

# SC437171

Registered provider: John-Edwards Care Homes Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is registered to care for five children who have a learning disability. Some children have complex support needs. The provision offers a long-term home for some children and a short break for others. A private company manages the home.

The home has had a vacancy for the post of registered manager since June 2017.

**Inspection dates:** 4 to 5 July 2018

**Overall experiences and progress of children and young people, taking into account** **requires improvement to be good**

How well children and young people are helped and protected good

The effectiveness of leaders and managers inadequate

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:** 27 January 2017

**Overall judgement at last inspection:** sustained effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
27/01/2017	Interim	Sustained effectiveness
18/10/2016	Full	Outstanding
28/10/2015	Interim	Improved effectiveness
27/05/2015	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
<p>13: The leadership and management standard</p> <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>uses monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1) and (2)(h))</p> <p>In particular, ensure that documents including placement plans, risk assessments, body maps and missing records are effectively monitored, evaluated and updated.</p>	31/07/2018
<p>24: Monitoring and surveillance</p> <p>The registered person may only use devices for the monitoring or surveillance of children if—</p> <p>the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children;</p> <p>so far as reasonably practicable in the light of the child’s age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and</p> <p>the monitoring or surveillance is no more intrusive than necessary, having regard to the child’s need for privacy. (Regulation 24 (1)(a)(c)(d))</p> <p>In particular, continue to consult with parents and social workers to ensure that the use of a visual monitoring device is based on the child’s assessed need, detailed in the child’s placement plan and risk assessed.</p>	31/07/2018

<p>27: Appointment of manager</p> <p>The registered provider must appoint a person to manage the children’s home if there is no registered manager in respect of the home. If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of the name of the person so appointed; and the date on which the appointment takes effect. (Regulation 27 (1)(a)(2)(a)(b))</p>	<p>16/08/2018</p>
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## Recommendations

- Ensure staff provide children with the outcomes of children’s meetings in an accessible format. (‘Guide to the children’s homes regulations including the quality standards’, page 22, paragraph 4.11)
- Ensure that the goals and opportunities for children to achieve are clear, measurable and achievable. (‘Guide to the children’s homes regulations including the quality standards’, page 52, paragraph 10.5)
- Ensure that all staff receive training in visual impairment. (‘Guide to the children’s homes regulations including the quality standards’, page 53, paragraph 10.11)

## Inspection judgements

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

The home requires improvement because a manager is not in post and the home has not had a registered manager since June 2017. However, the responsible individual and a senior manager are overseeing the home effectively.

Despite this continuing regulatory breach, children who live here and the children who access a short break receive good-quality care and support. A dedicated and committed staff team supports the children. Some children have complex support needs. Staff provide care in a sensitive and caring manner. They know the children very well and have a thorough understanding of their needs.

Staff develop positive relationships with children. Some children have been living at the home for a number of years and they have developed a sense of belonging. Children are happy at this home. Parents, carers, social workers and medical professionals speak highly of the care children receive. A parent said, ‘My child receives excellent care, her behaviour and life skills has improved massively.’ Another parent who said, ‘I have no concerns whatsoever about my child’s care and support’, echoed this.

Children thoroughly enjoy a wide range of activities both in the home and in the local

community. In addition, staff regularly support one family to take their child swimming. The family greatly appreciates this support. This example demonstrates close working with families.

Staff support children to maintain and improve their health. Children have access to a wide range of health specialists including occupational health, physiotherapists and specialist nurses. Staff demonstrate a good understanding of the children's individual healthcare needs.

Staff support children effectively to express their views and opinions. Staff seek children's views on a day-to-day basis and at regular children's meetings. However, staff do not provide children with the outcomes of these meetings in a format that they can easily understand.

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

The arrangements to safeguard children are good. Leaders and managers ensure that they communicate effectively safeguarding matters to safeguarding agencies and other professionals. In addition, staff have a good awareness of safeguarding processes. Parents say they consider that their children are safe at the home, and social workers agree.

Children receive effective help and support to manage their emotions and feelings. Restraint and sanctions are not used.

Due to the children's complex support needs, some children are monitored during the night by the use of closed-circuit television (CCTV). This is an invasive measure. It may be restrictive and may impose on children's privacy and dignity. A small number of children's plans and risk assessments do not identify the need for CCTV to be used. However, leaders and managers regularly review this practice with the child's parents and social workers.

Since the last inspection, leaders and managers have reviewed the format of body maps. The newly introduced system is yet to embed in practice. Leaders and managers' reviewing and auditing of these documents requires scrutiny that is more effective.

It is rare that children go missing from the home. However, staff take effective action and follow the agreed missing protocols when they do. Leaders and managers work together with the local authority and police to ensure that children are safe and return home safely.

Leaders and managers ensure that children stay in a safe environment.

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

The home has been without a registered manager since June 2017. After the last inspection, leaders and managers appointed a manager. However, after submitting their application to register with Ofsted, this person left in February 2018. Leaders and managers have yet to successfully appoint another person to manage this home.

Despite this regulatory breach, the responsible individual and a senior manager are overseeing the home effectively. Staff say that they feel well supported. However, the monitoring and scrutiny of a variety of records including missing from home records, risk assessments and body maps is not fully effective. Children's placement plans identify specific goals and opportunities for children to achieve. However, some of these are not clear, measureable and achievable.

Staff receive regular and effective supervision and training that equips them to support the children. However, staff have not received specific training in supporting children who have a visual impairment.

Since the last inspection, the responsible individual has undertaken a detailed review of the quality of care provided at the home. She has accurately identified where improvements can be made. Visits by the independent visitor take place regularly and leaders and managers respond effectively to recommendations made.

Parents, social workers and the independent advocate speak highly of the communication between them and the staff team, and the quality of care and support provided. A social worker said, 'The staff are excellent at keeping in touch with the team.'

## **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:** SC437171

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

**Registered provider:** John-Edwards Care Homes Ltd

**Registered provider address:** 1 Long Street, Tetbury, Gloucestershire GL8 8AA

**Responsible individual:** Dawn Johnson

**Registered manager:** post vacant

## Inspector

David Kidner, social care inspector

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Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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