

SC064027

Registered provider: Delam Care Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care and accommodation for up to six children who have learning disabilities. A private provider owns and operates the home.

Inspection date: 20 March 2018

Judgement at last inspection: good

Date of last inspection: 4 December 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 good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

Since the last inspection, one new child has come to live at the home. The manager's child-focused and committed approach ensures that children settle into their new home quickly. The manager gathers detailed information on the children's physical, emotional and cultural needs. This information is used to develop the children's placement plans. As a result, children experience smooth transitions and make swift progress from their starting points.

Children continue to make good progress in many areas of their development. This is because the manager and staff know the children well and offer care that meets their complex needs. Children are happy and feel valued in their home. The positive and

nurturing culture helps children to make notable progress. For example, one child, a recent admission to the home, was unable to communicate upon arrival. This child is now able to verbalise words such as 'hello' and 'cheese' and call school staff by their names. The child is also using Makaton to communicate. This will undoubtedly improve their quality of life. The child's social worker told the inspector, 'The child is making unbelievable progress. Every time I visit they are saying more and more.'

Staff are ambitious for children and place a high value on education. Children have excellent attendance records and make good progress in school. Staff are proactive if issues arise and work well with schools to ensure that children receive the support that they need. For example, staff support a child in school to help them to settle and engage in learning.

Children take an active role in their care. Staff use a range of communication tools to ensure that children fully participate in the day-to-day running of the home. This engagement is fun, child-focused, and captures their imagination. For example, children take part in competitions to design their own menus. Recently, children entered, and won, a garden competition. Staff incorporate the views of children into their various care plans. These include 'listen to me' booklets, which give children the opportunity to express views on their care. This helps them to feel valued and take ownership of their care, increasing their confidence and self-esteem.

At the previous inspection, one requirement was raised. The manager has worked hard to address this issue. Recruitment checks are now robust. The company recruitment policy has also been amended. As a result, children are not exposed to unsuitable individuals working at the home.

The manager and staff continue to work positively with a number of key agencies including child and adolescent mental health services and general practitioners. Children can feel anxious about attending health appointments. In response, staff ensure that health professionals assess children in their home. This collaborative approach ensures that children receive care that responds to their needs. Health plans are comprehensive and protect children from self-injurious behaviour.

Children form strong relationships with staff. They are encouraged to behave positively and receive frequent praise for doing so. Staff support children to focus on their strengths and achievements. As a result, children feel increasingly confident about themselves. Staff responses to challenging behaviour are sensitive and informed by detailed behaviour support plans. This consistent approach helps children to regulate their emotions and manage their behaviour. As a result, incidents of physical intervention have significantly reduced. For some children, this is extensive progress from their starting points. When physical interventions do occur, they are appropriate, recorded clearly and reviewed by the manager.

Staff encourage children to try new hobbies and activities. Young people enjoy local parks, bowling and visiting a ski centre. A child has achieved swimming badges and is an accomplished horse-rider. These achievements help children to feel increasingly

confident and proud and develop high aspirations, regardless of their disability. A young person told the inspector, 'We get to go out everywhere. I like this home. Someday I want to be the manager here.'

The manager and staff team are passionate about the children in their care. They have a detailed knowledge of each child's needs and work hard to ensure that these are met. The manager continues to develop their staff team by offering a varied training programme. This proactive, 'can do' attitude ensures that staff deliver high-quality, knowledgeable care. Staff feel supported by their manager and thrive in the caring and positive working environment. A staff member told the inspector, 'I think it's a brilliant home. The young people are cared for. We look at each other as one big family.'

There have been no shortfalls identified at this inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/12/2017	Full	Good
20/03/2017	Interim	Improved effectiveness
29/11/2016	Full	Requires improvement
15/02/2016	Interim	Sustained effectiveness

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: SC064027

Provision sub-type: children's home

Registered provider: Delam Care Limited

Registered provider address: Metropolitan House, 5th Floor, 3 Darkes Lane, Potters Bar, Hertfordshire EN6 1AG

Responsible individual: Mark O'Donnell

Registered manager: Nichola Rhead

Inspector

Gareth Leckey, social care inspector

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