

SC483662

Registered provider: Caretech community services limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to six children with learning and physical disabilities. The service is privately owned and forms part of a larger social care organisation.

The manager has been registered with Ofsted since July 2020.

Inspection dates: 13 and 14 December 2023

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

Date of last inspection: 11 January 2023

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/01/2023	Full	Good
07/12/2021	Full	Good
18/12/2019	Full	Good
22/10/2019	Full	Inadequate

Inspection judgements

Overall experiences and progress of children and young people: good

Four children currently live in the home. Since the last inspection, one child has moved in, and no children have moved out. The child's move into the home was carefully managed, addressing the child's complex needs. For example, virtual meetings took place between the child and staff who would be directly working with them. Furthermore, the child visited the home, providing the opportunity to meet the staff and the other children living in the home. This helped the child settle into the home quickly.

Children make good progress with their education. When children are waiting for suitable school placements, staff work with tutors to support children's home education. One professional said: '[Name of child] is doing really well; progress is in line with expectations.' The manager proactively advocates for the children, working with external providers to ensure that children's educational needs are met.

Children spend time inside and outside of the home enjoying activities with staff. They have been on various day trips, such as visiting a safari park and an aquarium, and more recently going to see a Christmas show. These experiences help children have fun and build their confidence in the community.

While overall, the children's health needs are met, there was an instance where staff failed to seek advice from medical practitioners regarding a child wearing earplugs during bath time. Despite the child not suffering any harm, the manager did not adequately promote the child's health needs during this occurrence.

Staff support children to spend time with people who are important to them. A family member told the inspector that their child is getting on well, they are more alert and taking more interest in things. Another child's family member said: 'This is the best place for [name of child]. Staff know [name of child]'s wants and needs.' Families recognise that their children's individual needs are provided for by staff who care about them.

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

The registered manager and staff prioritise children's safety. Staff have a good understanding of children's individual needs and known risks. There are very few safeguarding incidents in the home. When incidents do occur, they are managed effectively.

Staff have good working relationships with placing authorities and external professionals to protect children and promote their safety. The effectiveness of these relationships contributes to children feeling safe and secure. Staff are aware of their safeguarding responsibilities and have a good knowledge of whistle-blowing procedures.

Positive behaviour is actively promoted. Staff celebrate children's achievements by providing them with toys and certificates, which are prominently displayed in the home, to acknowledge the progress made.

Staff recruitment is completed with a focus on safety. The manager ensures that thorough recruitment checks are performed on all applicants before they start working in the home. These processes keep children safe from any individuals who may be unsuitable to work with them.

Health and safety procedures, including fire arrangements, are secure. Regular checks and tests are conducted on fire equipment, and staff and children practise fire evacuations. Each child has a personal evacuation plan, providing staff with insights into the level of support needed for children's safe evacuation. These measures ensure the safety of everyone in the home in the event of a fire.

The effectiveness of leaders and managers: good

The registered manager is suitably experienced and qualified and leads the home effectively. She advocates well for the children and ensures that children are supported to make progress in their lives. The manager is supported by a deputy manager who is keen to learn and develop. This ensures that children receive high-quality care.

Regular team meetings and practice-related supervisions offer staff dedicated time for reflection on their practice and the quality of care provided to children. Safeguarding children is at the heart of all discussions. The manager ensures that staff's performance is appraised annually, which helps staff plan their professional development.

Staff have a diverse range of skills, experiences and qualifications. They receive the required training to address the individual needs of the children, including their communication needs. The manager ensures that all staff are consistently up to date with their training, guaranteeing that staff have the necessary skills to work and provide the right care to the children.

The registered manager's oversight of the quality of care is good. She takes prompt action in her approach to making improvements. However, the manager has not always identified shortfalls in record-keeping, for example the inconsistent recording of information in the shift handover book and missed recording of children's plans review dates.

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, The 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
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. (Regulation 10 (1)(a)(b)(c)) This relates to the provider ensuring that medical guidance is sought to promote children's health and well-being. This specifically relates to children wearing earplugs when having a bath.	14 March 2024

Recommendation

- The registered person should ensure that all staff are familiar with the home's policies on record-keeping and understand the importance of clear recording. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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: SC483662

Provision sub-type: Children's home

Registered provider: Caretech community services limited

Registered provider address: Metropolitan House, 3 Darke Lane, Potters Bar
EN6 1AG

Responsible individual: Shelley Whiting

Registered manager: Sarah McConnell

Inspector

Jas Nahar, Social Care Inspector

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