

SC062931

Channels & Choices Kent LLP

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for up to four children aged between eight and 17 years old on admission. The home is operated by a private organisation. According to the statement of purpose, the home caters for children with behavioural, emotional and social difficulties.

The manager registered with Ofsted on 27 October 2020.

Inspection date: 26 January 2021

This monitoring visit

This visit was carried out off site. These arrangements were in place to follow guidance issued by Public Health England, in response to the COVID-19 (coronavirus) pandemic. The home was last visited on 31 July 2019 when a full inspection was carried out.

The focus of this visit was to follow up on concerns arising from safeguarding notifications and the independent visitors' reports. In particular, the information contained within these documents showed repeated themes around the use of restraints and changes in staff, which has an impact on the stability of the children.

During this visit, the inspector reviewed a range of documents. These documents were sent in a secure manner for the inspector to analyse. The registered manager and the responsible individual were present during the visit and were spoken to via video calls. Feedback was also obtained from children, staff and social workers.

Prior to this visit, the registered manager had already identified an increase in the use of physical restraints through the management monitoring arrangements. To understand the issues in more detail, the physical intervention trainer was used effectively to analyse individual incident reports. This helped the registered manager to understand the reasons for the increase in the use of physical restraint for

individual children. The manager then put measures in place to minimise and reduce incidents. This included bespoke behaviour management training for staff. Children were supported to learn new ways to help them cope with the things that worry them. Since these changes, the registered manager has seen a positive impact for children, for example a decrease in physical interventions and incidents overall.

Over the past year, four staff members have left the home. The responsible individual explained the reasons for this, which included one internal move to another part of the organisation more suited to their background and experience; two staff returning to their previous professions; and one choosing not to pursue a career in social care. While this has been understandably unsettling for the children, new staff have been recruited. These staff have benefited from the new behaviour management training tailored to meet children's individual needs as well as protected time to reflect on practice. One member of staff spoken to is very positive about the induction, training and support they have received. They also feel that joining the team during the COVID-19 pandemic has helped them to build relationships with the children more quickly and work with them more creatively.

The previous recommendations have been addressed appropriately. Ofsted now receives the reports from the independent visitor in a timely manner, which assists Ofsted in its regulatory role. Staff have undertaken equality and diversity training. As a result, they have increased their understanding of racism and how to challenge discrimination. Children's care plans now take account of their ethnicity and cultural needs.

No requirements were made at this visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/07/2019	Full	Good
06/03/2019	Full	Good
05/10/2017	Full	Outstanding
22/02/2017	Full	Good

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC062931

Provision sub-type: Children's home

Registered provider: Channels & Choices Kent LLP

Registered provider address: 44 The Pantiles, The Pantiles, Tunbridge Wells, Kent TN2 5TN

Responsible individual: Kate Stephenson

Registered manager: Gary Carmichael

Inspector

Amanda Harvey, Social Care Inspector

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