

SC033919

Registered provider: London Borough of Harrow

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This local authority children's home provides short breaks for up to five children. The statement of purpose reflects that the home cares for children with learning, sensory and/or physical disabilities.

The manager registered with Ofsted in 2003.

At the time of this inspection, three children were having a short break at the home.

Inspection dates: 12 and 13 October 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	good
---	------

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

Date of last inspection: 23 June 2021

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/06/2021	Full	Outstanding
23/07/2019	Full	Outstanding
01/11/2018	Full	Outstanding
26/09/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children's overall experiences and progress are enhanced by the good care, support and advocacy provided by managers and staff. Managers and staff provide support to children and families that goes above and beyond the time that children spend in short breaks. Parents and professionals speak highly of the service and say that they would struggle without the service. A social worker said: 'It is a shame that more children cannot benefit from attending the home for short breaks.'

Children experience meaningful and caring relationships with the adults who care for them during short breaks. Managers and staff invest time in getting to know children and children receive individualised care that meets their needs well. Managers and staff are skilled in understanding children's communication needs and offer children choice by acting on their wishes and feelings.

Children make good progress from their starting points. Managers and staff are committed to supporting children to develop their independence skills. Each child has a 'skills teaching record' that identifies the individual skills that children are encouraged to develop. For example, one child was taught how to put their clothes into the washing machine and another child was taught how to wash their upper body. This approach helps children to develop skills for life. Children's achievements are recognised and celebrated through having a star of the week award and a children's events and achievement diary.

Children enjoy a wide range of activities and positive experiences that they would not normally experience if they did not have short breaks at the home. Children participated in an activity to celebrate Black History Month during this inspection. Children spend time interacting with each other and staff. These special moments are captured through photos and individual children's social stories.

Children have left the home in a positive way, having their life chances improved. A local authority manager described one young person's transition as a 'success story' as the young person no longer needed additional support due to the high level of independence they had developed.

Children are cared for by a skilled, child-centred and stable staff team. This ethos is demonstrated through the high quality of care provided to children and demonstrates that children 'always come first'.

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

Managers and staff work well with other professionals in order to safeguard children. When children enter the home for a short break, a 'feelings board' is used to gain a sense of how they are feeling. Staff are particularly skilled in recognising when children are unsettled.

The arrangements for the safe administration of medication need to be strengthened. There have been two medication errors when children were given an incorrect dose of prescribed medication. These errors pose a risk to children's health and well-being. Despite the manager and staff taking action to address the first medication error, a further medication error occurred a short time later. A medication support tool has been developed to provide staff with step-by-step instructions for applying the medication policy and process. Consequently, the risk of further medication errors occurring is reduced.

Children's known and potential risks are well understood by staff. Children's risk assessments and behaviour support plans are robust. They clearly identify risks to children and include clear actions to help staff to support children. Additionally, staff are curious, observant and proactive. They notice when children's behaviours change and are able to ascertain what is going on for them. This helps to keep children safe and provide any additional support that might be necessary.

Managers and staff regularly discuss safeguarding matters and risks to children with relevant professionals and in team meetings, handover meetings and supervision sessions. This helps managers and staff to reflect on incidents and identify anything they could have done differently to improve safeguarding practice.

The effectiveness of leaders and managers: good

The leadership and management of this short-break service is good. The registered manager is described by a fellow registered manager and colleague as 'inspirational'. The colleague said: 'Her energy and enthusiasm are boundless. She is truly an inspiration.'

The registered manager is part of a registered managers consortium where they discuss and share knowledge, good practice examples and current research. This helps the manager to ensure that they continue to provide a good service and quality of care to children. The registered manager's knowledge of short breaks care is extensive, and children, staff and others benefit from this level of expertise.

Staff feel valued and supported by leaders and managers. Leaders and managers are excellent at responding to the needs of staff and ensure that they carry out their duties to the highest standards.

The monitoring and review systems to review the quality of care provided to children are effective. Staff understand the purpose of recording interactions, observations and behaviours of children accurately. The good-quality recording informs practice and helps to identify any changes required to children's plans to achieve the best outcomes for them.

The feedback from staff and other professionals on the leadership of the home and quality of care provided to children is, without exception, highly positive. One child and adolescent mental health services professional said: 'The service is an incredible

asset to the children and families and provides a “home from home environment” for children.’

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 make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that— medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and a record is kept of the administration of medicine to each child. (Regulation 23 (1) (2)(b)(c)) In particular, medicine prescribed to children must be administered in the correct dosage.	10 November 2022

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: SC033919

Provision sub-type: Children's home

Registered provider: London Borough of Harrow

Registered provider address: Civic Centre, Station Road, Harrow, Middlesex
HA1 2XF

Responsible individual: Peter Tolley

Registered manager: Eithne Staunton

Inspector

Colin Bent, 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 children looked after, 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 2022