

SC063895

Registered provider: Castle Homes Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It is registered to provide care and accommodation for up to four children and young people who have emotional and/or behavioural difficulties.

The current manager has been registered with Ofsted since January 2013. She has been the registered manager of this home since 6 May 2016.

Inspection dates: 10 to 11 April 2018

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: 30 January 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/01/2018	Interim	Improved effectiveness
03/04/2017	Full	Requires improvement to be good
03/01/2017	Interim	Declined in effectiveness
13/10/2016	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: good

Young people are happy and settled. They speak extremely positively about their experiences of living at the home. One young person said: 'Staff are really nice. I treat them as my own family. I feel supported by them and I know they would listen to me if I had a problem. I would give the home a ten out of ten. It's great here.'

Young people have positive and trusting relationships with staff. Young people's views are considered and acted upon regarding how the home is run and they feel valued and listened to. Young people know how to make a complaint and are confident that any concerns raised will be fully considered by the staff.

The home provides a safe environment for young people where they have the opportunity to thrive and develop. Young people attend school and are making good progress.

Staff work very hard to ensure that young people's complex needs are fully addressed. This includes ensuring that multi-agency working is effective. Referrals to a number of agencies, when necessary, ensure that young people are receiving a bespoke package of care and support.

Young people take part in a variety of activities, which they thoroughly enjoy. A social worker said: 'Before he had even moved in they asked him what his interests were and what he likes doing. By the time he arrived at the home, they had already looked at local clubs for him, which really helped him to settle.'

Transitions into the home are excellent. Creative strategies are used to establish relationships with young people prior to their transition into the home. A social worker said: 'They made the transition so smooth which made the process so much easier. The staff were great, communication was great and they were keen to get to know him and help him the best way they could.'

Family relationships and the time that young people spend with their families are fully promoted. This includes staff transporting young people and making all the necessary arrangements.

The home environment is well maintained. Young people have chosen the decor of the home. They are able to personalise their own bedrooms. A young person said: 'I was so excited when they told me I could design my own bedroom. I picked my own wallpaper and the pictures in my room. It's made it feel like home.'

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

Young people are safeguarded. They report feeling safe. One young person said: 'I've been in other care homes and you sometimes have to watch your back. It's good here

though because there is no bullying and staff ensure that you are okay.'

Comprehensive risk and behaviour plans assist staff in ensuring that young people are safe and protected. Children are protected through positive relationships, the staff's understanding of individual risks and effective key-working sessions.

Staff understand the complexities of young people's behaviours. Difficult behaviours are well managed, with clear and consistent boundaries being implemented for young people.

Young people are worked with in a compassionate and considered way. A social worker said: 'He has made really good progress since being in the placement. Incidents are dealt with immediately and effectively. He is definitely making great progress.'

Incidents of going missing from the home reduce for young people. Staff manage incidents well and follow the necessary protocol and procedures. A social worker said: 'The staff know him and understand him. They have built up loads of trust with him. This has resulted in him letting the home know his whereabouts when he is missing. Previously, he would not keep in touch with anybody. He will now answer the phone to the staff and, in fact, he sometimes calls them to say where he is.'

Staff demonstrate an excellent understanding of the home's safeguarding policies and procedures. They understand the importance of immediately reporting any safeguarding concerns to senior managers. Staff also understand the importance of whistleblowing.

The effectiveness of leaders and managers: good

The registered manager was not present during this inspection. She is experienced and appropriately qualified. She is a strong leader and ensures the continued development of the service.

The deputy manager is well established in his role. He is motivated and highly committed to improving outcomes for young people. The management team is highly effective and provides strong leadership.

Managers are child-focused and are strong advocates for young people. Managers ensure that young people have access to advocacy services and that young people are listened to.

Case records are very well maintained. They include all the necessary information and provide a comprehensive picture of the care that young people receive. Regular management overview of case records ensures that standards of recording remain high.

Supervision and team meetings are effective. Staff speak very highly of the support that they receive from the management team. One staff member said: 'Managers are just so supportive. They are hands on and understand the demands of the job. They make sure that you are alright and reassure you when it is needed. I could not ask for better

managers.'

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.

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 Limited

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

Responsible individual: Julie Wallhead

Registered manager: Kelly Watson

Inspector

Davinia Lawton: social care inspector

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