

SC064027

Registered provider: Delam Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is part of a private organisation. Staff provide care for up to four children who have a diagnosed learning disability.

The manager has been registered with Ofsted since September 2021. She holds a Level 5 Diploma in Leadership and Management in Residential Care.

Four children live at the home.

Inspection dates: 23 and 24 October 2023

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: 14 March 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/03/2023	Full	Good
02/09/2021	Full	Good
04/03/2020	Full	Outstanding
15/01/2019	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: good

Children have positive relationships with the adults who care for them. Staff understand each child's preferred communication styles, and they use this understanding to communicate with each child in a bespoke way. This helps children to express their views and choices and ensures their needs are met in a consistent way.

Staff are fond of the children and speak highly of the children they support. One staff member told the inspector, 'I feel the children are the best thing here. There is nothing better than making them know they are safe, well and definitely cared for.' Children feel part of a family environment due to a conscientious approach by staff.

Staff help children to make progress with their education. Staff at the home work in partnership with educational professionals to continuously develop their ways of communicating with children to ensure that children's needs are understood and met. Managers challenge as needed to ensure that children have the necessary educational resources. Consequently, children achieve their educational goals.

Children benefit from a range of memorable experiences. For example, one child enjoyed a prom-themed birthday party. Children take part in regular activities and holidays in the community. As a result, children are helped to create lifelong memories and feel valued by staff.

Children's health needs are prioritised. Staff support children to attend routine appointments and take part in their annual health reviews. Children are also helped to keep up to date with their vaccinations.

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

Positive relationships between the children and staff help children to feel safe and secure. Consequently, incidents are rare, and there have been no missing-from-home episodes, complaints or allegations.

There have been some situations where children have needed to be held by staff for their safety. When this has happened, staff have managed it safely and in the child's best interests. Staff follow children's risk assessments, which are individualised, detailed and clear. When a child has been held, they have the opportunity to discuss what has happened and share their views and feelings.

Work relating to internet safety is positive. Children are educated by staff on the importance of keeping themselves safe when using the internet. Direct-work sessions about body safety and appropriate images have enabled children to be more aware of the risks. Consequently, their safety has improved.

The recruitment of staff is safely carried out. Staff are carefully selected to ensure that they are the best fit for the role. This helps to ensure that staff are safe to work with children.

The effectiveness of leaders and managers: good

The registered manager has not been in of the home since July 2023. The deputy manager is managing the home in the absence of the registered manager. The deputy manager is experienced and committed to maintaining consistency in the home for staff and children.

A clear focus on staff development and progression means that staff set and achieve goals to help them be more effective in their roles. Each staff member has a personal development plan that supports their journey. Staff benefit from regular supervision. As a result, staff say they are supported by managers and that they are well equipped to work with the children.

Managers have monitoring systems that are used effectively to help them understand what is working well and what needs to be improved. This includes weekly and monthly checks of matters relating to the children's care and health and safety.

Staff have access to a bespoke programme of training to help them develop and consolidate their skills and understanding. Managers prompt staff to keep up to date with their training. As a result, the knowledge of staff stays current, and they are more equipped to provide support for the children in their care.

Information about this inspection

The inspector has looked closely at the experiences and progress of children and young people, 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: Shelley Whiting

Registered manager: Sarah Fiedorowicz

Inspector

Chanel Bryant, Social Care Inspector

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