

2514259

Registered provider: Solent Child Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a small private company. It is registered to care for two children who have complex behavioural difficulties.

The manager registered with Ofsted in March 2019.

Inspection dates: 23 to 24 July 2019

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

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

The children's home provides effective services that meet the requirements for good.

Date of last inspection: this is the home's first inspection

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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This is the home's first inspection		
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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 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)(2)(h))	06/09/2019
The registered person must ensure that— any limitation placed on a child's privacy or access to any area of the home's premises— is intended to safeguard each child accommodated in the home; is necessary and proportionate; is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced against the need to protect them and keep them safe. (Regulation 21 (c)(i)(ii)(iii)(iv))	06/09/2019

Recommendations

- The registered person should have a workforce plan which can fulfil the workforce related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should be updated to include any new training and qualifications completed by staff while working at the home, and used to record the ongoing training and continuing professional development needs of staff-including the home's manager ('Guide to children's homes regulations including the quality standards', page 53, paragraph 10.8)
- As set out in regulations 31–33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment,

supervision and performance management of staff safeguard children and minimise potential risks to them ('Guide to children's homes regulations including the quality standards', page 61, paragraph 13.1).

In particular, they should test staff's safeguarding knowledge and explore at interview how applicants would respond to physical aggression.

- Electronic records should be held at the individual home in accordance with data protection principles. IT systems should ensure the safe storage of these records and business continuity planning should be in place to prevent loss or damage to them ('Guide to children's homes regulations including the quality standards', page 61, paragraph 14.2).

In particular, there should be a policy in relation to the use of personal mobile phones to access the organisation's database.

Inspection judgements

Overall experiences and progress of children and young people: good

Since the home was registered, one child has been placed. Staff have formed positive relationships with the child who told the inspector that she likes all the staff. She said that she is able to have an input into the decoration of the home and expressed pride in the way it looks. The staff gain her views through feedback forms, key work sessions and daily conversations.

Decisions about when another child will be placed are child centred. The child's welfare is the focus. Leaders and managers are committed to ensuring that she is settled and stable prior to any more children living here.

Detailed care plans, behaviour plans and risk assessments equip staff with the knowledge they need to look after the child. These records are updated following any new circumstances or any changes.

An education setting has been identified for September 2019. Prior to the child starting school, a daily routine involving activities with staff and an equine course with other children is increasing the child's social skills in preparation for school.

Staff are trained in therapeutic methods, which are carried out in practice. The staff have monthly consultations with a therapist prior to the service being offered to the child when she is ready. This enables the staff to help her to understand her complex feelings. Consequently, she no longer engages in risky behaviours, and incidents have significantly reduced.

How well children and young people are helped and protected: good

Staff's relationships, supervision and vigilance prevent the child from attempting to put herself at risk. Staff follow her if she leaves the home without permission and return with

her safely to the home.

One-to-one meetings are effective and enable the child to explore her feelings. Staff use these opportunities to teach her how to safeguard herself. This has been effective; she alerted staff to an inappropriate contact on social media.

Physical interventions are used as a last resort. When incidents do occur, staffing levels are increased to support the staff and child. The on-call system is used during difficult incidents to gain immediate support from experienced managers.

An ethos of restorative justice and appropriate consequences helps the child to manage her behaviours. The consequences teach her to take responsibility for her actions and make amends. Rewards are used as a positive behavioural approach, to recognise the child's achievements.

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

In recent months, staffing has presented challenges. The two staff members who worked at the home when it first opened are not presently working there. One of them is absent temporarily. The managers have recruited new staff who have had intensive inductions to ensure that they are able to care for the child prior to working on their own with her. This has had an impact on the monitoring and development of the service.

The workforce development plan was completed prior to registration. This now needs to be updated to include the new staff. It does not reflect the skills and experience of the current staff team. This will inform managers about any gaps in staff's knowledge and identify any specific training needs.

The manager has good insight and a strong sense of the aims and ethos of the home. She is able to evidence progress and analysis of records, through records such as weekly reports to the social worker. However, this information has not been collated to evidence trends and the impact of interventions.

The child's behaviour plan identifies a strategy for managing risky situations that involves locking a lobby door to restrict access to the kitchen and lounge as a last resort and for a short period. This has not been discussed and agreed with the placing authority. In addition, an incident during which this measure was used was not recorded accurately. The locking of the door was not included in the report. This compromises external oversight of the use of this restrictive intervention.

Staff are able to access information relating to children from their personal mobile phones. Although this access is secure, there are no policies that guide staff in the company's rules and expectations.

Staff are expected to work for long periods on their own with children. They have all been trained in safeguarding. However, they have not been tested to ensure that they

are fully aware of safeguarding procedures. Furthermore, although recruitment methods are thorough, the interview process does not cover scenarios in which children are aggressive to staff when they are on their own with them. This does not adequately assess the resilience of staff to manage these circumstances.

The manager and staff maintain positive relationships with stakeholders. A social worker was positive about the child's move to the home and the standard of care she receives.

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.

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: 2514259

Provision sub-type: Children's home

Registered provider: Solent Child Care Ltd

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

Responsible individual: Charlotte Tanner

Registered manager: Andrea Dodds

Inspector

Suzy Lemmy, social care inspector

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