

Children's homes – Interim inspection

Inspection date	13/03/2017
Unique reference number	SC000673
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Action for Children
Registered provider address	3 The Boulevard, Ascot Road, Watford WD18 8AG

Responsible individual	Catherine Joyce
Registered manager	Paul Kelly
Inspector	Michael Dack

Inspection date	13/03/2017
Previous inspection judgement	Good
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 full inspection. At this interim inspection Ofsted judges that it has sustained effectiveness. The registered manager holds overall responsibility for the two services that have long-term residential and short-breaks functions. The home currently benefits from having competent and experienced managers who operate the services in partnership with each other on a daily basis. At the last full inspection there were four requirements made. Two have been met in full and two have been partially met. The registered manager has implemented a comprehensive audit of all case files to identify accurately where current shortfalls may lie in regards to the quality of record-keeping. Once completed, appropriate actions through one-to-ones, training and team meetings will be introduced. Pathway plans are in place for every young person over 16. Transition plans in place are robust and highly appropriate given the particular needs and vulnerability of the young people concerned. One young person had returned from a college visit and had been recently viewing and assessing, with support from staff and her social worker, supported accommodation in the location of family members. The young person was observed to be in a very relaxed state of mind, interacting with staff and acknowledging that her visit today had been very good. The management team has identified further training for all staff, including casual members of the team, in safeguarding and handling medication. The registered manager has reminded staff of their responsibilities to ensure that they remain up to date and access the appropriate e-learning. Refresher training is being provided throughout March 2017. The vast majority of the staff team were undertaking 'Team Teach' on the day of inspection. The registered manager has recently completed a safeguarding e-learning module, ensuring that he is setting an example to be followed. Continuous professional development ensures that staff have the appropriate levels of knowledge in order to support their day-to-day practice in meeting the needs of children and young people. Children and young people benefit from good relationships with staff and enjoy their visits to the home. Some of the children and young people have complex needs and can be quite challenging. The staff and management team are very responsive to individual characteristics and the risks that they may well present to others, peers and adults. Practice is sound in ensuring that appropriate matching considerations are in place when deciding which children and young people visit	

the home at the same time. This means that friendships are supported and where increase in staff supervision is required this is always adhered to. Children and young people are effectively safeguarded and supported throughout their time in the home.

Children and young people are supported and encouraged to develop self-care skills. They are able to set the table for meals, completing basic household chores such as keeping their room tidy and more personal skills linked to keeping oneself clean. One young person has significantly moved on to being very involved in their pathway plan and the associated independence skills which are part of this process. The young person travels on foot independently each day to school and back, increasing her confidence, promoting self-esteem and enabling her to make decisions. Another child has made very good progress and is responding well to a consistent level of care. His social worker said: 'He is responding to boundaries, he likes routines and he is getting better at waiting. He is in a secure environment with people who know his needs.'

Children and young people are provided with warmth and care that respectively meet their emotional and physical needs. Staff are knowledgeable and fully aware of individual characteristics, ensuring that the children and young people are valued and respected. There is an array of certificates located in the dining/kitchen area to celebrate their achievements. One young person enthusiastically showed me his room. On display were numerous certificates and photographs celebrating achievements and showing him proudly with family members. A sense of family identity and an array of positivity were evident in his living environment, which he was clearly very happy about.

The home is still going through a period of change, with challenges ahead. However, the management team and staff are currently engaged in this process and are aware that further improvements are required, as detailed in the three requirements made.

Information about this children's home

The home is run by a charitable organisation and is registered for the care and accommodation of up to five children or young people who have learning disabilities to live permanently, and for up to five children who have learning disabilities to have short breaks.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/12/2016	Full	Good
18/03/2016	Interim	Sustained effectiveness
25/01/2016	Full	Good
03/03/2015	Interim	Sustained effectiveness

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meet(s) 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
14: In order to meet the care planning standard, with particular reference to care plans being clearly recorded, the registered person must ensure that children: (1)(a) receive effectively planned care in or through the children's home.	25/04/2017
The registered person must maintain records ('case records') for each child which: are kept up to date. (Regulation 36(1)(a)) In particular, this relates to ensuring that all records are accurate, dated and signed by the person making them.	25/04/2017
The registered person must keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revision and send HMCI a copy of the revised statement of purpose within 28 days of revision. (Regulation 16(3)(a)(b))	25/04/2017

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

Information about this inspection

Inspectors looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference that adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition, the inspectors 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.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'.

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