

Children's homes inspection - Full

Inspection date	07/07/2015
Unique reference number	SC000802
Type of inspection	Full
Provision subtype	Children's home
Registered person	Arronbeth Ltd
Responsible individual	Mr J Binks
Registered manager	Mr S Stainsby
Inspector	Mr N Murphy

Inspection date	07/07/2015
Previous inspection judgement	Sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Requires improvement
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.	
how well children and young people are helped and protected	Requires improvement
the impact and effectiveness of leaders and managers	Requires improvement

SC000802

Summary of findings

The children's home provision requires improvement because:

- Damage to furniture and fittings is not repaired quickly enough.
- The home does not always engage effectively at a senior level with other agencies.
- The auditing of medication arrangements falls short of the home's policy.
- Some aspects of risk assessment in relation to young people are weak.
- Formal supervision of staff does not always happen when it is supposed to.
- The quality of internal and external monitoring of the home's performance falls short of what is required.
- Part-time members of staff do not have the required qualification and there is no plan in place to achieve this.
- Staff do not consistently challenge other agencies when their contribution to keeping young people safe or promoting their welfare is ineffective.

The children's home strengths:

- The home has met all the recommendations made at the last inspection. This indicates some capacity for improvement.
- Relationships between staff and young people are good. They form the basis for productive work with young people which has helped them to develop greater confidence in their own abilities.
- Overall, young people make good progress in relation to their starting points. Staff show initiative in overcoming barriers to young people's development.
- Staff are effective in moving young people on from the home, preparing them for return home or independence and providing ongoing support.
- The home's practice is sufficiently robust to ensure that young people are protected from harm.

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 meets 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 with the given timescales.

Requirement	Due date
6. The quality and purpose of care standard: In order to meet the quality and purpose of care standard with particular reference to repairing damage promptly the registered person must: (2)(c)(i) ensure that the premises used for the purposes of the home are designed and furnished so as to meet the needs of each child.	22 August 2015
8. The education standard: In order to meet the education standard with particular reference to enlisting the support of the virtual school head the registered person must ensure that staff: (2) (vi) 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.	22 August 2015
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23(1)) In particular this relates to audits of medication being carried out in accordance with the home's policy.	22 August 2015
12. The protection of children standard: In order to meet the protection of children standard with particular reference to risk assessments both in relation to children who may be coming to live at the home and the risk of children going missing the registered person must ensure that	22 August 2015

staff: (2)(a)(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.	
11. The positive relationships standard: In order to meet the positive relationship standard with particular reference to supervision of staff, the registered person must ensure that staff: (2)(x) are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same.	22 August 2015
The registered person must ensure that an independent person visits the children's home at least once each month, and: (4) The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether— (a) children are effectively safeguarded; and (b) the conduct of the home promotes children's well-being. (Regulation 44(1) and (4)(a) and (b))	22 August 2015
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. The system must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45(1) and (5))	22 August 2015
The registered person must ensure that an individual who works in the home in a care role has the appropriate qualification, specifically that there are plans for part time staff to achieve this qualification by the relevant date. (Regulation 32 (4)(a) and 6(b))	22 August 2015
5. Engaging with the wider system to ensure children's needs are met: In order to meet the engaging with the wider system standard	22 August 2015

with particular reference to ensuring that independent interviews take place when a child returns from going missing the registered person must ensure that staff: (b) seek to secure the input and services required to meet each child's needs; (c) 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.	
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Full report

Information about this children's home

The home accommodates up to four children with emotional and/or behavioural difficulties. It is operated by a private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/12/2014	Interim	Sustained effectiveness
08/05/2014	Full	Adequate
27/08/2013	Interim	Inadequate Progress
30/04/2013	Full	Adequate

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	requires improvement
Staff relate well to young people, and young people appreciate the care the home provides. One young person said, 'I like the staff, the food is good, the rules are OK.' Staff's persistence in trying to engage them, when they lack confidence or self-esteem, results in noticeable improvement in their presentation. The quality of relationships also builds trust. This enables staff to do constructive work with young people and help them to work towards the objectives in their care plans. A social worker said, 'The young person has relationships with people now. They are engaging better with education, and their vulnerability has reduced. This is down to the staff, they are pretty much doing my job for me.' In school, young people make good progress compared to their position when they came to the home. A headteacher said of one young person, 'We were having a right battle with them, but their whole demeanour is better, we now have a chance with them, the hoodie is down, there is a smile on their face, their self-care skills have really come on.' Generally, school attendance has improved although there are still times when young people refuse to go. Staff have daily contact with schools to check on attendance and behaviour, working cooperatively with teachers to make each day a success. The same relationship has not always been established with the placing authority's virtual school head. This hinders the taking of prompt action at a senior level to remedy any shortfalls in education provision. Nevertheless, staff are proactive in negotiating alternative provision for young people who are disaffected with school. For example, they have achieved success in finding a college place for one young person which will better suit their abilities and preferences. Following a recommendation made previously, staff are better at consulting with young people about their plans. Some young people do not like formal consultation, so instead staff will talk to them more informally about their plan and record it as a key working session. Similarly, young people often choose not to engage in formal group meetings about the home and how it runs. Staff therefore do individual consultation, asking young people their views and acting on suggestions where possible. One young person said, 'I was asked about how I would like my room painted, so I chose the colour.' Young people are in good health. Staff give them sound advice on healthy lifestyles, encouraging physical activities such as mountain biking. They work with other agencies, for example, child and adolescent mental health services, to address issues such as self-harm. Arrangements for medication are generally	

satisfactory, although stock levels are not audited at the intervals prescribed in the home's policy. This introduces the possibility of error.

Staff encourage young people to do things for themselves, from cooking to washing their own laundry. This helps them to prepare for when they leave the home. Staff provide planned support for a period of time for those young people who move into their own accommodation. This helps them over the critical period when they are finding their own way in the world. The partnership that staff develop with parents is important for young people who are returning to live with family. Staff support increasing levels of contact, often from a position where family relationships have broken down. They ensure that it is safe, and advise parents or carers on how to deal with challenging behaviour. This work provides a sound basis for successful rehabilitation.

The home is reasonably well furnished, clean and comfortable. Sometimes, decoration and fixtures such as wall pictures are damaged by young people and not repaired or replaced for several days. This gives a poor impression and invites further damage.

	Judgement grade
How well children and young people are helped and protected	requires improvement
Young people confirm that they feel safe. Staff have a good awareness of each young person's particular needs and what might make them vulnerable. They complete written risk assessments prior to a young person coming to live here, using information provided by placing social workers. These risk assessments fail to include consideration of the potential impact of the new young person on the existing group, and vice versa. This makes it more difficult to ensure that the home is a good match for the young person's needs, and that the safety or welfare of young people already here is not compromised. The home has addressed a recommendation from the last inspection to put in place an e-safety policy. This is comprehensive, providing practical guidance for staff in how to keep young people safe while allowing them access to the internet and social media. Young people who at one time were at risk of child sexual exploitation are better protected as a result of living here. The number of times when young people go missing from the home has also reduced. Risk assessments outline the actions that staff will take both to prevent these incidents and respond when they occur. A weakness of these assessments is that the timescale within which staff will report an incident to the police is not clear. It is therefore difficult for staff to know how	

quickly to raise the alarm according to each young person's particular vulnerability. In addition, it is rare that young people who return to the home after going missing are provided with the opportunity of an interview by an independent person. Such interviews are important safeguards for young people. Although they are the responsibility of the placing authority, the home should challenge social workers when they do not happen.

The good relationships between staff and young people form the basis for effective behaviour management. Staff act consistently in setting and applying reasonable expectations of young people and how they should behave. There are still outbursts of challenging behaviour, but these are less frequent than previously. A member of staff said, 'One young person still tries to get their own way but they have learnt how to negotiate and relate better to people.'

	Judgement grade
The impact and effectiveness of leaders and managers	requires improvement
The Registered Manager has been in post for a number of years. He is suitably qualified and experienced. He keeps up to date with developments in practice through attendance at a local providers' group. He also works a number of shifts directly with young people, and undertakes the same training refreshers as the other staff. In general, the training available to staff keeps their skills and knowledge sharp and is updated as necessary. For example, the staff group are about to undertake e-safety training delivered by the Local Children Safeguarding Board. All full-time staff are qualified to the required standard. Part-time staff work only very occasionally, but are not qualified. There are no timescales for achieving qualification, meaning that young people may be looked after by staff who have insufficient ability. Staff say they get good support from leaders and managers. They receive formal supervision which is of reasonable quality, the agenda for each session focusing on children. The home's policy states that supervision should take place monthly, but this does not always happen. The Registered Manager acknowledges that these arrangements can be ad hoc. This lack of focus on making sure that supervision happens consistently means that staff do not always have the opportunity to reflect on their practice or have it challenged by managers. Monthly summaries on each young person record the progress that they make and areas where additional work is needed for improvement. Staff are able to identify how young people have developed since they came to the home, and to make the link between what the home does and good outcomes. A member of staff	

commented, 'Young people know that they can rely on us, they know they will get the truth from us, and they understand the boundaries we put in place. This keeps them safe and helps them to manage setbacks better.' Additionally, the home has recently begun to record exit interviews with young people who move on. This is a useful development which provides helpful feedback on the home's effectiveness and ways in which it might improve.

An independent person visits monthly. Reports of these visits do not clearly set out the visitor's opinion in respect of whether the home is safeguarding young people effectively or how well it is promoting their well-being. The Registered Manager's own monitoring reports describe the process of how the home consults with young people, parents and social workers, but not the outcomes. These shortfalls in both external and internal scrutiny mean that it is less effective in assessing the home's performance in meeting young people's needs, keeping them safe and promoting their development.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

Information about this inspection

Inspectors have 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 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 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 who it is trying to help, protect and look after.

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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