

# 2649767

Registered provider: SV Care Services Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This privately run children's home provides care for up to three children with social and emotional difficulties. There were three children living at the home at the time of this inspection.

The home registered with Ofsted on 21 January 2022. The manager registered in February 2023.

### Inspection dates: 6 and 7 February 2024

<b>Overall experiences and progress of children and young people, taking into account</b>	<b>good</b>
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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:** 28 September 2022

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/09/2022	Full	Good

## Inspection judgements

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

Children at this home are cared for by a committed and compassionate team of staff. This helps children to settle into the home.

The high ratio of staff to children in the home means children benefit from one to one time with adults. They enjoy a range of new experiences in the community. Children and staff spend time together cooking, playing games and watching movies. This helps to create a relaxed atmosphere.

One child said that a member of staff was 'amazing! She's like my work mum,' and went on to say, 'I love most staff.' Another child told the inspector, 'It is best for me to be here; [it] helps me all the time and it feels like a real family.'

This home is maintained to a high standard. Children personalise their bedrooms, which are spacious. They have their own ensuite shower room and television. Children take it in turns to help cook and eat together with staff. In particular, the inspector was told that one child makes a perfect cheese omelette.

Children engage in education. Staff work closely with the schools, colleges and relevant professionals. They understand that for some children going to school can be difficult. Children are offered help and the space to talk about this. Staff keep the children's educational needs under review and advocate for support.

Children are registered promptly with a relevant health provision. Staff make sure children attend all their appointments. The management and leadership team are resourceful at finding support services for children. They work hard to link children into support services to help with education, mental health and safety. Children are encouraged to meet with an independent advocate.

Staff help children to keep in touch with their families and other people who are important to them. Family time is carefully planned and supported by staff. Visits to the family members' homes are arranged, where possible. Families are welcomed when they visit children in the home.

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

The management and leadership team have experience of working with children who have multiple needs. They understand risks, strengths and vulnerabilities. Risk assessments are clear and detailed. Strategies to support children are specific to the individual child. Children contribute to their behavioural support plans.

Children speak positively about their experience at the home. They form meaningful relationships with staff. They talk to staff about their concerns. This helps to keep them safe.

The management and leadership team have a good understanding of contextual safeguarding and the risks posed to children in the community. If children are missing from the home, there is a well-coordinated response. Staff maintain regular contact with children and those in their network to encourage them to return home.

Staff are suitably trained to physically intervene with children safely, when required. However, there have been few incidents of physical intervention since the last inspection.

Incidents and any consequences are thoroughly recorded and reviewed. Leaders and managers, staff and children take time to discuss incidents and reflect on how things could be done differently. This helps reduce the risks to children.

The manager is experienced at providing support to children who have a range of needs and who self-harm. Information about incidents of self-harm are not always shared with health services. This means that they are not recorded on the child's health record. There is not always an overview from health regarding risk.

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

The home is managed by an experienced and qualified registered manager, who is supported by a deputy manager. They create a culture where staff strive to make a positive difference to children's lives.

Record-keeping has significantly improved since the last inspection. Children's records are comprehensive, reflect their holistic needs and capture their voice. There are effective monitoring systems in place to ensure that leaders and managers constantly review the quality of care provided to children.

Leaders and managers have improved their safer recruitment policies and procedures. Safe recruitment and employment practices are followed, ensuring that only suitable staff are employed.

Staff receive a comprehensive induction and ongoing training to strengthen their knowledge and skills. Staff members demonstrate a strong understanding of whistle-blowing policies and safeguarding procedures. Concerns are shared with the relevant agencies.

The admissions process for new children appropriately considers their needs and the impact on children already living in the home. Managers work with placing authorities and families to understand children's needs. Communication with other professionals is good.

Leaders and managers know the home's strengths and areas for development.

The staff team would benefit from additional training on the management of incidents of self-harm. Supervision and appraisals are not always completed or recorded within

acceptable timescales. Staff require regular supervision to help them meet the identified needs of children.

## 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 health and well-being standard is that—</p> <p>children receive advice, services and support in relation to their health and well-being;</p> <p>that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. (Regulation 10 1(b) 2(c))</p> <p>In particular, the registered person must ensure that information about children's health needs and incidents of self-harm are shared with health professionals.</p>	15 March 2024
<p>The registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 4(a)(b)(c))</p>	15 March 2024

## Information about this inspection

The inspector has 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:** 2649767

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

**Registered provider:** SV Care Services Ltd

**Registered provider address:** 71 Knowl Piece, Wilbury Way, Hitchin,  
Hertfordshire SG4 0TY

**Responsible individual:** Kate Rowe

**Registered manager:** Hayley Perrett

## Inspector

Matilda Clode, Social Care Inspector

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