

1268518

Registered provider: South West Childcare Services

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home was registered in November 2017 to provide care and accommodation for two children. The home is operated by a small private company that has other children's homes in the same region.

The home has not had a registered manager since December 2017. A manager has been in post since July 2018 but has not yet submitted a complete application to register with Ofsted.

Inspection date: 1 November 2018

Judgement at last inspection: requires improvement to be good

Date of last inspection: 23 April 2018

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.

Since the full inspection in April 2018, there have been further changes to the management of the home. A registered manager has not been in post since the middle of December 2017. A new manager was appointed in July and is in the process of submitting an application to Ofsted. However, insufficient action has been taken to submit a complete application promptly.

Six requirements were made at the full inspection. Not all have been fully addressed and three are repeated at this inspection.

The staffing of the home remains an area of concern. Since the full inspection, 80% of the staff team, including the manager, have changed. Except for the manager and deputy manager, staff are unqualified and have limited experience of working with children in a residential childcare setting. The staffing structure does not allow for a senior member of staff to be on duty at all times. While night staffing arrangements and practice-related supervision have improved, shortfalls remaining in the staffing arrangements require improvement to benefit children.

The management of serious incidents also requires improvement. Staff do not always follow guidelines, for example in relation to contacting senior staff on call. During a recent incident, this led to an escalation of the situation, which may otherwise have been resolved more effectively for the child. In addition, staff continue to use sanctions that are not effective or meaningful and do not reflect the home's philosophy of 'normalisation'. Records, and the rationale for decision making, relating to how sanctions are intended to benefit children are poor. While the manager is aware of this and is starting to make improvements, more work is needed to ensure that if sanctions are used, that they help children to reflect on their behaviour and understand why it is important for them to change it and not simply because of the financial penalty that they incur.

Since the full inspection, serious incidents, including going missing from home, have reduced in number. Following a requirement, arrangements are now in place for children to have an independent interview when they return home. A further requirement about the safe storage and administration of medication has also been addressed.

On the day of the inspection, the home was warm and inviting. Good attention is given to providing a homely environment. Staff are working hard to help both children to make their own personal space comfortable and attractive. It was acknowledged that one child's bedroom is not at the desired standard, but staff are trying creative approaches to make the necessary improvements. The manager and staff work effectively with other professionals to ensure that children are listened to and receive help and support to achieve their personal targets. One professional said that they had a 'good impression' of the new manager and overall was satisfied with the progress that the child was making but would like to see better continuity of staffing.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/04/2018	Full	Requires improvement to be 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
6: The quality and purpose of care standard The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— understand and apply the home's statement of purpose. In particular, ensure that sanctions used are meaningful and restorative in nature and reflect the home's philosophy of 'normalisation'. (Regulation 6 (1)(a)(b)(2)(a))	30/11/2018
13: The leadership and management standard The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— 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;	30/11/2018

ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home has sufficient staff to provide care for each child; and ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b)(2)(a)(c)(d) and (e)) In particular, improve the staffing structure to provide senior, qualified and experienced staff leading shifts and supporting the manager and provide continuity for children.	
13: The leadership and management standard The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) and (2)(h)) In particular, this is in relation to the manager's oversight of records maintained by the home, including sanctions. The manager must review records and the practices that they describe in order to identify if improvements can be made and also to ensure that records are fit for purpose.	30/11/2018

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: 1268518

Provision sub-type: Children's home

Registered provider: South West Childcare Services

Registered provider address: 46 Durnford Street, First Floor Flat, Plymouth, Devon PL1 3QN

Responsible individual: Angela Glynn

Registered manager: Post vacant

Inspector

Norma Welsby, social care inspector

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, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding 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 1231, 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 <http://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 <http://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: <http://www.gov.uk/ofsted>

© Crown copyright 2018