

1247384

Registered provider: Solent Child Care Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care for up to two young people who have emotional and/or behavioural difficulties. It is situated in a rural location within easy reach of local community services.

Inspection date: 19 March 2018

Judgement at last inspection: good

Date of last inspection: 31 October 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 good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

Since the last inspection, in October 2017, the interim manager has continued to provide consistent leadership and management oversight for the staff and the young people. In order to sustain this, she is currently in the process of registering with Ofsted, to cover the registered manager's absence. Her knowledge and experience throughout this time have helped to develop the skills of the staff and stabilise the team.

Her passion and commitment are evident, along with her willingness to use feedback to improve practice. Focused on positive outcomes for the young people, she works closely with the staff to role model good practice. As a result, they are clear about the overall aims of the service and understand the expectations about the quality of care provided.

At the inspection in October 2017, six recommendations were made in relation to: risk

assessments, safeguarding, missing from care plans, restraint records, staffing levels and impact risk assessments. The interim manager dealt with these effectively and, as a result, they have all been met.

Risk assessments were updated to include how the young people are supported to take age-appropriate risks. The staff used individual key-work sessions with the young people to explore their risks and identify the guidance and support they needed to help them manage and reduce these. This work is ongoing and is being incorporated into independence training for the young people. An external consultant is also working with the members of the team to ensure that they capture the work they do in case records.

Safeguarding is now embedded into practice. All staff have completed training in this area, and safeguarding policies and procedures have been updated. The interim manager has also introduced learning opportunities for the staff to discuss safeguarding scenarios in team meetings and their individual supervision sessions, to help consolidate their knowledge. The majority of senior staff members have also completed advanced safeguarding training.

Missing from care 'passports' have been introduced for each of the young people. These profiles are now individual and very specific in terms of the reporting arrangements. The guidance for staff now outlines what action they need to take in the event of a young person going missing.

The system for recording physical intervention was updated following the last inspection, which addressed the gaps identified. Since then, a new electronic recording system has been introduced which has also incorporated these changes along with the ability to review them. The number of physical interventions has reduced significantly in this time.

Contingency plans are now in place and working effectively to cover staffing shortages, including in the event of adverse weather, due to where the home is located. Committed staff are willing to stay on shift, if necessary, to ensure that the young people receive the level of support they need. This was evident at the time of the inspection, as it had snowed heavily.

The referral and admission process has been improved and now includes managers considering the impact a new young person may have on the existing group. The documents also include the young people's individual needs and risks and how these will be addressed.

During this period, one young person has left and one young person has moved in. Having learned lessons from the placement breakdown of the young person who moved out, the interim manager carefully considered the new referral in line with the recently improved impact risk assessment. The interim manager was able to demonstrate the decision-making process, which concluded that the team was able to provide the young person with a safe, nurturing environment to meet her needs.

Despite the young person having moved in only recently, there were clear plans in place

to guide the staff's practice. This included understanding her needs in relation to her age and stage of development to inform their approach.

The staff have been very good at implementing care plans for the young people and, as a result, they have all made progress. However, despite this, one young person had to move following a serious incident. In the absence of the interim manager, the decision fell to senior managers to make, and it wasn't taken lightly. The interim manager had been working with the wider network regarding concerns around the young person's deterioration in behaviour but, ultimately, managers felt that they were unable to meet his needs in the longer term. Arrangements were put in place to support the young person for a short period until a more suitable placement was found.

During this period, one young person made an allegation against a member of staff. This was taken seriously, and the interim manager worked closely with the wider network and investigated this thoroughly. This included working with the young person to explore the concerns raised, offering them the opportunity to talk to an independent person for advice and support, as well as putting clear working protocols in place for the staff, to keep everybody safe. Upon conclusion, the allegation was considered to be unfounded, and feedback from the designated officer stated that they were 'happy with the investigation' and felt that it was proportionate.

At this inspection, one requirement is made about keeping a record of any complaints, the action taken and the outcome. This is in relation to a complaint that was made about the home by a neighbour, but not directly to the service. The complaint had formed part of the independent visitor's report but had not been recorded in the complaints book. The interim manager was aware of the complaint and had taken action to address some of the concerns. However, the shortfall in recording internally means that it is not clear whether this has been fully resolved. It is also a missed opportunity to evidence the positive steps taken to rectify the situation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/10/2017	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
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	31/05/2018

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: 1247384

Provision sub-type: Children's home

Registered provider: Solent Child Care Ltd

Registered provider address: 9 St Georges Yard, Farnham GU9 7LW

Responsible individual: Charlotte Tanner

Registered manager: Farraday Crews

Inspector

Amanda Harvey, social care inspector

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