

Children's homes – Interim inspection

Inspection date	01/03/2017
Unique reference number	SC003792
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Lifeworks Charity Limited
Registered provider address	Blacklers Park Road, Dartington Hall Estate, Totnes, Devon TQ9 6EQ
Responsible individual	Tina Tozer
Registered manager	Andrew Edwards
Inspector	Guy Mammatt

Inspection date	01/03/2017
Previous inspection judgement	Requires improvement
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 to require improvement at the full inspection. At this interim inspection, Ofsted judges that it has improved effectiveness. At this inspection, the inspector reviewed the home's progress against meeting the requirements made at the full inspection in November 2016 and the safeguarding arrangements for young people. The manager has successfully addressed all of the requirements. Staff now provide personalised care that meets each young person's needs. With the agreement of families, night-time checks on young people have been revised to ensure that they are not unnecessarily disturbed throughout the night. Individualised plans ensure that staff consistently implement the correct procedure. There is now a clear audit trail of follow-on evidence from incidents and accidents involving young people. The incident report for staff has been revised to include 'stated timescales' for all notifications to the lead professional at the young people's placing authority. The manager's auditing systems include reviewing data of the number of working days between the incident and the lead professional being informed. As a result, he can identify and promptly address any discrepancies. The home's workforce provides an improved continuity of care. The use of agency staff to cover staffing shortfalls reduced to 5% in January 2017. The manager is able to demonstrate that when occupancy has increased the use of agency staff has not increased alongside. He reports that agency staff are involved in briefing meetings at the beginning and end of their shifts. The staff members who work at the home regularly will also be provided with formal supervision. There is now an effective system to monitor and record the stock balance of all young people's medication. The deputy manager has implemented a system that records the daily running totals of medication as well as information about administering the dosage. The manager no longer uses agency staff from overseas unless he can be provided with an overseas police criminal record check or a certificate of good conduct. Currently, the agency cannot provide the required details. Therefore, until this is resolved, no workers from overseas are at the home working alongside young people. The manager ensures that significant events relating to the welfare and protection	

of young people are notified to Ofsted. A medication error has been reported in a timely manner since the previous inspection.

The manager has obtained a local authority care plan for one young person who lives at the home permanently. Further updates have been arranged and will be finalised pending the outcome of an investigation by the social worker.

The frequency of staff using physical restraint continues to significantly decrease. The manager and his team have successfully retrained the staff and adapted their culture to move away from the need to restrain a young person unless it is absolutely necessary. There have been two incidents since the last inspection. Both were proportionate and are clearly recorded. The manager's follow-up review of the incidents has been excellent. He arranged a multi-agency meeting to discuss the behaviour and an advocate to meet with the young person involved. The manager recognised that the young person's out-of-character behaviour is an expression that they are unhappy about something. He sourced a speech and language therapist to help the young person to communicate their feelings in an attempt to reduce any further distress.

There have been no young people reported as missing from staff's care since the last inspection. The manager reported that there have been no child protection concerns, allegations against staff or complaints received during the same period.

Information about this children's home

The home is run by a charitable trust, providing care and accommodation for children and young people on both a long-term basis and for short breaks. The home provides six short-break and four residential placements for children and young people who may have learning disabilities, physical disabilities or a sensory impairment.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/11/2016	Full	Requires improvement
17/03/2016	Interim	Improved effectiveness
16/09/2015	Full	Requires improvement
12/03/2015	Interim	Improved effectiveness

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 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 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 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.

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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