

SC062674

Registered provider: Considerate Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private company. It provides care for up to four children who experience social and emotional difficulties.

The manager registered with Ofsted in February 2006.

Inspection dates: 6 and 7 December 2022

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: 28 March 2022

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/03/2022	Interim	Improved effectiveness
14/12/2021	Full	Requires improvement to be good
30/10/2019	Full	Good
11/12/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Two children live in the home. The staff build good relationships with the children. The staff know the children well and speak warmly and knowledgeably about them. Children say that they feel listened to. One child said that the staff are 'amazing', and another child said that the staff 'care' about them.

The children are attending school regularly. There is good communication between the staff and education providers. One teacher said that communication with the staff is 'excellent'. The staff are strong advocates for the children. This has helped the children to attend schools that are specific to their needs.

Staff support the children to maintain good physical health. Children are encouraged to eat healthily and attend all their health appointments.

Children enjoy a range of activities. One child goes to a drama group every Saturday and art lessons once a week. Staff support another child to go fishing out of the area at the weekends and during school holidays. This is helping the children to learn new skills and enjoy different experiences.

Individual sessions are completed with the children. These are focused and specific to the children's needs and daily experiences. For example, the children have been consulted about the recent refurbishment of the house.

Staff respect and promote the children's cultural needs. This supports children's sense of belonging and self-esteem.

Positive behaviour is promoted. Children are praised for this and receive incentives for doing well. Consequences are proportionate and fair.

Staff support the children to see their family, and family members are welcome in the home. The staff maintain regular communication with parents. One parent said that the staff are 'always there' and communication is good. This helps the children to maintain their identity and continue to see the people who are important to them.

Children move in to the home in a planned way. This has helped them to settle on their arrival. When children have left the home, staff have remained in contact with some of them. However, managers need to ensure that when all children leave the home, they do so in a planned way and in collaboration with their placing authority. This will support the children to have a positive ending to their time at the home.

Staff do not have the current copy of all the children's relevant plans, including the placing authority's care plan. They have not escalated things effectively to make sure that they receive the plans in a timely way. Therefore, staff do not have access to up-to-date information about the children. This limits the staff's ability to support

the children and their development, and measure the children's progress accurately from when they move in.

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

Children who are currently living in the home say that they feel safe. They can talk to staff about any worries they have. They understand that the boundaries put in place for them are there to protect them.

Assessments of risk are in place and updated regularly. There are strategies in place to protect children from harm. This means that the children are safeguarded effectively because of the care that they experience.

Managers and staff respond to incidents appropriately and know what to do when a child goes missing from the home. However, managers need to ensure that Ofsted are notified of any serious incidents without delay.

Children receive help and support to manage their behaviour and feelings safely. Staff provide the children with clear boundaries. Staff use effective de-escalation techniques, and there have not been any physical interventions.

Accident records are in place; however, they do not always detail if medical intervention was required and the outcome. This makes it difficult for managers to evaluate what happened and prevent accidents from happening again.

The effectiveness of leaders and managers: good

The home is led by a suitably qualified and experienced manager. There are two experienced deputy managers in place. The managers know the children well and are positive role models for both staff and children.

The home is adequately staffed for the children currently living in the home. New staff have been recruited since the last inspection, and the safer recruitment policy is followed. When additional staff are required, agency workers who have worked in the home before are often used, which helps to ensure consistency for the children.

Effective monitoring and review systems are in place. The managers understand what is working well and the areas for improvement. This means that the managers and staff can identify and act on shortfalls to improve the quality of care that the children receive.

Staff receive training to develop the necessary skills and knowledge to understand and meet the children's individual needs. For example, staff have completed training in radicalisation and extremism, social media, self-harm and behaviour management strategies. As a result, staff have a good knowledge and skill base to safeguard children.

Staff describe the managers as being supportive. Staff have regular supervision, and records demonstrate that supervision is of good quality and gives staff an opportunity to reflect on their practice. This helps managers to gain a clear understanding of staff strengths and areas for development.

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 quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6 (1)(a)(b) (2)(b)(iv)) This relates specifically to the registered person ensuring that children's relevant plans and documents are obtained from the placing local authority to inform care planning to meet the children's needs.	1 February 2023
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose; that arrangements are in place to—	1 February 2023

ensure the effective induction of each child into the home; plan for, and help, each child to prepare to leave the home or to move into adult care in a way that is consistent with arrangements agreed with the child's placing authority. (Regulation 14 (1)(a)(b) (2)(a)(b)(i)(ii)(iii)) This relates specifically to the registered person ensuring that pre-admission planning robustly considers the needs of any new child and those of all children already living in the home, and how any risks can be minimised. The registered person should also work with the placing authority to ensure that each child's move out of the home is planned, and each child is prepared for leaving both practically and emotionally.	
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child — is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e)) This relates to the registered person ensuring that regulation 40 notifications are sent to Ofsted without delay.	

Recommendations

The registered person is responsible for ensuring that each child's day-to-day health and well-being needs are met. When a child has an accident, managers and staff

need to record whether medication advice and/or treatment was required and the outcome. ('Guide to the Children's Homes Regulations, including the quality standards', page 33 paragraph 7.3)

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: SC062674

Provision sub-type: Children's home

Registered provider: Considerate Care Limited

Registered provider address: Keys PCE Limited, Maybrook House, Second Floor, Queensway, Halesoan, West Midlands B63 4AH

Responsible individual: David Carser

Registered manager: Claire Smart

Inspector

Dawn Walker, Social Care Inspector

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