

Children's Home – Monitoring visit

Inspection date	28/03/2017
Unique reference number	1234374
Type of inspection	Monitoring
Inspector	Polly Soper

This monitoring visit

This children's home was judged inadequate at the full inspection on 8 and 9 February 2017. Therefore, a monitoring visit has been completed in order to ensure that the concerns identified at the last inspection are being actively addressed.

At this visit, the inspector found that leaders and managers have developed their monitoring and audit systems, to enable them to ensure that any concerns are identified in a timely manner.

A new recruitment process is in place. However, further changes are needed. For example, health checks need to be more robustly completed. There has been one new staff member since the last inspection, and records seen did not provide enough detail to demonstrate that the new system is effective.

All staff have received refresher training during team meetings, on how to manage complaints. However, it is not clear in documentation that complaints from young people must be addressed independently, and not by the individual who is the subject of the complaint.

Specific online training to enable staff to meet the needs of the young person living at the home has been completed by all staff who are currently working at the home. Further tutor-based training has also been booked.

Care plans are still confusing and do not enable staff to access important information easily. They are also not effective tools that guide staff to be able to meet the needs of young people.

The young person living at the home is not currently engaged in any meaningful educational, training or employment activities. They are enrolled at college with a start date in September. However, preparation is not underway to ensure that the young person is able to transition back into formal education easily. There is also currently no clear structure to the young person's day. The young person was still in bed at midday. This may further hinder their ability to engage in a positive routine in the future.

Preparing the young person for all areas of independence also requires a great deal of improvement. There are no clear targets for the young person. Supporting the development of emotional resilience is a crucial area which is not being robustly addressed. For example, there are no clear expectations regarding their behaviour.

There is evidence to demonstrate that leaders and managers are seeking to address the concerns raised at the last inspection. However, there is still a great deal of improvement which is required in order to ensure that positive outcomes for young people are being effectively supported.

Information about this children's home

The children's home is operated by a private provider of care and education. It is registered for two children and young people who may have emotional and/or behavioural difficulties.

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

Statutory requirements

This section sets out the actions that must be taken so that the registered person(s) meets 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
6: The quality and purpose of care standard In order to meet the quality and purpose of care standard, the registered person must ensure that staff: (2)(b)(iv) provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; and (vi) help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult.	01/05/2017
8: The education standard In order to meet the education standard, the registered person must ensure that staff: (2)(a)(i) help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; (ii) support each child's learning and development, including helping the child to develop independent study skills and, where appropriate, helping the child to complete independent study; (iii) understand the barriers to learning that each child may face and take appropriate action to help the child to overcome any such barriers; (iv) help each child to understand the importance and value of education, learning, training and employment; and (ix) help each child who is above compulsory school age to participate in further education, training or employment and to prepare for future care, education or employment.	01/05/2017
12: The protection of children standard In order to meet the protection of children standard, the registered person must ensure that staff:	01/03/2017

(2)(a)(v) understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person.	
13: The leadership and management standard In order to meet the leadership and management standard, the registered person must: (2)(c) ensure that staff have the experience, qualifications and skills to meet the needs of each child; (f) 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; and (h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home.	01/05/2017
32: Fitness of workers (1) The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. (2) The registered person may only (a) employ an individual to work at the children's home; or (b) if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). (3) The requirements are that (a) the individual is of integrity and good character; (b) the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; (c) the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and (d) full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2.	01/03/2017
35: Behaviour management policies and records (3) The registered person must ensure that (a) within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes – (i) the name of the child; (ii) details of the child's behaviour leading to the use of the	01/03/2017

measure; (iii) the date, time and location of the use of the measure; (iv) a description of the measure and its duration; (v) details of any methods used or steps taken to avoid the need to use the measure; (vi) the name of the person who used the measure ('the user'), and of any other person present when the measure was used; (vii) the effectiveness and any consequences of the use of the measure; and (viii) a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; (b) within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ('the authorised person') – (i) has spoken to the user about the measure; and (ii) has signed the record to confirm it is accurate; (c) within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure.	
37: Other records (1) Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. (2) The registered person must (a) maintain in the home the records in Schedule 4; (b) ensure that the records are kept up to date; and (c) retain the records for at least 15 years from the date of the last entry.	01/05/2017
39: Complaints and representations (1) Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children. (2) In particular, the procedure must provide that no person who is the subject of a complaint takes any part in its consideration or investigation, except at the informal resolution stage if the registered person considers it appropriate. (3) The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation.	01/03/2017

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Any complaints about the inspection or the report should be made by following the procedures set out in the guidance 'Raising concerns and making complaints about Ofsted', which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of this guidance, please telephone 0300 123 4234 or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for children looked after and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234 or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2017