

2529667

Devon County Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home provides long-term care and short-break care for up to four children. The provision is part of a local authority.

The registered manager is not currently in day-to-day charge of the home. The deputy manager and the registered individual have had oversight for several weeks. This arrangement is due to continue for the foreseeable future. Ofsted will continue to monitor this service.

Inspection date: 17 July 2019

This monitoring visit

The home was judged as inadequate at the last full inspection. A compliance notice under regulation 12: the protection of children standard was issued. This monitoring visit was undertaken to review the action taken by the provider to comply with the notice.

Leaders and managers have taken enough action to meet compliance. However, despite the improvements, practice remains variable. This is particularly noticeable in respect of safeguarding children.

Improved safeguarding policies and processes are in place. Staff have had training, guidance and support to help them understand the changes. Staff reported that this has made a positive difference to their practice. These systems are in their infancy and are not yet embedded into practice. This has resulted in some pockets of poor practice continuing.

Not all safeguarding concerns for children are well managed. For example, poor advice from an on-call manager resulted in policy and procedures not being followed

and a delay in referring bruising found on a child, which was of concern. In contrast, there are some examples of improvement. One staff member took appropriate action and then called a manager to tell them what action they had taken rather than ask what they should do.

The arrangements for medication have improved. However, the auditing of medication records is absent. This means that some medication errors may not be detected. Some changes have resulted in better records of medication coming into and leaving the home.

Improvements have been made to fire safety arrangements and systems for oversight. All children and staff who have attended the home since the last inspection have been involved in fire drills. Staff have received additional training, and health and safety visits have taken place. As a result, the arrangements are stronger and safer.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/06/2019	Full	Inadequate

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
10: The health and well-being standard (1) The health and well-being standard is that— (a) the health and well-being needs of children are met; (b) children receive advice, services and support in relation to their health and well-being; and (c) children are helped to lead healthy lifestyles. (2) In particular, the standard in paragraph (1) requires the registered person to ensure— (a) that staff help each child to— (i) achieve the health and well-being outcomes that are recorded in the child's relevant plans; (ii) 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; (c) that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require.	30/07/2019
12: The protection of children standard (1) The protection of children standard is that children are protected from harm and enabled to keep themselves safe. (2) In particular, the standard in paragraph (1) requires the registered person to ensure— (a) that staff— (i) assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; (iii) have the skills to identify and act upon signs that a child is at risk of harm; (v) understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; (vi) take effective action whenever there is a serious concern about a child's welfare; and	30/07/2019

(vii) are familiar with, and act in accordance with, the home's child protection policies; (b) 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; (c) that the premises used for the purposes of the home are located so that children are effectively safeguarded; (e) that the effectiveness of the home's child protection policies is monitored regularly. In particular, make sure that effective action is taken when children present with worrying injuries and ensure that child protection policy and processes are adhered to.	
13: The leadership and management standard (1) The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— (a) helps children aspire to fulfil their potential; and (b) promotes their welfare. (2) In particular, the standard in paragraph (1) requires the registered person to— (a) 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; (b) ensure that staff work as a team where appropriate; (c) ensure that staff have the experience, qualifications and skills to meet the needs of each child; (d) ensure that the home has sufficient staff to provide care for each child; (e) ensure that the home's workforce provides continuity of care to each child; (f) understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; (g) demonstrate that practice in the home is informed and improved by taking into account and acting on— (i) research and developments in relation to the ways in which the needs of children are best met; and (ii) feedback on the experiences of children, including complaints received; and (h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home.	30/07/2019
14: The care planning standard (1) The care planning standard is that children— (a) receive effectively planned care in or through the	30/07/2019

children's home. (2) In particular, the standard in paragraph (1) requires the registered person to ensure— (c) that each child's relevant plans are followed.	
23: Medicines (1) The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (2) In particular the registered person must ensure that— (a) medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them; (b) medicine which is prescribed for a child is administered as prescribed to the child for whom it is prescribed and to no other child; and (c) a record is kept of the administration of medicine to each child.	30/07/2019
40: Notification of a serious event (4) The registered person must notify HMCI and each other relevant person without delay if— (a) a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; (b) an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; (c) there is an allegation of abuse against the home or a person working there; (d) a child protection enquiry involving a child— (i) is instigated; or (ii) concludes (in which case, the notification must include the outcome of the child protection enquiry); or (e) there is any other incident relating to a child which the registered person considers to be serious.	30/07/2019

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: 2529667

Provision sub-type: Children's home

Registered provider: Devon County Council

Registered provider address: Devon County Council, Chief Executive's Directorate, County Hall, Topsham Road, Exeter, Devon EX2 4QD

Responsible individual: Glenn Lobb

Registered manager: Andrew Levett

Inspector

Tracey Ledder, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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E: enquiries@ofsted.gov.uk
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