

SC389698

Registered provider: Oracle Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company. It is registered for three children who require care, education and clinical support.

The manager of the home was registered with Ofsted in June 2019.

Inspection dates: 16 to 17 September 2019

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: 27 September 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/09/2018	Full	Good
31/01/2018	Interim	Declined in effectiveness
27/06/2017	Full	Good
10/02/2017	Interim	Not judged

Inspection judgements

Overall experiences and progress of children and young people: good

Children make good progress at this home. The manager and staff team provide a positive environment that the children respond well to. A social worker said, 'The staff care for [the child] very well. They are good role models, and her confidence is increasing.'

The children make progress in their education at the provider's off-site school. One of the children is on track to sit their GCSE exams next year. Another child, who has a significant history of non-attendance, is currently attending for part-time hours. This is significant for a child who previously refused to attend school for any length of time.

Children benefit from a range of activities. Children have joined gyms and the girl guides and attend regular dance classes. The children recently all enjoyed a summer holiday together. These opportunities help children to increase their confidence, to widen their social circles and to develop their interests.

Staff understand the importance of children maintaining relationships with their family and friends. The staff work well with local authorities to enable children to see the people who are important to them. One of the children has recently enjoyed spending time with her best friend, who lives a considerable distance away.

The children do not have albums or memory boxes of their time spent at the home. Consequently, when the children move on, they do not have any memorabilia to take with them to remind them of this chapter of their childhood.

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

Children said that they feel safe living at the home. Professionals commented on the positive relationships that the children have developed with the staff. One social worker said, 'She [the child] has suffered significant trauma, but she is now beginning to trust. Staff are undertaking good work. [The child] is very happy there.'

Some of the children had a prior history of going missing. Since the last inspection, there have been no incidents of children going missing. The protective environment enables the children to stabilise quickly. They begin to recognise unsafe behaviours and learn how to make safer choices.

The staff reward children's positive behaviour and give sanctions for negative behaviour. These sanctions and rewards are discussed with the children, who are encouraged to reflect on their actions. Records show that the children respond well to this system. The rewards outnumber the sanctions.

The need for physical interventions has reduced. When incidents that require physical intervention occur, the staff routinely obtain children's views and provide debriefs. The

manager oversees practice to ensure that safe procedures are adhered to.

The manager has an excellent understanding of safeguarding procedures. All of the staff have received appropriate training and demonstrate that they have the knowledge and skills to reduce risks. The designated officer said, 'The manager is fantastic. I have absolutely no concerns about this home under her leadership.'

The effectiveness of leaders and managers: good

The manager has been in post since December 2018 and was registered with Ofsted in June 2019. She has prior experience as a registered manager and has a relevant level 5 diploma. Staff spoke highly of her. One staff member said, 'She is absolutely brilliant. I couldn't ask for a better manager.'

The manager is very child-focused. She leads by example to ensure that the highest level of care is provided. She is reflective in her practice and encourages the staff to work in the same manner. Staff have confidence in her abilities and follow her lead. This has resulted in the children receiving consistent care. Notably, the children are beginning to learn how to reflect on their own behaviour.

Regular team meetings and supervisions ensure that all staff have an extensive understanding of the children. Staff fully understand the children's histories, care plans and individual needs. Any new behaviour is promptly discussed in clinical meetings during which guidance is provided to ensure a therapeutic response.

The manager and staff communicate well with the families and social workers. The manager and staff are strong advocates for the children, ensuring that the children's views are heard. New information is shared promptly, and detailed reports are provided. One social worker said, 'The placement is brilliant. The manager understands protective factors well. They are very proactive in their communication.'

Since the last inspection, there have been significant changes to the staff team. The home is fully staffed, and the staff receive good-quality inductions and ongoing training. However, one new member of staff has not achieved a relevant level 3 qualification in the required timescales.

Internal monitoring systems are good. The manager regularly reviews and evaluates the quality of the care. The independent visitor's monthly report is detailed and suggests areas for improvements. However, the reports do not consistently include consultation with the children, their parents and their social workers. Often, the visits are undertaken while the children are in education. This fails to provide direct independent oversight of the care that they are receiving.

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
For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ('the Level 3 Diploma'); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. The relevant date is— in the case of an individual who starts working in a care role in a home after 1 April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1 April 2014, 1 April 2016. The registered person may defer the relevant date if the individual— does not work, or has not worked, in a care role in a home for a prolonged period; or works, or has worked, in a care role in a home on a part-time basis. (Regulation 32 (4)(a)(b)(5)(a)(b)(6)(a)(b))	27/03/2020
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (1)(2)(a))	29/11/2019

Recommendations

- The home's records on each child represent a significant contribution to their life history. Staff should understand their important role in encouraging the child to reflect on and understand their history, according to their age and understanding. Staff should keep and encourage children to keep appropriate memorabilia of their time spent living at the home and help them to record significant events. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.5)

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.

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: SC389698

Provision sub-type: Children's home

Registered provider: Oracle Care Limited

Registered provider address: Unit 54 Wrest Park, Silsoe, Bedford MK45 4HS

Responsible individual: Dawn Tattersall

Registered manager: Kathleen McGowan

Inspector

Lynne Drage: social care inspector

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