

SC067895

Registered provider: Channels and Choices Kent LLP

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for up to four children who have emotional and/or behavioural difficulties. The home is operated by a private organisation. It offers therapeutic residential care.

The home has been without a registered manager since 18 February 2019.

Inspection date: 17 December 2019

Date of last inspection: 16 July 2019

Judgement at last inspection: good

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 sustained effectiveness.

Adults take a keen interest in all aspects of the children's overall well-being and progress. Children enjoy the care and attention of the adults, who openly display warmth and affection for them.

One team member told the inspectors that all the adults wanted to work over the Christmas holiday. Rituals have evolved in the home, such as gift boxes on Christmas eve and Santa leaving traces of his footprints for the children to find. These small touches help the children to develop a sense of belonging and create positive memories for them.

Since the last inspection, one child has moved on successfully from the home to live with a foster family. This well-planned move included high-quality, child-centred planning and ongoing outreach support. Thoughtful care and consideration to the child's important relationships were at the forefront of the planning. This has helped to provide the child with a springboard to future security and stability at his new home.

Behaviour management is generally effective. Adults use praise and encouragement and spend meaningful time with the children. They notice when the children may be struggling with difficult feelings. This sometimes takes the form of note exchanges between the adults and the children. As a result, the children experience being kept in mind. This is effective and helps to reduce the children's worries.

Positive behaviour plans identify known triggers and provide the adults with clear guidance to help the children manage their anxieties and frustrations. Adults are alive to situations and events that may be hard for children. They plan thoughtful care and support to help guide them through challenges. For one child, the use of visual prompts and sensory items is helping to reduce incidents of unsafe behaviours.

The interim manager and the staff have made some progress towards addressing the recommendations made at the last inspection. A selection of books and DVDs that promote diversity have been purchased. However, gaps remain in the care planning and records do not demonstrate that staff give meaningful consideration to the children's religious, ethnic or cultural needs and how these are going to be addressed.

The home is in the process of being refurbished. New furniture has been purchased since the last inspection. The lounge is a particularly nice, homely space for the children. However, the standard of maintenance in other parts of the home is

variable. Work is planned for the new year to renovate the basement and other parts of the home.

The interim manager and leaders demonstrate a good understanding of the children's needs and have high aspirations for the quality of care provided. However, the views of the children's parents have not been ascertained within internal monitoring arrangements. As a result, a less rounded view informs the development of the quality of care provided in the home.

The interim manager has made an application to register with Ofsted.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/07/2019	Full	Good
26/02/2019	Full	Inadequate
31/10/2017	Full	Good
27/09/2016	Full	Good

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (2)(a)(5)) In particular, the quality of care review must specifically ascertain and make use of feedback from parents to inform service development.	01/04/2020

Recommendations

- [Personalised care is] care which meets each child's needs and promotes their welfare, taking into account of the child's gender, religion, ethnicity, cultural and linguistic background, sexual identity, mental health, any disability, their assessed needs, previous experiences and any relevant plans. ('Guide to the children's homes regulations including the quality standards', page 14, paragraph 3.2)

In particular, ensure that children's care and support plans take account of their heritage and cultural needs.

- Many children placed in homes may undergo a difficult transition and what should be simple aspects of their care take on a substantial significance in this context. Staff should provide a nurturing environment that is welcoming, supportive, and which provides appropriate boundaries in relation to their behaviour. Homes must also meet children's basic day-to-day needs and physical necessities. Staff should seek to meet the child's basic needs in the way that a good parent would, recognising that many children in residential care have experienced environments where these needs have not been consistently met – doing so is an important aspect of demonstrating that the staff care for the child and value them as an individual. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.7)

In particular, ensure that the home is maintained to meet the needs of the children and that the planned refurbishment is completed within reasonable timescales. Also, ensure the representation of black and minority children within

the home environment. For example, diverse books, pictures and media resources should be made accessible and on view.

Information about this inspection

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.

Inspectors have 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: SC067895

Provision sub-type: Children's home

Registered provider: Channels and Choices Kent LLP

Registered provider address: 44 The Pantiles, Tunbridge Wells, Kent TN2 5TN

Responsible individual: Kate Stephenson

Registered manager: Post vacant

Inspectors

Anne-Marie Davies, Social Care Inspector

Lee Kirwin, Regulatory Inspection Manager (Quality Assurance)

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