

SC015266

Registered provider: The Partnership of The Chartwell Group

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned home provides care and education in a small-group setting for up to six children who have emotional and/or behavioural and/or learning difficulties. The home specialises in offering long-term placements to boys. The on-site school is registered with the Department for Education.

The manager has been registered with Ofsted since June 2016.

Inspection dates: 4 to 5 March 2020

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected outstanding

The effectiveness of leaders and managers good

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

Date of last inspection: 11 December 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/12/2018	Full	Good
19/09/2017	Full	Good
28/03/2017	Interim	Sustained effectiveness
04/10/2016	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children continue to make good progress at this home. They benefit from the time, attention and care given to them by the dedicated staff team. The stability provided supports children to maintain long-term placements. There have been no children admitted since the last inspection. During this inspection, a child who has lived at the home for over four years said that he wishes to remain until he is ready to move on to independent living.

Education is a strength of the home. Most of the children attend the on-site school and children who were previously reluctant to engage are now making significant progress. The staff work well with education professionals. The headteacher said, 'We work as one.' Support continues into the evening, as the staff help the children with their homework and read to them before bedtime. The staff have high aspirations for the children. This leads to the children having high expectations of themselves.

The staff spend time getting to know the children well. Regular key-work sessions enable the children to discuss their feelings and wishes. Each child has care that is centred around their specific needs.

The children are encouraged to discuss any issues or problems that they may have in regularly held meetings. Complaint forms are made available to the children to further ensure that the staff are aware of any complaints or grumbles. Three 'grumbles' have been made by the children since the last inspection. All have been fully investigated and the children's views gained. Including children in the process means that they feel listened to and respected.

The staff enable the children to engage in a range of stimulating opportunities and activities. Children are encouraged to be active and are fully supported in their hobbies. The children regularly enjoy swimming, roller skating and attending a local community club together. These activities help the children to develop their skills and increase their confidence and social skills.

Memorable moments are captured by the staff and recorded in memory books for the children to keep. Photographs of the children and achievement certificates are displayed in prominent positions around the home. The children recognise that their efforts are valued, and they know that their well-being is a priority to the staff.

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

The consistent staff team is attuned to the children's individual needs and understands their vulnerabilities. The staff skilfully incorporate a theoretical model into their practice and are successful in helping the children to understand any potential risks. Extremely strong relationships with the staff enable the children to

trust them and to explore aspects of their behaviour. Over time, the children acquire the skills to reflect on their behaviours and make safer choices.

Children who have a history of going missing do not go missing from this home. The staff are extremely vigilant and recognise any changes in behaviour. Each child has a missing-from-care protocol and their individual information is shared with the police. This ensures that if an incident occurred, the police fully understand the risks and could respond effectively.

The staff take practical and pragmatic steps to intervene quickly when tensions arise between the children to de-escalate any signs of conflict. This reduces the likelihood of children feeling bullied and helps to maintain a positive atmosphere.

The children have extremely good daily routines that provide structure to their lives. Rewards and incentives are used to optimum effect. These encourage the children to work towards achieving their goals. The staff openly praise and congratulate the children, which makes them feel secure and valued.

The staff understand that older children need to have real-life experiences to enable them to grow into independent adults. The staff balance this with safe risk management and comprehensive planning. A child who undertakes voluntary work in the community now travels on public transport and keeps in touch with staff while they are out. This enables the child to flourish while reducing the likelihood of coming to preventable harm.

Since the last inspection, the manager has developed innovative practice to encourage self-reflection. Some of the children now have their own journals, which they fill in with the staff at the end of the day. Children who were previously reluctant to acknowledge any behaviour problems now regularly discuss what has gone well and the areas that they would like to improve on.

The effectiveness of leaders and managers: good

The registered manager's practice is extremely child-focused and she leads by example. She is highly experienced, long-serving and has a relevant level 5 diploma. The staff described her as a brilliant manager who is always supportive to them and the children.

The home is very well organised. All the staff receive regular formal supervision and the dependable manager is available to offer practice advice and guidance. The staff team remains consistent, with only one new member of staff since the last inspection. The children benefit from living at a home in which the staff team remains stable and the staff feel valued.

The staff are well trained. They are very knowledgeable about how they should deliver care. The staff either hold a relevant level 5 or 3 diploma or are working towards this required professional qualification within the necessary timescales.

Social workers were very complimentary about the manager and staff. They appreciate the high level of dedication, the good communication and the detailed reports. A social worker said, 'It's a really, really good home. The staff work well with me and the significant adults in my child's life. They share any challenges and don't give up on him.'

Regularly held staff meetings and clinical meetings are well attended. The staff use this time to discuss the children's progress, monitor their own interactions and receive clinical guidance. This ensures that the children continue to receive a consistent response.

The independent visitor provides detailed monthly reports that give suggestions for improvements. However, these reports do not regularly contain feedback from parents or the children's significant relatives. This reduces the effectiveness of the information provided to the manager as a monitoring tool.

The manager has met to good effect the two recommendations set at the last inspection.

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>When the independent person is carrying out a visit, the registered person must help the independent person–</p> <p>if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires.</p> <p>(Regulation 44(2)(a))</p>	<p>30/04/2020</p>

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: SC015266

Provision sub-type: Children's home

Registered provider: The Partnership of The Chartwell Group

Registered provider address: The Jays, Goodens Lane, Newton, Wisbech, Cambridgeshire PE13 5HQ

Responsible individual: Christopher Wright

Registered manager: Carly Adams

Inspector

Lynne Drage, Social Care Inspector

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