

1271383

Registered provider: Nottinghamshire YMCA

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and run by a local charity. It provides care and accommodation for up to three children and young people who display behavioural difficulties and may have mild learning difficulties.

Inspection dates: 18 to 19 February 2020

Overall experiences and progress of children and young people, taking into account **requires improvement to be good**

How well children and young people are helped and protected **requires improvement to be good**

The effectiveness of leaders and managers **requires improvement to be good**

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 18 November 2019

Overall judgement at last inspection: inadequate

Enforcement action since last inspection:

The home was judged as inadequate at the full inspection on 18 November 2019. Ofsted issued a notice to restrict accommodation. In addition to this, a compliance notice was issued in respect of leadership and management at the home.

A monitoring visit was carried out on 6 January 2020. The purpose of this was to review the actions taken to address the steps outlined in the compliance notice and to ensure that the provider has adhered to the restriction notice. The monitoring visit identified that the provider had met the steps set out in the compliance notice.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/11/2019	Full	Inadequate
14/01/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

There have been improvements in the operation of this children's home. However, further changes are needed to secure good practice.

At the time of the inspection, there was only one young person in placement.

The way that this home is run does not fully enable young people to fulfil their potential. For example, staff do not have a copy of the young person's education, health and care plan. As such, there is insufficient clarity regarding the young person's individual needs, and a possibility that these needs will not be met.

Managers have failed to ensure that there are adequate arrangements to promote education. Interim education plans are now in place, but young people have not attended school for a significant period. The lack of structure in the home fails to support young people to establish a routine. This does not support their progress in education.

Young people are not effectively supported to meet their health needs. Records do not show rigour in supporting and encouraging young people to attend healthcare appointments. Staff have failed to promote young people's health as recorded in the young people's relevant plans.

The home provides stable placements to young people. Some young people live at the home for a significant time. However, when young people leave, they do not have records or photographs of significant events.

How well children and young people are helped and protected: requires improvement to be good

Since the last inspection, relationships between young people have been strained. There were incidents of bullying behaviour from one young person towards another, and this had an effect on the day-to-day experiences of both young people at the home. Staff did not manage this behaviour effectively and were unsuccessful in preventing this behaviour. Young people have not always felt safe at the home.

There has been a significant reduction in the number of safeguarding incidents. Staff have received a programme of training which has improved their safeguarding knowledge and practice.

Young people rarely go missing from the home. When a young person has gone missing, staff follow appropriate procedures and they are proactive in locating young people. On their return to the home, young people benefit from independent return home interviews. This provides staff with a better understanding of the reasons why young people leave the home.

Staff have only used physical intervention on one occasion. This was to prevent harm to a young person. Records show that the intervention was necessary, proportionate and effective. However, staff did not ensure that the young person had an early opportunity to discuss the incident.

The home has a locality risk assessment in place. However, this assessment does not reflect risks, strategies to manage risk, or the views of relevant agencies.

The effectiveness of leaders and managers: requires improvement to be good

The home has a new manager, who has applied for registration with Ofsted. The new manager has suitable experience and qualifications.

The new manager has been instrumental in improving team morale. Senior managers have supported these improvements. Staff now have a clear focus to ensure that all young people succeed and reach their personal potential.

The requirements and recommendations from the last inspection have been met.

The operation of the home benefits from improved external monitoring. New quality assurance arrangements have provided a more rigorous analysis of the operation of the home.

Recruitment practice is now more robust. Safe recruitment principles are applied in the recruitment of both temporary and permanent staff.

Young people benefit from a permanent, core staff team. Staff said that they feel supported in their role. Regular supervision and training ensure that managers understand staff practice and their professional development needs.

Managers understand what actions are needed to further improve the performance of the home. They are committed to delivering good outcomes for all young people. However, there has been a lack of effective challenge of placing authorities. This has prevented staff being fully equipped to meet young people's needs.

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
In meeting the quality standards, the registered person must, and must ensure that staff— seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans; seek to secure the input and services required to meet each child's needs; if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (a)(b)(c))	19/03/2020
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— understand and apply the home's statement of purpose; ensure that staff— provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;	19/03/2020

make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b)(2)(a)(b)(i)(ii)(iv)(ix))	
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement. (Regulation 8 (1)(2)(a)(vi))	19/03/2020
The health and well-being standard is that the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; and understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c)(2)(a)(i)(ii)(iii)(iv))	19/03/2020
The protection of children standard is that children are protected from harm and enabled to keep themselves safe.	19/03/2020

In particular, the standard in paragraph (1) requires the registered person to ensure—that staff— manage relationships between children to prevent them from harming each other; take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1)(2)(a)(iv)(vi))	
The registered person must maintain records ("case records") for each child which—include the information and documents listed in Schedule 3 in relation to each child; in regard to Schedule 3 points 11,17 and 19. (Regulation 36 (1)(a)(b))	19/03/2020
The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard). When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (1)(2))	19/03/2020

Recommendations

- Any child who has been restrained should be given the opportunity to express their feelings about their experience of the restraint as soon as is practicable, ideally within 24 hours of the restraint incident, taking the age of the child and the circumstances of the restraint into account. In some cases children may need longer to work through their feelings, so a record that the child has talked about their feelings should be made no longer than 5 days after the incident of restraint (regulation 35(3)(c)). Children should be encouraged to add their views and comments to the record of restraint. ('Guide to the children's homes regulations including the quality standards', page 49, paragraph 9.60)
- The home's records on each child represent a significant contribution to their life history. Children and their parents should be supported to understand the nature of records kept by the home and how to access them. Staff should understand their important role in encouraging the child to reflect on and understand their history, according to their age and understanding. Staff should keep and encourage children to keep appropriate memorabilia of the time spent living at the home and help them record significant life events. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.5)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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: 1271383

Provision sub-type: Children's home

Registered provider: Nottinghamshire YMCA

Registered provider address: 4 Shakespeare Street, Nottingham NG1 4FG

Responsible individual: Brenda Serrant

Registered manager: Post vacant. Application submitted to Ofsted.

Inspector

Amanda Ellis, Social Care Inspector

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