

# 1155761

Registered provider: Carbrey Care Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is owned and managed by a private organisation. It is registered for up to three children aged between 11 and 17 years who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The manager has been registered with Ofsted since October 2016. He is a qualified social worker.

**Inspection dates:** 30 April to 1 May 2019

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

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:** 25 July 2018

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
25/07/2018	Full	Good
07/11/2017	Interim	Sustained effectiveness
01/08/2017	Full	Good
27/02/2017	Interim	Improved effectiveness

## What does the children's home need to do to improve?

### Recommendations

- Children must be consulted regularly on their views about the home's care, to inform and support continued improvement in the quality of care provided. Due consideration should be given to the child's cognitive ability in the development and implementation of any consultation processes. Children should be able to see the results of their views being listened to and acted upon. ('Guide to the children's homes regulations including the quality standards', page 22, paragraph 4.1)
- As set out in regulations 31–33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)
- To establish whether an existing qualification is equivalent to either the Level 3 Diploma for Residential Childcare and/or the Level 5 Diploma in Leadership and Management for Residential Childcare, the registered person should check whether the existing qualification has appeared in previous children's homes legislation or National Minimum Standards. In addition, the registered person should also establish whether the units completed in the candidate's original qualification have content which corresponds with the units of the Level 3 Diploma for Residential Childcare and/or the Level 5 Diploma in Leadership and Management for Residential Childcare. They should consider the relevance of the units of any original qualifications to the care of children as described in the home's Statement of Purpose. The registered person should keep a record of the information they have considered to establish 'equivalence'. ('Guide to the children's homes regulations including the quality standards', page 68, paragraph 1.1–1.4)

### Inspection judgements

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

The home is decorated to a high standard. It has a calming and warm feel because care has been taken to consider the home's environment and the effect it has on young people's feelings and behaviour.

Young people are included in making the house a home. Staff encourage them to paint and buy pictures. Young people also choose other items they like for the home. One young person who has recently moved in chose to decorate her bedroom with a unicorn theme. She has unicorn fairy lights and curtains. Another young person has lots of plants and posters. This helps young people to feel they belong and to feel valued.

Managers ensure that internal care plans are young-person friendly and have clear

targets to promote young people's progress. All statutory paperwork is up to date. This approach provides consistency for young people.

Staff complete meaningful one-to-one discussions in key-working sessions to help young people improve their emotional responses and reduce anxieties. Staff talk to young people about issues such as transition to adulthood, aspirations and building positive relationships.

The manager ensures that young people are greeted positively and supported when they move into and out of the home. For example, there is thorough planning and a video guide provided about the home and staff. This helps young people to feel welcome.

Young people receive memory books, gifts and parties when they leave the home, to celebrate their achievements and to remember positive experiences. When young people leave, senior managers gather informal feedback about their experiences, through an activity. This feedback is not always recorded. Young people's wishes and feelings about the care they receive could be better captured to inform the development of the home.

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

Staff understand and follow safeguarding procedures, and they ensure that young people are kept safe. They have a knowledgeable safeguarding manager who oversees incidents and provides peer support. This prioritises the welfare of young people.

Physically aggressive and self-harming behaviours are well managed by staff because of their calming and nurturing approaches. This practice is informed by thoroughly assessed behaviour and risk management plans.

Young people have not been missing from the home since the last inspection. They have no complaints about the care they receive and feel safe living at this home. This is because of the consistent care they receive and oversight from staff.

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

The manager is vastly experienced and appropriately qualified for the role. He is passionate about providing the best quality care to young people. Staff speak highly of his approach and ethos. He is competently supported by a dedicated and conscientious responsible individual.

The manager ensures that staff have regular, good-quality supervision that includes reflection on staff practice that is underpinned by a therapeutic approach. Staff are provided with the necessary support and oversight to help them to maintain standards. Supervision records are detailed.

Staff participate in structured and meaningful team meetings, which are used to share information and to support staff learning. For example, an independent psychologist regularly attends and provides training about autistic spectrum disorder, attachment and self-harm so that staff improve their understanding and develop their skills.

Staff are up to date with all mandatory training and are highly skilled. However, the manager has not checked whether some staff qualifications are equivalent to the level 3 diploma in residential childcare. This could mean that staff are not equipped to meet the needs of young people if they are not properly qualified.

Monitoring and review systems implemented by the managers provide rigorous evaluation of staff practice and highlight potential shortfalls. The manager has a well-written development plan to drive improvement in the quality of care provided to young people.

Senior managers ensure that high-calibre staff are recruited, and they share concerns appropriately with the designated officer when needed. For example, a recent job offer was withdrawn due to concerns with the applicant's honesty. However, not all references are routinely verified and recorded as such. This could leave young people at risk of harm if paperwork is not properly checked.

## **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:** 1155761

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

**Registered provider:** Carbrey Care Ltd

**Registered provider address:** Unit 11, Wheatstone Court, Davy Way, Waterwells Business Park, Quedgeley, Gloucester GL2 2AQ

**Responsible individual:** Louise Brannon

**Registered manager:** Steven Robertson

## Inspector

Anna Gravelle, social care inspector

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