

# SC490365

Registered provider: Bayis Sheli Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is owned by a private limited company with charitable status. The home provides care that meets the needs of Orthodox Jewish children in ways which are consistent with their culture and faith. The home can accommodate up to eight children. It provides care to disabled children who may have a range of physical and/or learning disabilities and communication difficulties.

The home can accommodate children on a long-term basis or for a short-break experience. At the time of the inspection, two children were living at the home, while another two were accessing the short-break service. The manager registered with Ofsted in November 2020.

Due to COVID-19, at the request of the Secretary of State, we suspended all routine inspections of social care providers carried out under the social care common inspection framework (SCCIF) on 17 March 2020. We returned to routine SCCIF inspections on 12 April 2021.

We last visited this setting on December 2020 to carry out an assurance visit. The report is published on the Ofsted website.

### Inspection dates: 15 and 16 February 2022

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

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

**Date of last inspection:** 20 May 2019

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement      |
|-----------------|-----------------|---------------------------|
| 20/05/2019      | Full            | Good                      |
| 29/08/2018      | Full            | Good                      |
| 02/01/2018      | Interim         | Declined in effectiveness |
| 22/06/2017      | Full            | Good                      |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

Children receive individualised care that meets their needs well. This means that children make steady progress and have good day-to-day experiences. Children and staff have very positive relationships with each other.

Staff and volunteers provide care for children who practise the Orthodox Jewish faith. This is of immense benefit to children, as their religious and cultural needs are expertly met. Children settle quickly and are observed to be comfortable and relaxed with staff. A child's parent said, 'The home is the only place that can provide the service she needed. She's made a lot of progress in all areas. She's happy here. I know because she told me, and I can see it.'

Staff understand the verbal and non-verbal communication of the children. They are confident in their abilities to interpret and respond if children seem unhappy or distressed. Staff continue to work on innovative ways to promote their understanding of what children are conveying. Some children make good progress in their use of speech, gestures and eye gaze. There has been a concerted effort to make greater use of symbolic and pictorial cues in order to obtain children's views. However, this is an area identified for further improvement. Children will benefit from staff's wider, general use of differing communication systems. This is so that children have good access to important information.

Staff encourage children to indicate if they are unhappy or have concerns. Children do not make complaints about the service. However, information about making complaints, especially as outlined in the children's guides, should be reviewed. This is to ensure that complaint information is available in formats that children are familiar with.

Children are supported to live as healthy lives as is possible. This has been the case prior to and during the COVID-19 pandemic, and it is particularly important as some children live with very complex healthcare needs. Staff ensure that there are effective systems in place to prevent COVID-19 infection. They have a good understanding of children's healthcare needs, and they manage children's treatment plans safely. Staff's communication with healthcare professionals is consistent and effective.

Managers carefully monitor staff's medication practices. This is to ensure that medication is administered appropriately and safely. Children's emotional and mental health needs are very well met by staff. This is done in conjunction with external mental health professionals. This promotes the effective coordination of services that address children's mental health support needs.

Children's learning outcomes are good. While schools have been closed due to COVID-19, staff have made excellent efforts to support children's continued

development. For some children, this has meant a greater focus on developing key life skills. Staff and managers are strong advocates for children, ensuring that they receive educational resources that meet their learning needs. These include exploring enrolment in schools designed for Jewish Orthodox children. Staff and volunteers have recently started to work with children on Kodesh, Jewish religious studies.

Children enjoy a range of social, educational and recreational opportunities. An art therapist has recently been appointed to enhance children's opportunities. The home is due shortly to add an adapted kitchen. This is to help children to develop and improve on their cooking skills. They routinely enjoy outings and trips, cultural and religious events, and celebrations. Last summer, some children enjoyed a Jewish summer camp. Children have ample opportunities to remain connected to their community. For example, children and their families were recently invited to a wedding that took place on the home's premises. Staff encourage children to celebrate their achievements.

Children benefit from staff's very close communication with parents. Staff encourage parents to visit their children while they are at the home. When this is not possible, staff ensure that good contact is maintained using remote systems. Where children live far from the home, staff support them to travel to visit their parents. This is to ensure that children get to see their parents, and parents have a sense of how their children are doing.

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

Staff have a strong focus on protecting children from harm and abuse. They have a good understanding of safeguarding procedures and are clear about how to respond to safeguarding concerns. Staff receive ongoing training in child protection. They understand the risks posed to each child and respond effectively by adhering to agreed risk assessments. These are developed through ongoing observation and in consultation with children and those who know them well. This helps to keep children safe.

Staff understand the impact children's disability may have on their behaviour. For example, some children may self-injure and try to abscond. Staff develop effective, individualised assessments and strategies, and these enable them to anticipate and reduce risks. Children are well supervised by staff. There have been no critical incidents reported in recent months. Children do not go missing from the home.

Children respond well to boundaries and routines set by staff. They use praise and appropriate sanctions to manage any challenging behaviour. Support plans highlight behaviours and the strategies to be used to help curb risk-taking behaviour. This promotes children's positive behaviour.

Staff receive training in de-escalation skills. This is to support their management of children's sometimes challenging behaviour. A staff member reported that they found this training to be 'one of the most interesting training they had been on.'

There have been no incidents of restraint or bullying. Children indicate that they are happy living together with other children.

The home's premises are safe and secure, and meet the accommodation needs of disabled children. Recent risk assessments have led to improvements in the home's safety and security. For example, the location of fire alarms has been moved out of reach, and managers have introduced the use of key fobs. This is to reduce the risk of children attempting to leave the home when it is not safe to do so. A trained lifeguard has recently been employed to provide expert support and supervision to children using the home's hydrotherapy pool.

Staff have recently updated children's personal emergency evacuation plans. However, staff are yet to test the effectiveness of these plans in the event of there being a fire at night. There is a need for a fire drill to be held in the evening. This is to ensure that staff are aware of any risks posed and can take appropriate action should the fire alarm be activated when children are settled in bed.

Managers ensure that the vetting of staff and volunteers are in line with safe recruitment procedures. New staff and volunteers benefit from a comprehensive induction programme. This ensures that those working with children are suitable to do so. Managers recruit suitable core agency staff and individuals from within the community who may already be known to children. This supports the continuity of care. Managers are robust in challenging poor or unsafe practices. This helps to keep children safe.

Managers have positive and effective relationships with safeguarding professionals. Children benefit from a range of community-based Jewish organisations that can assist in keeping them safe. For example, they can access community-based emergency services and there are security staff stationed outside the building. There have been no child protection referrals since the last Ofsted visit.

### **The effectiveness of leaders and managers: good**

The leadership and management of this home are strong. The registered manager is an effective leader and since the last inspection has continued to improve the quality of care that children receive. A parent said of the registered manager, 'The manager is orderly, and the home is run properly. She brings out the best in everyone.'

The registered manager is a qualified, experienced practitioner and manager, with a background in working effectively with disabled children and adults. She has clear and realistic ambitions for what children and the service can achieve.

The registered manager has also implemented a new recording system. This supports staff to produce case records that highlight well the work they are doing with children. The last inspection highlighted that the quality of several key records was of a poor standard. Files show improvement in the quality of recording. The exception to this, however, are staff's records of key-work sessions. These are sometimes not meaningful or appropriately detailed. Records of placement planning

meetings are not consistently recorded on file. This makes it difficult to confirm the agreed placement objectives and how these are to be achieved.

There are robust systems that help to monitor children's progress or placement issues. The registered manager's six-monthly review of the home's quality of care highlights future improvement priorities. This is to chart children's progress and experiences.

Staff are well supported by the manager. Staff training opportunities are good, and staff appreciate the open and encouraging manner in which the registered manager works with them. Staff receive regular formal supervision and annual appraisals. These ensure that staff's care practices are safe and meet the needs of children. Where staff practices are not of the expected standard, the manager takes prompt action to remedy this.

The building is purpose built for the care and accommodation of disabled children. Children benefit from making use of adapted equipment, such as hoists and adapted beds and baths. This ensures that children receive safe care. Soft play and activity rooms are well utilised, as is the home's inbuilt hydrotherapy pool. However, the decor and maintenance of some parts of the building require some attention. This relates to some children's bedrooms and the third-floor recreation room. This is to ensure that children's surroundings are well decorated and nurturing. Staff are yet to devise a risk assessment for the fish tank in the lounge. This is to ensure that staff are aware of potential risks and how to manage, for example, any damage to the tank.

Leaders and managers are meeting their stated aims and objectives. They meet with children, parents and others to understand their views about the effectiveness of the service. Feedback from stakeholders is overwhelmingly positive. However, leaders do not systematically collate feedback from local authority staff. This is to ensure that the views of placing authorities help to shape the development of the home and improve services to children.

Managers and staff share a very effective working relationship with parents and external professionals. Staff produce weekly updated reports and regular newsletters about children's daily experiences and distribute these to both parents and local authority social workers. This ensures that all parties are aware of children's experiences and progress, and of any changing needs or issues. A local authority social worker said, 'It is a nice, calm environment for children. They have excellent staff members who ensure the children's needs are met. The staff liaise with me and keep me informed about the progress of the child I work with.'

## 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   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to —</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))</p> <p>Specifically, the registered person must ensure that staff's recording of information is of a high quality. This relates to key-work sessions. Records of placement planning meetings must be recorded on case files.</p> | 1 May 2022 |
| <p>The children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>develop positive relationships with them;</p> <p>engage with them; and</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>keep the children's guide and the home's complaints procedure under review and seek children's comments before revising either document (Regulation 7 (2)(c))</p> <p>In particular, ensure that information in the children's guides are made available in appropriate formats.</p>                   | 1 May 2022 |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children’s home’s overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>protect and promote each child’s welfare.<br/>(Regulation 6 (1) (2)(b)(ii))</p> <p>In particular, ensure that staff periodically conduct fire drill in the evening.</p>                                                                                                     | <p>1 April 2022</p> |
| <p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children’s home’s overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>provide to children living in the home the physical necessities they need in order to live there comfortably.<br/>(Regulation 6 (1) (2)(b)(vii))</p> <p>In particular, ensure that children’s bedrooms and the third-floor recreation room are appropriately decorated.</p> | <p>1 May 2022</p>   |
| <p>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1) (5))</p>                                                                                                                                                                                                                                                                                                                                           | <p>1 May 2022</p>   |

## Recommendations

- The registered person should ensure that staff use wider and differing communication systems with children to ensure that children have good access to important information. ('Guide to the Children's Homes Regulations, including the quality standards', page 33, paragraph 7.3)
- The registered person should ensure that staff continually and actively assess the risks to each child and the arrangements in place to protect them. This relates to staff devising a risk assessment for the use of the fish tank. ('Guide to the Children's Homes Regulations, including the quality standards', page 42, paragraph 9.5)

## **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:** SC490365

**Provision sub-type:** Children's home

**Registered provider:** Bayis Sheli Limited

**Registered provider address:** New Burlington House, 1075 Finchley Road,  
London NW11 0PU

**Responsible individual:** Jacob Sorotzkin

**Registered manager:** Miriam Herzog

## Inspectors

Sandra Jacobs-Walls, Social Care Inspector  
Colin Bent, Social Care Inspector

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