

SC379357

Registered provider: Castle Homes Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home, which is run by a private company, provides care for up to three children who may have experienced neglect, abuse or trauma and family or placement breakdowns. The children may display challenging behaviours.

The manager was registered with Ofsted on 26 July 2016.

Inspection dates: 4 to 5 June 2018

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 12 March 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2018	Interim	Improved effectiveness
19/07/2017	Full	Requires improvement to be good
09/11/2016	Interim	Improved effectiveness
25/05/2016	Full	Requires improvement

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
If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home— the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b)) In particular, make immediate arrangements to ensure that all of the fire doors are repaired.	12/06/2018

Recommendations

- The information set out in the statement of purpose is an essential part of the process of agreement between the registered person and placing authority that a placement in that home is the right one for that child, and that the home will be able to respond effectively to the child's assessed needs. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.6)
In particular, make clear that children who are not looked after can be accommodated as part of an agreed school placement.
- Children's homes should work closely with the placing authority to understand the child's relationship history and the impact that the child's arrival may have on the group living at the home. ('Guide to the children's homes regulations including the quality standards', page 38, paragraph 8.3)
- Children's homes should encourage children to understand that they can speak to Ofsted inspectors or other relevant persons if they have concerns about their safety. ('Guide to the children's homes regulations including the quality standards', page 43, paragraph 9.11)

Inspection judgements

Overall experiences and progress of children and young people: good

The children have positive experiences and make good progress. They benefit from a well-established staff team that cares about their well-being and meets their needs. The staff have nurturing, strong and positive relationships with the children that are underpinned by open, honest and consistent communication appropriate to the children's level of understanding.

The children attend school full time, they have high attendance and make good progress in their education. The staff understand the importance of education. They take the children to and from school, have regular contact with the school staff and attend parents' evenings.

The children benefit from a wide range of activities that reflect their individual interests. These activities include cinema trips, playing football, theme park trips, arts and crafts and airplane spotting. One child has joined a local football club and is enrolling in air cadets. This enables him to develop his skills and knowledge, as well as enhancing his social peer group.

The home gains the views and opinions of the children through weekly house meetings, individual key-working sessions and consultation documents. The children receive feedback about decisions made. This inclusive approach means that the children are involved in the planning of their care.

The home arranges and facilitates contact between the children, their families and other significant people. One child has regular contact with their previous foster carers. The home celebrates important family dates and events. One parent said, 'They [the staff] arrange for [the child] to send cards and presents for mine and my husband's birthdays and Father's and Mother's Day, which is really nice.'

The strong relationships between the staff and the children mean that the children will say something if there are issues. The children know how to make a complaint. However, some additional means to complain to external adults have not been made known to the children.

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

The children can sometimes present with difficult and challenging behaviours. The staff de-escalate these behaviours to good effect. There have been no physical interventions since the last inspection. Rewards and positive incentives are used effectively to discourage unwanted behaviours.

The staff are well trained in effective safeguarding practice. They are experienced and understand their roles and responsibilities to safeguard the children. There have been no incidents of the children going missing from the home.

The staff realise the value of effective multi-agency work, and create strong, positive relationships with families and external professionals to meet the children's needs and safeguard their well-being. Feedback from professionals is consistently positive. One child's therapist said, 'He is really making progress. Since he has moved into the home, he has settled and his behaviour has improved, which then makes it easier for his parents when he goes home.' Another child's social worker said, 'Since [the manager] took over, I can't fault her. She keeps me informed about everything; weekly updates, phone calls, emails. She is child-focused and has a very inclusive way of working, which is great.'

The home has a welcoming and nurturing feel, it is well decorated throughout and it is homely. However, essential fire safety measures are lacking, with three fire doors not closing securely. The manager made immediate plans to have them repaired as this poses a risk to children and staff.

The effectiveness of leaders and managers: good

The manager was registered with Ofsted in July 2016. She is child-focused and has the relevant qualifications, experience and skills to manage the home. The staff are well trained and suitably qualified. One member of staff is awaiting confirmation that they have successfully completed the level 3 qualification.

The manager consults children, families, staff and stakeholders. The results of these consultations contribute to the comprehensive internal monitoring and review of the quality of care that the home provides. Monthly external monitoring visits are of a good standard, they offer appropriate challenge and the reports provide action plans for the manager to address. The manager has produced a detailed development plan for the home to be implemented over the next 12 months.

The manager supports the staff well and she is accessible to staff and children. The manager has good oversight of paperwork, and all records are regularly updated. However, the home's statement of purpose does not accurately reflect the criteria for children's admission to the home. This omission may prevent an appropriate referral being submitted for consideration by the home.

Children's files are detailed, concise and updated regularly. Risk assessments, behaviour management plans and key-working session records are thorough and evidence participation by children. Impact risk assessments detail individual children's behaviours and areas of risk. However, they do not adequately consider the potential that the existing children may have on a new admission. This could lead to a child experiencing a difficult transition and possible placement breakdown.

The staff receive regular, practice-led supervision and annual appraisals. The staff value child-focused and personal development discussions in supervision meetings and say that they feel well supported. The children are discussed in detail at regular team meetings and are the primary focus in the home. One child said, 'All of the staff talk to

me and are nice. We have house meetings that [the manager] attends. We also fill out forms that ask us questions about the home and what we like and do not like.'

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.

Children's home details

Unique reference number: SC379357

Provision sub-type: Children's home

Registered provider: Castle Homes Care Limited

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

Responsible individual: Michelle Smith

Registered manager: Michelle Batchelor

Inspector

Ricky D'Arcy: social care inspector

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