

SC063895

Registered provider: Castle Homes Care Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately operated children's home provides care and accommodation for up to four young people who have emotional and/or behavioural difficulties.

Inspection date: 30 January 2018

Judgement at last inspection: Requires improvement to be good

Date of last inspection: 3 April 2017

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 requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

Two young people have left the home since the last inspection. The moves for both young people involved careful consideration and planning by managers and placing social workers. Staff worked in partnership to facilitate well-planned and sensitive moves for both young people to their new placements.

Two young people have moved into the home since the last inspection. One placement was made in an emergency. This did not enable the young person to make a visit to the home before moving in. The manager continues to work closely with the placing authority and family members to ensure that the needs of the young person can be met.

The other young person had a very well-planned move to this home. This involved visits and an overnight stay prior to moving in. Family members have been fully involved in

the move. The manager provides weekly updates to the parent on how their child is doing.

Both young people have education in place and their attendance is excellent. The manager and staff advocate for the young people and challenge placing authorities if there is any missing information. Young people feel involved in all aspects of their care. They feel safe and protected from harm by the staff team.

The manager has implemented very clear matching processes for considering new placements. This includes consideration of the young people currently placed and how any new admissions would impact on those already living in the home. Wherever possible, the manager encourages young people, placing social workers and family members to visit the home before a young person moves in. This reflects her commitment to ensuring that young people's needs can be met appropriately.

The home has enough staff in place to meet young people's needs. There has been no use of agency or bank staff for a considerable period of time. Staff receive detailed inductions and a wide range of mandatory and other training. This equips them well for their roles. It also provides continuity and consistency of care for young people at all times.

The statement of purpose has been regularly reviewed and updated by the manager. She has ensured that a copy of the most recent version has been sent in to Ofsted. This enables Ofsted to track the home and its compliance with regulatory requirements.

Staff receive monthly supervision and annual appraisals of their performance. The manager has a very comprehensive training matrix and tracking system in place. She oversees this to ensure that all staff have completed mandatory and other training and development courses. Staff have the necessary skills and experience to perform their roles.

Risk assessments and behaviour management plans are regularly reviewed, updated and amended. The manager has clear systems in place to ensure that such plans and assessments are considered at least monthly. There is also a clear system of monthly case file audits in place, overseen by the manager. Management oversight and monitoring of all case records and documents have significantly improved since the last inspection.

Staff fully understand their responsibilities in relation to whistleblowing and sharing any concerns with managers. This is discussed with them each month in supervision. Managers show a commendable commitment to ensuring that all staff understand the policies and procedures and act on any concerns they may have.

Case records reflect the current and changing needs of young people living at this home. Information on how health needs will be met is clearly recorded. Staff take detailed notes from all looked after review meetings and place them on the files. This enables staff to complete agreed actions, before receiving the formal minutes from the

independent reviewing officer. The manager has introduced a detailed system of recording young people's engagement and attendance in education. Records present a clear and accurate sense of each young person's needs and how they are being met.

There have been no reported incidents of bullying towards or from young people since the last inspection. The manager has robust systems in place to consider, record and respond to any such concerns. The manager also facilitated and led a staff training event about bullying recently. Staff present as competent and confident in being able to identify and respond to such concerns.

The recording of the use of restraint has improved. Records now present as much clearer and more detailed. Young people's views are sought following each use of restraint, to elicit their feelings. Management oversight of the use of restraint is now clearly recorded. Restraint is only used as a last resort and to prevent harm to or from a young person.

The use of sanctions or restorative approaches is appropriate and clearly recorded. The manager oversees the use of sanctions. There is good evidence of young people understanding and accepting the sanctions put in place.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/04/2017	Full	Requires improvement to be good
03/01/2017	Interim	Declined in effectiveness
13/10/2016	Interim	Declined in effectiveness
01/06/2016	Full	Good

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: Julie Wallhead

Registered manager: Kelly Watson

Inspector

Tracy Murty, social care inspector

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