

SC389781

The QALB Short Break Services Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

A private company owns and runs this short-breaks service. The home provides residential short breaks, day care and after-school club services for up to eight children with learning and physical disabilities.

The home and the manager registered with Ofsted in January 2009. The manager is suitably qualified.

Inspection date: 19 September 2023

This monitoring visit

This visit took place following notification to Ofsted of a serious incident.

Inspectors were aware during this inspection that a serious incident which occurred at the home since the last inspection is under investigation by the appropriate authorities. While Ofsted does not have the power to investigate incidents of this kind, actions taken by the provider in response to the incident were considered alongside other evidence available at the time of the inspection to inform the inspectors' judgements.

Leaders and managers work well with other professionals, including social workers, the local authority designated officer and children's families. For example, information is gathered to understand the child's needs and to ensure that risks are known. Additionally, information is shared swiftly by staff with professionals and families to ensure that children are kept safe.

Children's risks and vulnerabilities are known and understood by leaders and staff. Children's risk assessments are regularly updated, detailed and include effective strategies to mitigate risk.

Staff access a wide range of training on topics such as safeguarding, first aid, gastrostomy tube feeding and medication. Staff demonstrate a good understanding of whistle-blowing policies and procedures. The training enables staff to meet the children's needs.

Restraints are rare. If restraint is used, the incident is recorded appropriately, and all relevant professionals are notified. Children are given the opportunity for a debrief following an incident. The debrief ensures that the child understands the reason why a hold was necessary.

The staff team consists of skilled permanent and sessional workers. Staff say that leaders and the staff team are supportive. Staff enjoy working at the home.

The home's physical environment is well maintained. The home is clean and tidy and any damage or wear and tear is quickly repaired. There are no health and safety concerns.

Staff recruitment is not sufficiently robust. References from professionals are accepted from personal emails or are not on headed paper. This does not help to ensure that all reasonable checks are made to ensure the suitability of staff.

Group supervision sessions for staff are held regularly. However, individual staff supervision sessions are inconsistent. A requirement was made at the last inspection regarding individual supervision. A further requirement is made in relation to this.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/05/2023	Full	Good
25/01/2023	Full	Requires improvement to be good
02/12/2021	Full	Outstanding
05/03/2020	Full	Outstanding

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 with the given timescales.

Requirement	Due date
The registered person must ensure that all employees— undertake appropriate continuing professional development; and receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(b)(c))	6 October 2023
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d)) In particular, leaders and managers must ensure that all staff are suitably checked in line with safer recruitment and employment practices. This includes the provider receiving all required checks and references.	6 October 2023

Information about this inspection

The purpose of this visit was to monitor the home following notification of a serious incident.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC389781

Provision sub-type: Children's home

Registered provider: The QALB Short Break Services Limited

Registered provider address: 35 Beaufort Court, Admirals Way, South Quay Waterside, London E14 9XL

Responsible individual: Yasmin Choudhry

Registered manager: Mohammed Rahman

Inspectors

Melvin Davies, Social Care Inspector

Amanda Burrows, Social Care Inspector

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