans support the staff to meet these needs.

A motivated team has built good trusting relationships with children. Staff understand children's health and personal needs and how children enjoy spending their time. Staff have a good understanding of the children's individual communication needs. This was evident throughout the inspection.

Staff involve the children in a wide variety of activities at the home and in the community. Children attend clubs, giving them the opportunity to meet with and make new friends. This helps children to build their social awareness and to have the same experiences as their peers.

Staff understand the importance of routine and structure for the children and incorporate them into children's plans accordingly.

Staff encourage and support independence according to the child's age, understanding and ability. One young person has just started a weekly paper round, supported by staff, which is something that he and staff are very proud of.

Children participate in regular house meetings. Staff sometimes prepare the agendas in advance using picture exchange communication, when discussing activities and reminding children how to make a complaint. This means that no child is excluded from the meetings.

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

Children spoken to said that they feel safe living at the home because they can talk to staff. A child was worried that people could get into the home at night and wanted to know how the police could keep him safe. The local police officer visited and the child was able to ask questions. This shows that staff listen to and act on children's worries or fears to support them to feel safe.

Comprehensive risk assessments outline risks, concerns and strategies to keep children safe. The assessments are regularly reviewed and updated when necessary to provide accurate guidance to staff.

There has been one complaint since the last inspection. This was dealt with effectively by the home and the social worker. The complainant was happy with the outcome.

Medication is administered and stored correctly. All staff have undertaken medication training. A member of staff has become a trainer in medication management, which

means that all new staff can be trained as part of their induction.

Safeguarding incidents or concerns are recorded and appropriately actioned. Staff have undertaken safeguarding training. However, they have not undertaken any training that is specific to safeguarding disabled children. This could mean that some of the additional risks for disabled children are not understood by the staff.

The effectiveness of leaders and managers: good

The manager has a clear vision for the home and clearly wants children to have the best experiences while living there. She has met the three recommendations from the last inspection.

Effective monitoring systems mean that the manager understands the strengths of the home and areas for development, which enables her to make improvements.

Staff are up to date with their mandatory training. All eligible staff have achieved or are undertaking a relevant level 3 qualification.

Feedback from social workers and parents is very positive. Those consulted during the inspection said that communication with the home is excellent.

Partnership working between the staff and other professionals is very positive. This enables all those involved with the children's care to make sure that the children's needs are met.

Regular staff meetings enable reflection on practice and a focus on children's needs. Staff receive regular supervision that supports their day-to-day practice. However, not all staff have an up-to-date appraisal. Consequently, formal opportunities to review professional development and identify further training may be missed.

The manager has not sought information from external agencies to inform the location risk assessment and has not included ways in which risks can be reduced, or the risks to children if they do go missing from the home. The impact is somewhat lessened by high supervision levels.

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

Inspector

Trish Palmer: social care inspector

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