

2502176

Registered provider: Nueva Vida NE Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a private company. It provides care and accommodation for up to three children and young people who have emotional and/or behavioural difficulties or a learning disability. The home was registered in January 2019. The manager was registered on 4 January 2019.

Inspection date: 27 November 2019

Judgement at last inspection: good

Date of last inspection: 30 April 2019

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 declined in effectiveness.

The home has gone through some difficulties in managing the presenting behaviours of the children and young people placed. This, along with other issues identified, has led to the decline but did not require compliance action following this inspection.

Children and young people make progress from their starting points. They are helped to engage in fun and educational activities which broaden their range of experiences. This supports children and young people to develop confidence and social skills.

The manager and her staff have completed a variety of training to help them to understand the impact of trauma. This is seen in the highly nurturing practice of the team. Not all staff have completed training to support the identified needs of children

and young people, and a recommendation is made to address this shortfall.

The home is a cosy environment for children and young people. There are a range of pets within the home, and children and young people help to care for them within their daily routines. This provides children and young people with the opportunity to form attachments and develop empathy.

There is one internal door that does not have a smoke seal. This needs to be addressed as a priority to reduce the risk in case of a fire.

The manager and her team work collaboratively to ensure that children and young people's health needs are met. Specialist equipment is used to meet the needs of one young person, which has had a positive impact upon their well-being. There is no risk assessment in place for this, and a recommendation has been made.

During the previous inspection, a requirement was made to improve the quality of the care planning documents. While there has been improvement in this area, case records require further development so that they recognise the individuality of children and young people.

The manager and her staff have demonstrated resilience and commitment in their work with children and young people during a difficult period. The strategies used to manage behaviour have not always been appropriate. Children and young people have not suffered harm, but inspectors found that the clear and firm boundaries that children and young people require to feel safe have not always been sufficiently in place.

Sanctions are used to help children and young people to understand the consequences and impact of their actions, however they are not always recorded. A record is necessary to ensure that there is management oversight in each case to evaluate the measures used with children and young people to ensure that they are fair and proportionate.

Supervision records for staff are detailed and comprehensive, however staff are not provided with supervision regularly. This is a missed opportunity to develop the practice of the team and to ensure consistency with children and young people.

There have been times when significant incidents have not been notified to Ofsted as required. This prevents the regulator from having oversight of safeguarding concerns. The manager discussed her plan to address this issue, and could recognise the importance of this process.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/04/2019	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, the 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 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– provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect. (Regulation 6(1), (2)(b)(iv)(v))	03/01/2020
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on– mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure– that staff– help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; understand how children's previous experiences and present	03/01/2020

emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; de-escalate confrontations with or between children, or potentially violent behaviour by children. (Regulation 11(1)(a)(b)(c), (2)(a)(iv)(ix)(xi))	
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure– that the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12(1), (2)(b))	03/01/2020
The registered person must ensure that all employees– receive practice-related supervision by a person with appropriate experience. (Regulation 33(4)(b))	03/01/2020
The registered person must notify HMCI and each other relevant person without delay if– a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child– is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40(4)(a)(b)(c)(d)(i)(ii)(e))	03/01/2020

Recommendations

- 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)

In particular, the use of medical equipment should be in line with individual's risk assessment.
- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.37)
- Sufficient staff means a home having enough suitably trained staff (including someone in a management role) on duty to meet the assessed needs of all children in the home. ('Guide to the children's homes regulations including the quality standards', page 51, paragraph 10.2)

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 difference 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: 2502176

Provision sub-type: Children's home

Registered provider: Nueva Vida NE Limited

Responsible individual: Shauna Taylor

Registered manager: Kathryn Cowen

Inspector(s)

Paula Kelly, social care inspector

Susan Atkinson-Millmoor, regulatory inspection manager

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