

1241023

Registered provider: Treehouse Educare Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for up to 14 children and young people who have learning disabilities. It is located in a semi-rural location within easy reach of local facilities and services. There are three large houses on the site in which young people can live, plus a school which is owned by the organisation.

Inspection date: 21 March 2018

Judgement at last inspection: requires improvement to be good

Date of last inspection: 24 July 2017

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 the interim inspection, Ofsted judges that it has declined in effectiveness.

The home has been without a registered manager since April 2017. Leaders and managers have appointed a manager who will take up the post imminently. The responsible individual and a day-to-day manager currently lead the staff team.

Leaders and managers have addressed some of the requirements and recommendations made at the previous inspection. The areas which have not been fully addressed require further work to embed into staff practice.

Most young people make good progress while residing at the home; they are fully engaged in education, activities, maintaining relationships with family and friends and accessing other support available to them. They are developing positive life, social and self-care skills while also developing positive strategies to manage their feelings and emotions.

Staff have been swift to raise any concerns with other professionals when they identify that they are unable to meet the needs of young people. They work collaboratively with placing authorities to implement interim plans while alternative, more appropriate, placements are sought.

Leaders and managers have developed their pre-admission process. They ensure that all of the required information and consents are gained prior to a placement being made. They consider the needs and risks a young person presents alongside those of the young people currently placed in the home. Managers considered the risk factors associated with a recent admission and sought additional information and guidance. Records, including the individual risk assessment and impact risk assessment, lack information and detail to evidence this. Staff have not recorded all of the strategies used to manage and minimise risk.

Staff use a wide variety of de-escalation methods and strategies, and due to this rarely apply physical intervention. Staff record incidents and behaviour concerns with details of what occurred before and during the incident. Records lack evidence of young people being offered an opportunity to give their views about the measures used. Managers have not evidenced that they consistently review, monitor or evaluate records. Two records viewed referred to young people making complaints, but staff did not identify or act on these.

Staff have formulated plans for staff to follow in the event of a missing from home episode, but plans lack sufficient practical information, advice and clarity about the actions of staff in an event.

Staff generally receive regular and effective supervision. However, a member of staff has had gaps in frequency. The day-to-day manager has created a system to assist in the monitoring of this to prevent it from happening in future.

Leaders and managers have sourced a new independent visitor who attends the home each month. They provide an additional scrutiny, challenge and review of the home to leaders and managers.

There continues to be regular use of agency staff to supplement staff ratios. This has improved since the last inspection with the aim of developing a stable and consistent staff team. Leaders and managers have recruited staff to address this with a continual recruitment drive in place.

Leaders and managers have improved their recruitment process to ensure that newly appointed staff are suitable, but they still lack evidence that they have gained verification of previous employment in which the new staff worked with children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/07/2017	Full	Requires improvement to be good
27/02/2017	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.

Requirement	Due date
12: The protection of children standard 12.—(1) The protection of children standard is that children are protected from harm and enabled to keep themselves safe. (2) In particular, the standard in paragraph (1) requires the registered person to ensure— (a) that staff— (i) assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child.	01/05/2018
Appointment of manager 27.—(1) The registered provider must appoint a person to manage the children's home if— (a) there is no registered manager in respect of the home. (Regulation 27 (1))	01/06/2018
Fitness of workers 32.—(1) The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that— (d) full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1)(3)(d))	01/05/2018
Behaviour management policies and records 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— (vii) the effectiveness and any consequences of the use of the	01/05/2018

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; 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. (Regulation 35 (3)(a)(vii)(viii)(c))	
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Recommendations

- Staff should have the skills and confidence to communicate easily and understand the importance of listening to, involving and responding to the children they care for. Staff should understand that they have a responsibility to observe, notice and respond to children who are expressing their views, acknowledging that it is not the sole responsibility of the child to 'tell'. They should also understand how children might communicate their feelings through their behaviour, or non-verbally especially where the child has a disability which does not allow them to communicate as others might. ('Guide to the children's homes regulations including the quality standards', page 22 paragraph 4.10)
- Staff should continually and actively assess the risks to each child and the arrangements in place to protect them. Where there are safeguarding concerns for a child, their placement plan, agreed between the home and their placing authority, must include details of the steps the home will take to manage any assessed risks on a day to day basis. ('Guide to the children's homes regulations including the quality standards', page 42 paragraph 9.5)
- Where there is a possibility that a child will run away or go missing from a children's home placement, their placement plan should include a strategy to minimise this risk. If the child is looked-after, their care plan (arranged by their placing authority) should include such a strategy. ('Guide to the children's homes regulations including the quality standards', page 45 paragraph 9.24)
Specifically, to ensure that plans detail all relevant practical advice and information.

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.

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.

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: 1241023

Provision sub-type: Children's home

Registered provider: Treehouse Educare Limited

Registered provider address: Boldings Brook, Dorking Road, Warnham, Horsham RH12 3RZ

Responsible individual: Simon Reynolds

Registered manager: Post vacant

Inspector

Amanda Maxwell, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
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