

SC413078

Registered provider: Castle Homes Care Ltd

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 young people up to the age of 18.

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

The manager has been registered with Ofsted since January 2018.

Inspection dates: 23 to 24 October 2018

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 6 June 2017

Overall judgement at last inspection: Good

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/06/2017	Full	Good
27/02/2017	Interim	Sustained effectiveness
22/06/2016	Full	Good
02/02/2016	Interim	Improved effectiveness

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

Recommendations

- When a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the children's home regulations including the quality standards', page 45, paragraph 9.30)

Inspection judgements

Overall experiences and progress of children and young people: good

The progress and experience of the child in this placement is very good. He is receiving good-quality care. He spoke extremely positively about his experience of living in the home. The child said, 'I don't want to run away because I like it here. It's better than my other placements. The staff are all really nice. I know they would help me if I needed them to.'

The child enjoys positive and trusting relationships with a committed and caring staff team. Management and staff have worked exceptionally hard to understand the underlying causes of the child's behaviours. Staff have been able to build a strong relationship with the child in a short space of time. This is impressive.

Management and staff are skilled at engaging the child. Clear boundaries and proactive behaviour management are effective in providing the child with consistency, stability and security.

The child is receiving an alternative education package. Management and staff encourage and fully support the child to do well in his education. Staff are tenacious if the child pushes boundaries or tries to reject their help. This helps to build the child's self-worth and enables him to invest in the relationships with staff.

Management and staff encourage the child to take part in activities, to stay active and to follow his interests. The child is listened to, respected and valued by the staff. The social worker said, 'Staff understand his behaviours. They support him, listen to him and make every effort to ensure that his needs are met. They have got to know him quickly and they know how to manage his very challenging behaviours. The placement is just what this child needed.'

Transitions into and out of the home are carefully managed. The nurturing, insightful

and enthusiastic staff team ensures that these transitions are as smooth as possible. Because of the ongoing support and reassurance offered by the staff, a young person who has recently left the home continues to contact staff and ask for advice and guidance.

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

The child feels safe in this home. He is happy and settled. The family environment created by the staff provides the child with a strong sense of safety and well-being. A fostering worker said, 'He has significantly changed for the better since being there. He seems a lot happier, and there has been a definitive difference in his presentation. He physically looks so much better and appears relaxed.'

Despite the child having a significant history of going missing from care, such incidents have stopped. This reduction in incidents has been significant in reducing the child's vulnerability and ensuring his safety and protection.

There are very few incidents necessitating the use of physical intervention. There are detailed records of all incidents, which are reviewed by the management team. Positive relationships ensure that staff are able to distract the child and diffuse challenging behaviours.

Multi-agency working is a strength of the home. Good relationships and strong advocacy ensure that clear plans are put in place to address any concerns. This joined-up, child-centred approach greatly improves the safety of young people.

The effectiveness of leaders and managers: outstanding

The manager is an aspirational and highly committed individual. His skills in working with children who have a history of trauma are exceptional.

All staff were very complimentary about the manager. A member of staff said, 'The manager is amazing. He is open and honest with all staff. He is fair and professional at all times. He is one of the best managers I have ever had.'

The manager's approach ensures that the staff team feels valued and fully supported. He has created an open, honest and nurturing culture in the home. Staff share his ambition to provide the highest standards of care and support.

The manager is supported by a deputy manager who also provides strong and consistent leadership. The manager and deputy manager are a strong team. A member of staff said, 'The deputy manager and the manager are just great. They each bring very different skills, but that is what the home needs. They work as a very good team.'

There is a stable staff team that enjoys working in the home. Staff morale is high. The management and the staff all demonstrate a kind and compassionate approach to caring for the child in this home.

Staff reported receiving good supervision that gives them the opportunity to reflect on their practice. Staff also attend regular team meetings. The emphasis on reflective practice is excellent. This ensures that practice is adapted in line with the child's changing and emerging needs.

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 Ltd

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

Responsible individual: Anthony Armstrong

Registered manager: Calvin Richardson

Inspectors

Davinia Lawton, social care inspector

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