

SC062674

Registered provider: Considerate Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care for up to four children who may have social and emotional difficulties.

At the time of the inspection, three children were living at the home.

The manager registered with Ofsted in February 2006.

Inspection dates: 28 and 29 November 2023

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: 6 December 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/12/2022	Full	Good
28/03/2022	Interim	Improved effectiveness
14/12/2021	Full	Requires improvement to be good
30/10/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children trust the staff who support them. Staff know the children well and speak about them with love and affection. There is a strong focus on understanding and supporting children's needs in all areas of their life. Children are involved in making decisions about the decor of their home. This gives children a sense of permanence and belonging.

Children attend school, are learning and are making good progress. Staff advocate on behalf of children. They are proactive in addressing any issues in school such as bullying. This means that children remain in school and their progress is not affected. Children who have left school are attending college.

Children enjoy a range of activities, including weekly art sessions, go-karting, going to the theatre and spending time with friends in the community. When children decide they are no longer interested in specific hobbies, such as drama club, staff and the children consider alternative activities for them to try. Staff have established relationships with community-based groups, which helps children to access a range of activities.

Children are supported to explore their individuality, so that they can understand themselves better. Staff clearly communicate any issues, such as bullying, to professionals and family so that there is a consistent approach to supporting children.

Children new to the home are welcomed sensitively when they move in. Their move into the home is well planned. The manager takes the time to review the staff team's skill base to ensure that they are able to meet the child's identified needs. Before a new child moves in, the manager also considers the needs and wishes of the children already living at the home.

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

There are clear plans in place to reduce risk. Plans are completed in consultation with children, family members and professionals. Clear guidance sets out ways of working for staff to follow. One child said, 'I feel safe and will be living here until I am 18.'

Staff understand their roles and responsibilities in protecting children. Incidents of physical intervention have been necessary and proportionate. They are clearly recorded and children understand why intervention has been used. However, on one occasion, a child did not have the opportunity afterwards to speak to someone who was not the person involved in the physical intervention. The registered manager has implemented changes, ensuring that after each such incident a child can speak to someone who was not involved.

Staff support children to understand risks. Staff worked successfully with one child to reduce their cannabis use. Any room searches have been carried out sensitively. The reason for the search is clearly recorded and children understand why this has happened. Risk assessments are updated so that staff are clear about what they need to do to keep children safe.

Allegations are not routinely made by children. However, when one allegation was made by a child, staff took their concerns seriously. Immediate action was taken so that children in the home were safe and protected. Staff worked with professionals to address the concerns. The child was kept updated on the action taken following the allegation.

The effectiveness of leaders and managers: good

The home is managed by a suitably qualified and skilled registered manager, who has managed the home over a significant period of time. The registered manager is committed to individual children's progress and clearly knows the children well. She has a wealth of experience and knowledge.

There have been several changes to the staff team, with new staff recruited to the team. New staff have completed an induction and mandatory training before starting work at the home. The registered manager has a clear plan for developing the home and has high expectations for the staff team. Regular reviews are carried out of new staff in their probation period, to continue monitoring their suitability for the role.

The registered manager ensures that staff have the necessary skills to care for children and has put in place training specific to individual children's needs, such as autism and drug misuse. Annual appraisals are carried out so that further learning can be identified and staff have the opportunity to develop their skills.

The registered manager has excellent relationships with children's families, professionals and community organisations. One parent said, 'I love the registered manager. She is very supportive, open, honest and firm with my child. I am made to feel welcome in the home.'

Team meetings and supervision are held regularly and used to reflect on the progress children are making. They are reflective and used as an opportunity to develop staff practice.

The registered manager has clear monitoring and review systems in place. These are used to track and review the quality of care. She has a clear plan to develop the home and a clear understanding of the home's strengths and areas for improvement.

The requirements and recommendations made at the last inspection have been met.

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, Halesowen, West Midlands B63 4AH

Responsible individual: Susan Davies

Registered manager: Claire Smart

Inspector

Nicola Forrester, Social Care Inspector

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