

SC489610

Registered provider: Clouds Children's Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and provides care for up to three children. The home offers care to children with social and emotional needs.

The home has a registered manager who is suitably qualified and experienced.

Inspection dates: 21 and 22 June 2022

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: 16 March 2022

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/03/2022	Interim	Improved effectiveness
30/06/2021	Full	Requires improvement to be good
27/11/2019	Full	Requires improvement to be good
22/01/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children have trusting and secure relationships with staff. Children's individual needs are understood, which complements the quality of care in the home. Staff invest quality time with children and listen to them. As a result, both children who live here have developed a sense of belonging.

One child has received help and support to maintain her education at a local school. She is making good progress and has good attendance. This has enabled her to make new friends and increase her social opportunities. A professional said, 'She is doing amazing, and we love having her at the school.' Another child does not currently have an education provision. He is being supported at home with an online learning platform and a personal tutor. Staff are working hard to keep him motivated and engaged while waiting for a school place.

Children are in good health. They have access to local health services. Both children receive support from specialist mental health services, which the staff have been proactive in securing. Effective relationships with health professionals are promoting good health outcomes for the children.

Children who are new to the home are welcomed in a sensitive way. One child was admitted in an emergency, yet staff did all they could to reduce her anxieties. Thoughtful welcome gifts were arranged for the child and a bedroom was prepared in a very short space of time. A professional said, 'I was really impressed when I went to visit [name of home], it was a well-ordered, pleasant environment. Staff at the time of moving helped her to settle. Staff gave her all the time and support she needed and kept her safe.'

Children's experiences are extremely positive. They enjoy lots of fun activities and days out with staff. The company directors are passionate community advocates, which is shared among the staff team. The children and staff take part in many charity fundraising events throughout the year to raise money for good causes.

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

Children said that they feel safe and protected living here and they have people they trust to talk to. The manager and staff have a good understanding of children's risks and vulnerabilities. Staff understand what actions to take to keep children safe. Managers are confident in their safeguarding practice and provide good role modelling to staff.

Effective and regular communication with social workers contributes to good safeguarding practices. Staff devise good behaviour support plans and risk assessments, which are regularly reviewed and updated.

These plans are shared effectively with local authorities and other safeguarding partners, which increases children's safety.

Any risks associated with offending, being exploited, or going missing from home are currently very low. Individual risk assessments effectively address any known vulnerabilities. Staff are well trained and educated on what action should be taken to address and reduce risks. Children are safer as a result of living here.

Positive behaviour is consistently promoted. Staff use creative ways of engaging children and often de-escalate situations effectively. Any restraint of children is always a last resort to keep everyone safe. Incidents are not always reviewed and recorded adequately, which limits the manager's ability to evaluate incidents and ensure effective practice.

The manager assures herself that careful recruitment takes place. Checks are robust to prevent unsuitable people working with children. Staff are clear about child protection procedures and how to respond to concerns. There is good communication within the team about safeguarding matters.

The effectiveness of leaders and managers: good

The home is managed effectively by a qualified and experienced manager. She has driven improvements in the home since the last inspection, which has enhanced the quality of care. The manager has introduced a variety of new audit tools and reflective tools to improve care standards for children.

The staff team work positively with other agencies to meet the needs of children. Staff are suitably trained and experienced to deliver high-quality care in the home. The team welcome feedback from others to continually improve children's experiences.

The manager carries out thorough investigations into any areas of concern. She engages well with local authorities and other agencies, promoting effective working relationships. Stakeholder feedback is complimentary about the manager and staff.

Children benefit from a comfortable and well-furnished home environment. Many areas of the building that had previously appeared tired and worn have undergone a full renovation. The introduction of a new family bathroom, staff bedroom, education room and office are welcome additions to the home. Leaders have made child-centred decisions about funding the refurbishment, which means children have a home that they can be proud of.

Staff do not always receive regular and effective supervision. Practice discussions are not always focussed on children's needs and experiences. Professional development is not routinely discussed in supervision. This shortfall limits the manager's oversight of her team's development and any areas for improvement.

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
The registered person must ensure that all employees— receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b)) This refers specifically to improving the frequency and quality of supervision, to include child-specific discussions.	19 August 2022
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline, or restraint in relation to a child in the home, a record is made which includes— the date, time and location of the use of the measure; a description of the measure and its duration; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within five days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3) (a)(iii)(iv)(vi)(b)(i)(ii)(c)) This refers specifically to improving written records of restraint to include all details as specified above by the regulation.	19 August 2022

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: SC489610

Provision sub-type: Children's home

Registered provider: Clouds Children's Care Ltd

Registered provider address: 73 Francis Road, Edgbaston, Birmingham, Warwickshire B16 8SP

Responsible individual: Balwinder Singh

Registered manager: Nicol Orme

Inspector

Rachael Sprigg, Social Care Inspector

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