

SC413078

Registered provider: Castle Homes Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned. It provides care and accommodation for two children.

Children may have experienced a breakdown at home or another placement. They may have suffered abuse and display challenging behaviours.

Inspection dates: 14 to 15 October 2019

Overall experiences and progress of children and young people, taking into account	requires improvement to be good
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 23 October 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/10/2018	Full	Good
06/06/2017	Full	Good
27/02/2017	Interim	Sustained effectiveness
22/06/2016	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 meeting the quality standards, the registered person must, and must ensure that staff— seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5 (d))	11/11/2019
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; and understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person. (Regulation 12 (1)(2)(a)(i)(v))	11/11/2019
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;	11/11/2019

ensure that staff have the experience, qualifications and skills to meet the needs of each child; and understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(a)(c)(f))	
The registered person must maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))	11/11/2019
The registered person must ensure that all employees— undertake appropriate continuing professional development; 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)(a)(b))	11/11/2019
The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in Regulation 12 (2)(c) (the protection of children standard). When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (2))	11/11/2019

Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene etc.); however in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

Since the last full inspection, the operation of this home has declined. Management arrangements have not been robust enough to ensure good care practice.

Children have developed and progressed in this home. They attend education and have educational plans to support their progress. Health needs are understood and addressed. Arrangements to support family contact are excellent. These factors have provided a basis of stability.

However, the experiences of children are not good enough. This is because their therapeutic needs have not been addressed within the placement. Staff do not have the necessary depth of therapeutic training. This means that they lack the knowledge to effectively understand and manage behaviours.

Partnership work with multi-disciplinary teams has not always been effective. The provider does not agree with the therapeutic approach recommended by the Child and Adolescent Mental Health Service. While this issue is being resolved, a child has been left with unmet emotional and behavioural needs. This does not promote the emotional or psychological well-being of children.

Staff are dedicated and resilient. They understand the underlying causes of challenging behaviours and persevere in their efforts to build strong relationships regardless of the nature of children's behaviours.

How well children and young people are helped and protected: requires improvement to be good

Safeguarding practice has strengths and areas of weakness.

Staff use physical interventions to ensure that children do not harm themselves or others. Not all staff had the required level of physical intervention training. Managers have since addressed this training need.

Risk management has not been sufficiently robust. A range of risk assessments lack detail and do not provide clarity about the priority risks and strategies to manage risk.

Staff do not always understand the range of risks which children present. Inspectors identified that not all staff understand their roles and responsibilities in relation to protecting children.

The manager has ensured that the home has an up-to-date locality risk assessment. This outlines the risk factors within the wider community and strategies to manage risk. However, this assessment does not include consultation with stakeholders and relevant

agencies.

Despite these shortfalls, effective safeguarding practice has prevented a child from putting themselves at risk of harm. A child with a significant history of going missing has only been missing on one occasion since moving to the home.

Social care professionals confirm that staff are effective at keeping children safe. Importantly, children also confirm that they feel safe.

The effectiveness of leaders and managers: requires improvement to be good

Since the last full inspection, the registered manager has temporarily supported another home. This has had an impact on the operation of this home. The registered manager is now back in day-to-day charge.

Management monitoring systems have not been wholly effective. This is because managers cannot demonstrate how care practice impacts on the behaviours and experiences of children.

Childrens records are of a poor quality. They consistently lack important details, including dates, authors and signatures. This means it is difficult to know if reports are reviewed regularly and have received effective management oversight.

Records of staff training are inconsistent and fragmented. Inspectors identified gaps in staff training and a lack of therapeutic training. This means that some staff lack the training, knowledge and skills to meet the needs of children.

Staff say that they feel supported by the management team and each other. However, supervision does not take place regularly for all staff and some supervision records were not available in the home. This was also the case for staff annual appraisals.

The home is not working in alignment with the statement of purpose. The therapeutic approach described does not match the current operation of the home.

The physical environment of the home requires some improvement. The bathroom requires renovation because it appears well worn and outdated. Throughout the home, doors and cupboards have industrial style locks. This provides an institutionalised and unhomely appearance.

Leaders and managers have undertaken an urgent review of the operation of the home. They have initiated discussions with mental health services. This will enable a collaborative approach with stakeholders to ensure a shared understanding of children's needs and planned outcomes.

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: SC413078

Provision sub-type: Children's home

Registered provider: Castle Homes Care Limited

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

Responsible individual: Anthony Armstrong

Registered manager: Calvin Richardson

Inspectors

Amanda Ellis: social care inspector

Sarah Orris: social care inspector

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