

# SC389823

Registered provider: Courtyard Care Limited

Interim inspection

Inspected under the social care common inspection framework

## Information about this children's home

A private company owns this home. The home is registered to provide care for up to five children with a wide range of mental health disorders, including learning disabilities.

The registered manager resigned in July 2021. There is currently no registered manager in post.

**Inspection date: 17 February 2022**

**Date of last inspection:** 19 October 2021

**Judgement at last inspection:** requires improvement to be good

**Enforcement action since last inspection:** none

## **This inspection**

### **The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection**

This home was judged requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judged that it has sustained effectiveness.

General improvements to the home have included the fitting of secure and suitable locks to the inside of windows. Window locks are not restrictive, but provide essential security for children. Staffing arrangements have been adapted to ensure that a member of staff is on hand for each child in placement. Bedrooms are now tidy and redecoration of each room has begun.

The home is without a registered manager. A requirement is made to address this. An experienced senior staff member has stepped into the position of 'house' manager. She is supported by an equally experienced member of the team. Managers are transparent and honest about the current staffing levels but are confident the home is sufficiently staffed. Staff cover additional shifts to ensure stability for the child.

One child has remained in the home. She has lived in the home for nearly three years and has made good progress. The child is working towards a move to semi-independent living, as she is turning 18 and will soon be leaving the home.

The inspector spoke to the child about her daily lived experience in the home. Despite several changes to the management of the home, and now being the only resident, the child said she is happy and loves living at the home. She reported an improved atmosphere and feeling more settled. Although apprehensive about moving on, she has planned several activities with staff that will ensure a positive end to her placement.

This child is in full-time education and exploring further options to continue with her education. She will require guidance and support as a child leaving care to ensure that all post-18 funding options have been explored. This ensures that the child can make a fully informed decision if she wishes to progress to further and/or higher education.

A recommendation is made to ensure that the child's independence plan covers a wide range of areas to focus on to fully equip the child for independence. This may include areas such as how to access emergency services, or how to get legal advice should homelessness become a factor.

A recommendation is made to ensure that a multi-agency professionals meeting takes place to coordinate a clear transition plan.

Measures have been introduced to develop and improve the internal systems. Managers have brought in a monitoring system that helps to track the overall progress and development of the child's care plan. Risk management plans and behaviour management plans are not up to date, as they are not reflective of the current risks.

Managers were unable to distinguish recent incidents from older incidents. A chronology of incidents would help to identify the current and most recent presenting concerns. A requirement is made under the leadership and management standard.

Behaviour management plans do not clearly evidence the behavioural models and strategies used to help manage challenging behaviours, and would benefit from a therapeutic overview to help manage complex behaviours. This would help staff have a greater awareness of strategies that are effective in addressing the child's emotional presentation.

Missing-from-home incidents are clearly recorded and all key people notified. One recent episode, linked to another child from a sister home, resulted in a recording error whereby the police did not include the child missing from this home. Although there were no serious safeguarding concerns, oversight to ensure correct information is recorded is important for each child.

The home is required to produce an internal monitoring report to track the progress and development of the home. Although a detailed document, the review of the quality of care report does not meet regulation, as it does not capture the views of children, professionals or key stakeholders. A requirement is made to address this matter.

Overall, the home has been making some progress since the last full inspection. Managers have reflected on areas to improve and are making some positive steps forward.

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
19/10/2021	Full	Requires improvement to be good
12/02/2020	Full	Outstanding
12/06/2018	Full	Good
14/12/2017	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.

<b>Requirement</b>	<b>Due date</b>
<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>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home’s statement of purpose;</p> <p>ensure that staff work as a team where appropriate;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>ensure that the home has sufficient staff to provide care for each child;</p> <p>ensure that the home’s workforce provides continuity of care to each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>research and developments in relation to the ways in which the needs of children are best met; and</p>	<p>30 May 2022</p>

<p>feedback on the experiences of children, including complaints received; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(a)(b)(c)(d)(e)(f)(g)(i)(ii)(h))</p>	
<p>The registered provider must appoint a person to manage the children’s home if—</p> <p>there is no registered manager in respect of the home; and</p> <p>the registered provider—</p> <p>is an organisation or a partnership;</p> <p>does not satisfy regulation 28; or</p> <p>is not, or does not intend to be, in day-to-day charge of the home.</p> <p>If the registered provider appoints a person to manage the home, the registered provider must, without delay, give HMCI notice of—</p> <p>the name of the person so appointed; and</p> <p>the date on which the appointment takes effect. (Regulation 27 (1)(a)(b)(i)(ii)(iii) (2)(a)(b))</p>	<p>30 May 2022</p>
<p>The registered person must complete a review of the quality of care provided for children (“a quality of care review”) at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and</p> <p>any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p>	<p>30 May 2022</p>

After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”).

The registered person must—

supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and

make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.

(Regulation 45 (1) (2)(a)(b)(c) (3) (4)(a)(b) (5))

## Recommendation

- The registered person should ensure that each child is fully prepared for any move from the home. This should include a detailed transition plan co-ordinated with the local authority social worker and leaving care service. (‘Guide to the Children’s Homes Regulations, including the quality standards’, page 17, paragraph 3.27)

## Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full 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:** SC389823

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

**Registered provider:** Courtyard Care Limited

**Registered provider address:** Siskin Drive, Middlemarch Business Park, Coventry  
CV3 4FJ

**Responsible individual:** Gary Thompson

**Registered manager:** Post vacant

## Inspector

Kamal Bhamra, Social Care Inspector



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