

SC004085

Assurance visit

Information about this children's home

This children's home is run by an independent charitable organisation. The organisation provides a short-break service for up to four children with sensory impairment, physical and/or learning disabilities. Day care, for additional children, is provided on the same premises.

The registered manager has been in post since December 2013.

Visit dates: 3 to 4 November 2020

Previous inspection date: 13 August 2019

Previous inspection judgement: Good

Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The care of children

Children are well cared for. Parents are unanimous in saying that their children receive good care and support. A parent said, 'My daughter is safe and cared for by staff who know her well.' Parents identify the positive outcomes for their children as a result of staying at this short-break service. A parent said, 'My son loves it there. He enjoys the social environment and his confidence has improved.' At this assurance visit, the inspector observed staff providing children with sensitive, warm and genuine care.

Children enjoy a wide range of activities when they come to stay. These include arts and crafts, baking, music and dancing, walks and going to the cinema. Parents say that their children thoroughly enjoy the activities.

Leaders and managers have taken effective action in relation to COVID-19. Staff place the children's health and safety at the centre of their practice. Parents and social workers spoke positively about the measures that staff have taken to keep the children, and visitors, safe.

Due to the children's complex support needs, some children need to be monitored during the night. Children's plans and risk assessments identify the need for the use of a camera. However, some plans and risk assessments have not been signed by parents and social workers to confirm their agreement.

The registered manager has recently reviewed the type of monitoring device that is used to monitor children at night. As a result, all bedrooms have been fitted with fixed cameras. However, some children who sleep in these bedrooms do not require close monitoring. The registered manager said that the cameras are not used for these children. However, a fixed camera is in place, and this may impose on the privacy and dignity of the children.

The safety of children

Children are safe. This is echoed by parents and social workers who have not raised any concerns about their children's safety and well-being. Since the inspection in August 2019, there have not been any referrals made to the designated officer or children's services.

Restraint is rare and is used as a last resort to keep children safe. Most restraints are low-level interventions. The registered manager ensures that she undertakes a comprehensive review of all interventions, incidents and accidents and looks for triggers and trends.

Leaders and managers ensure that an effective selection and recruitment process safeguards children.

Leaders and managers

This short-break service is managed effectively by a permanent, experienced and qualified registered manager. The registered manager ensures that staff receive regular supervision. Staff said that they feel well supported and that they feel listened to.

The registered manager has recently undertaken a comprehensive review of the quality of care. However, the review does not include the children's views or actions to improve or maintain the quality of care provided for children.

Leaders and managers take effective action in relation to medicine errors. They ensure that a detailed investigation is undertaken, and lessons are learned. The registered manager takes effective action to address staff poor performance and responds to complaints effectively. She ensures that detailed records are kept, demonstrating a good audit trail.

Social workers and parents speak highly of the care and support the children receive. They said that there is good communication between them and the staff, and this results in positive outcomes for children.

The requirement made at the inspection in August 2019, relating to children's records, has been reinstated, as this was not reviewed at this assurance visit.

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
24: Monitoring and surveillance The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the child's placing authority consents in writing to the monitoring or surveillance;	31/03/2021

so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance; and the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. (Regulation 24 (1)(a)(b)(c)(d))	
36: Children's case records The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. Case records must be kept— if the child dies before attaining the age of 18, for 15 years from the date of the child's death; in cases not falling within sub-paragraph (a), for 75 years from the child's date of birth; securely in the children's home during the period when the child to whom the case records relate is accommodated there; and in a secure place after the child has ceased to be accommodated in the home. (Regulation 36 (1)(a)(b)(c)(2)(a)(b)(c) and (d))	31/03/2021
45: Review of quality of care 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. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—	31/03/2021

the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and

any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.

The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.
(Regulation 45 (1)(2)(b)(c) and (5))

Children's home details

Unique reference number: SC004085

Registered provider: Diverse Abilities Plus Ltd.

Registered provider address: Barnabas Project Centre, 13-15 Manor Avenue, Poole, Dorset BH12 4LB

Responsible individual: Jonathan Seaward

Registered manager: Amiee Barnett

Inspector

David Kidner, Social Care Inspector

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