

Children's homes – Interim inspection

Inspection date	01/02/2017
Unique reference number	1224093
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Broadwood Residential
Registered provider address	Keys Attachment Centre, Hurstwood Court, Rossendale BB4 6HR

Responsible individual	Heather Laffin
Registered manager	Ruth Gorin
Inspectors	Natalie Burton Lynne Drage

Inspection date	01/02/2017
Previous inspection judgement	Requires improvement
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 as requires improvement at the full inspection. At this interim inspection, Ofsted judges that it has declined in effectiveness. At the last inspection, eight requirements and two recommendations were set. The independent visitor includes a summary of their view of the effective safeguarding and promotion of children's well-being. However, while the independent visitor now provides their view of this area, the report is repetitive each month. This fails to effectively demonstrate how the visitor has arrived at opinions that inform the report and fails to inform the manager of any further action required to improve children's well-being. The manager seeks the views of the placing authorities, the children and their parents. This feedback is included in the internal monitoring report, but the report fails to identify further actions required. Nor does it demonstrate the action that the manager has already taken to address shortfalls, for example, when children are not accessing the therapeutic input. This fails to demonstrate that action is taken to improve the quality of care that the children receive. The management, staff and children have spent structured time together. This is through arranged gatherings, such as barbecues, in addition to the general day-to-day interactions, to build relationships with the children. The management has instructed the staff to limit the time spent in the office. This has benefited the children. One child spoke positively about their relationship with all the staff. Some staff have left the home. The management is recruiting and trying to cover staffing of the home with staff members whom the children know. On occasion, the staff make decisions that result in actions that are not always in the best interests of the child. This does not ensure that the staff's relationship with the children is consistently respectful. The lack of full implementation of the home's policies has led to incidents occurring. For example, on occasion, there has been a lack of effective challenge to address the children's behaviour, and staff have not always implemented the home's policies and procedures. As a result, the children's behaviour fails to significantly improve. Their needs are not fully met, and additional pressure is placed on the core staff team. During the inspection, some shortfalls were identified. The manager has completed a location risk assessment. However, the manager has failed to seek the views of external agencies, such as the local authority designated officer, about potential risks to children known by these agencies. The manager has also failed to identify	

and take action on all known risks to children, such as the busy main road that is very close to the home. This could potentially place children at risk.

The manager has failed to protect children consistently from potential harm in the home. In one downstairs communal area, a number of electrical leads from electrical appliances are connected to a dangling extension lead. This is similar in the second communal room where a lead was running across the floor to connect the children's computer to the internet. The manager took immediate action to reduce the risk at the time of inspection, by removing the lead and connecting the adaptor to the wall. However, further action is required to ensure that all potential hazards to children are reduced.

Since the last inspection, there have been allegations made against the staff. The organisation consistently informs the designated officer and the children's social worker and follows the advice provided. On occasion, records held in the home fail to demonstrate that all action required has been taken, for example that the investigating officer seeks the views of the children to gain more information. When concerns regarding staff practice have been raised, although the organisation has taken immediate action to address these concerns, all possible action has not been taken to reduce the risk of recurrence. This is because, on occasion, the manager has failed to ensure that the staff consistently implement the home's policies and risk assessment, thereby failing to promote children's welfare consistently.

The organisation's system for notifying Ofsted of significant events fails to provide the information immediately. Ofsted receives notifications two to three days after the event. While there has been minimal impact on the children, this fails to inform the relevant parties of the action taken within a specified timescale.

The staff do not consistently record potential incidents of bullying in the bullying log, although the children do not report bullying as a concern in the home. For example, the staff fail to consider whether a child giving their pocket money to another child could be due to peer pressure. This does not demonstrate that the manager has a clear overview of all interactions in order to assess effectively any potential concern, and thereby promote the welfare of all children.

The manager has met five of the requirements made at the last inspection. All staff that have worked at the home or previous homes have their level 3 qualification. The staff that are new to the organisation and have completed their probationary period are working towards their level 3 qualification. The organisation has ensured that all staff have received specific training, such as in missing from home and engaging with children, in addition to their mandatory training. The children receive care from staff who have an understanding and knowledge of how best to meet the children's needs.

The management provides supervision to all of the staff in line with the home's policy. This provides a formal forum for the staff to raise any concerns, identify developmental needs and discuss the progress and any concerns of the children.

The management and staff have made improvements to the children's living

environment. The children now have an additional bathroom to use, benefiting all the children living at the home. The gardens to the front and rear are clear of debris and landscaped to provide outside space that is safe to play in. The staff have decorated the children's bedrooms and encourage and support them to keep their rooms clean and tidy. This provides the children with a warm and homely living environment.

The children have made sufficient progress while living at the home. For example, some children have reduced their missing episodes, developed healthier lifestyles that have had a positive impact on their health, and have reduced their risk-taking behaviours. Most of the children have excellent education attendance. Some of them have shown exceptional educational achievements and they have strong aspirations for their futures. Other children have made sufficient progress in their education attendance and achievements from their starting points. The staff provide a clear, structured daily routine for the children that encourages them to engage in their education provision. The children spoke positively about their care and support in the home. They reported that they feel safe and have positive relationships with the staff. The children receive rewards for positive behaviour and in recognition of their achievements. They feel listened to and supported by staff. The organisation is committed to making changes to improve the quality of care that the children receive.

Information about this children's home

A private company owns and operates this children's home. It is registered to provide care and accommodation for four children who have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/05/2016	Full	Requires improvement

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

Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meet(s) 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
11: The positive relationships standard In order to meet the positive relationships standard, the registered person must ensure that staff (2)(a)(viii) strive to gain each child's respect and trust.	31/03/2017
12: The protection of children standard In order to meet the protection of children standard, (2) the registered person must ensure (d) that the premises used for the purposes of the home are maintained so as to protect each child from avoidable hazards to the child's health.	17/02/2017
12: The protection of children standard In order to meet the protection of children standard, (2) the registered person must ensure (b) that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. This is with particular regard to implementing the home's and children's risk assessments.	28/02/2017
The registered person must notify HMCI of serious events and each other relevant person without delay. (Regulation 40(4))	28/02/2017
The independent person must produce a report about a visit, ('the independent person's report') which sets out, in particular, the independent person's opinion as to whether children are effectively safeguarded and whether the conduct of the home promotes children's well-being. (Regulation 44(4)(a)(b))	31/03/2017

In order to complete a quality of care review, the registered person must establish and maintain a system for monitoring, reviewing and evaluating any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. (Regulation 45(2)(c))	31/03/2017
When conducting the review, the registered person must consult, and take into account the views of, each relevant person. In addition, the registered person must assess the appropriateness and suitability of the location of the premises. (Regulation 46(2))	28/02/2017

Recommendations

To improve the quality and standards of care further, the service should take account of the following recommendation:

- Ensure that staff are able to recognise and address different types of abuse, such as peer pressure, cyber-bullying and bullying in day-to-day relationships in the home. ('Guide to the children's homes regulations including the quality standards', page 39, paragraph 8.16)

What the inspection judgements mean

At the interim inspection, we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference that adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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.

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.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'.

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