

2785128

Registered provider: London Borough of Hillingdon

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a local authority and provides care for one child with social and emotional difficulties.

The home and the manager were registered with Ofsted in May 2024. The manager also manages another home that is registered with Ofsted.

Since the home was registered, one child has moved in.

Inspection dates: 3 and 4 September 2024

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: not previously inspected

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: not applicable

Inspection judgements

Overall experiences and progress of children and young people: good

After some initial difficulties, the child is now settled, and their overall experiences and progress are good. Staff have worked closely with the child's social worker, health professionals and the local police. Together, they have ensured that the child is safe and is thriving physically, emotionally and socially.

Staff have built nurturing relationships with the child. The child can identify a member of staff to speak to if they are unhappy about anything.

Staff have ensured that the child is registered with health services. For example, the child is registered with a local dentist and has had a routine check-up.

Staff ensure that the child can participate in activities. However, on one occasion, an activity that had been arranged was not age appropriate.

Staff are working with the virtual school to secure a suitable school placement. However, as the new school term starts, not enough thought has been given to planning educational activities to help to prepare the child for school.

There are shortfalls in how staff record the child's daily experiences. Key information is sometimes missing. For example, the child has decided to stop practising their religion. Despite this being known, staff have not updated the child's records.

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

Staff are acutely aware of the child's vulnerabilities and their responsibility in keeping them safe.

Since the home has opened partnership working has evolved. This multi-agency approach ensures that appropriate support is in place to support the child's progress and maximise their potential. Staff have formed good relationships with the police and regular meetings take place with the child's professional network to discuss strategies that are helping to keep the child safe. As a result of this joined-up work, the child is no longer going missing from home. When incidents happened previously, the police were often called out to de-escalate situations. This is no longer a concern, and serious incidents in the home are now rare.

When the child has raised a concern about a member of staff, senior leaders have ensured that all information is promptly shared with the right professionals. However, the record made when a complaint is raised does not clearly show the different stages of the process, including the outcome.

Safer recruitment processes are in place to ensure that all staff are qualified and safe to work with children.

The effectiveness of leaders and managers: good

The manager provides good leadership to the staff team and demonstrates a strong commitment to providing a good standard of care to the child.

Staff receive a wide range of training, which centres on the child's specific needs and vulnerabilities.

Staff supervision helps to challenge staff practice and to improve the care given to the child. This is further supported by team meetings. However, records do not always show that team meetings are reflective and that the child's needs are discussed in staff supervisions.

Feedback from the child's social worker is positive. They are happy with the support that staff provide, and they can see an improvement in the child's behaviours.

Senior leaders make use of appropriate monitoring systems to analyse the child's care. This helps them to understand the child's progress and experiences and where staff can improve on their practice. However, the manager's monitoring and oversight of the child's records need improving.

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
<p>The registered person must maintain records ("case records") for each child which—</p> <p>include the information and documents listed in Schedule 3 in relation to each child;</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))</p> <p>In particular, the registered person must ensure that all children's case records are legible and include appropriate detail to help staff to care for children.</p> <p>The registered person must ensure that children's wishes, complaints, activities, rewards and daily experiences are well recorded.</p>	5 November 2024

Recommendations

- The registered person should ensure that supervision allows staff to reflect on their practice and the needs of the children in their care. ('Guide to the Children's Homes Regulations, including the quality standards', page 61, paragraph 13.2)
- The registered person should ensure that when children are not participating in education, they should be supported to engage in suitable structured activities. ('Guide to the Children's Homes Regulations, including the quality standards', page 28, paragraph 5.15)
- The registered person should ensure that children are offered a wide range of age-appropriate activities. ('Guide to the Children's Homes Regulations, including the quality standards', page 31, paragraph 6.5)

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: 2785128

Provision sub-type: Children's home

Registered provider: London Borough of Hillingdon

Registered provider address: London Borough of Hillingdon, Civic Centre, High Street, Uxbridge UB8 1UW

Responsible individual: Jenna Cowling

Registered manager: Jane Graver

Inspectors

Chelsea Agyeman, Social Care Inspector
Josephine Onwubiko, Social Care Inspector

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