

SC063895

Registered provider: Castle Homes Care Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned. It is registered to provide care and accommodation for up to four children who have emotional and/or behavioural difficulties (EBD). The home cares for children who display challenging behaviour. This can be in the form of verbal or physical abuse or self-harming behaviour. Young people may also be involved in the criminal justice system or be particularly vulnerable to exploitation.

The manager has been registered with Ofsted since 18 December 2018.

Inspection date: 4 February 2019

Judgement at last inspection: good

Date of last inspection: 10 April 2018

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection.
At this interim inspection, Ofsted judges that it has improved effectiveness.

Young people continue to benefit from a well-structured, calm and predictable environment that focuses on their individual needs. A young person said, 'Staff are reasonable and fair. They know what is best for me. Even though I don't always agree with the decision they make, I know that they are acting in my best interest.'

Young people reported feeling safe and happy. Safeguarding issues are taken seriously. The tenacious management and staff team promptly addresses any concerns. Clear,

well-written risk assessments help to ensure young people's safety and protection.

Staff build excellent relationships with young people. In turn, young people become increasingly settled. A young person said, 'Staff do really care about me. They listen to me and I know they would help me with anything. I feel safe here and I have not always felt safe in other placements.'

All young people are in education or alternative education provision. Staff understand the importance of education for young people and see it as a priority. Young people are well supported to achieve their educational potential. If problems occur, the management and staff team take robust action, including contacting the local authority virtual school and requesting multi-agency meetings. This ensures that barriers to education are quickly identified and addressed.

Because of the nurturing environment, challenging behaviours decrease. Young people become better able to regulate their behaviours and emotions. When incidents do occur, management and staff strive to understand issues from the point of view of the young person so that support is sensitive to their needs. Consequently, physical intervention in the home is extremely rare.

Although young people have a history of going missing, instances have reduced. When incidents do occur, staff follow the correct safeguarding procedures. Staff make every effort to ensure that the young person returns to the home as quickly and safely as possible. Return home interviews by an independent person are not, however, consistently carried out. This is a lost opportunity to learn any lessons and implement strategies to try to prevent such behaviours from re-occurring.

Partnership working is very effective. All agencies contacted gave extremely positive feedback. Social workers were able to identify the progress that young people have made since the start of their placements. A social worker said, 'Since being there, they have settled really well. They have made great progress. They were at really high risk of exploitation, but this has now reduced. The staff have worked wonders.'

Transitions into and out of the home are well planned and considered. The registered manager and the deputy manager demonstrate a very good understanding of placement planning and matching. The management's commitment to only admitting young people following a comprehensive assessment is a significant factor in achieving the safe and secure home environment.

Leadership and management are highly effective. The new registered manager has, in a relatively short space of time, developed an exceptionally positive culture in the home. Staff morale is extremely high. One staff member described the new manager as 'a breath of fresh air'.

The registered manager and the deputy manager are 'hands on' but do not lose sight of their management responsibilities. They share the same vision and are dedicated to improving the lives of young people and ensuring that they have uncompromising

standards of care. They are an impressive management team.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/04/2018	Full	Good
30/01/2018	Interim	Improved effectiveness
03/04/2017	Full	Requires improvement to be good
03/01/2017	Interim	Declined in effectiveness

What does the children's home need to do to improve?

Recommendations

- When a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.30)

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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: SC063895

Provision sub-type: Children's home

Registered provider: Castle Homes Care Ltd

Registered provider address: 80 Hammersmith Road, London W14 8UD

Responsible individual: Anthony Armstrong

Registered manager: Lauren Gilbey

Inspector

Davinia Lawton, social care inspector

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