

Children's homes inspection - Full

Inspection date	07/12/2015
Unique reference number	SC004085
Type of inspection	Full
Provision subtype	Children's Home
Registered person	Diverse Abilities Plus Ltd.
Registered person address	Barnabas Project Centre, 13-15 Manor Avenue, POOLE, Dorset, BH12 4LB

Responsible individual	Jonathan Seaward
Registered manager	Amiee Barnett
Inspector	Mr Chris Golbourn

Inspection date	07/12/2015
Previous inspection judgement	Improved Effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
How well children and young people are helped and protected	Good
The impact and effectiveness of leaders and managers	Good

SC004085

Summary of findings

The children's home provision is good because:

- Parents are fully confident and reassured that their children and young people are looked after by a knowledgeable and committed staff team.
- The home is well managed. The Registered Manager is well qualified and supported by two competent deputy managers.
- Working practices are very child centred and consistent, they focus on enhancing children and young people's quality of life whilst at the home, and when re-joining those parents and carers with whom they live.
- Safeguarding children and young people is a priority in the service. Risks are managed well, being recognised, recorded and understood by staff members, who regularly review and update plans for individual children and young people.
- Effective communication between schools, colleges and families and other professionals, involved in the care of the children and young people is good. Records of communications are well logged and very detailed.
- Transitions of children and young people between the service and school or home are well managed in a consistent way to ensure that stress to children or young people is minimised. Staff ensure consistency endures for children and young people at this service as it does at home or school.
- Relationships between staff and children and young people are very good. Children and young people's behaviour is managed really well. Planning is detailed ensuring young people are matched well and compatible with each other during their time in the home.
- Health needs of young people are prioritised, staff receive, and use, specialist training to meet the individual needs of children and young people. Robust procedures for medication or clinical needs are followed, as they would be at home.
- Leadership and management of the staff team is good ensuring all services provided to children and young people are of a good standard and the home is effectively run. A number of administrative shortfalls have been identified at this inspection. They do not have a negative impact on the care or safety and wellbeing of children and young people using this service.

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 of purpose and care standard (2) (1) requires the registered person to— (vii) provide to children living in the home the physical necessities they need in order to live there comfortably; (Regulation 6 (2) (1) (vii))	15/2/16
7. The children's views, wishes and feelings standard In order to meet the children's views wishes and feeling standard (2) In particular, the standard in paragraph (1) requires the registered person to— (b) ensure that each child— (iii) is given appropriate advocacy support; (Regulation 7 (2)(b)(iii))	15/2/16
Regulation 16. Statement of purpose (1) The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1. (3) The registered person must— (a) keep the statement of purpose under review and, where appropriate, revise it; and (b) notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (4) If a home has a website, the registered person must ensure that a copy of the statement of purpose is published on that website unless the registered person considers that such publication would prejudice the welfare of children in the home. In particular: Schedule 1 Protection of children	15/2/16

16. A description of the home's approach to the monitoring and surveillance of children. 17. Details of the home's approach to behavioural support, including information about— (a) the home's approach to restraint in relation to children; and (b) how persons working in the home are trained in restraint and how their competence is assessed. (Regulation 16(3)(a)(b)(4) (Schedule 1 - (16) (17) (a) (b))	
Regulation 22: Contact and access to communications (1) The registered person must ensure that suitable facilities are provided within the children's home for any child accommodated there— (3) Subject to paragraph (5), the registered person must ensure that children are provided at all reasonable times with access to the following facilities which they may use without reference to persons working in the home— (a) a telephone on which to make and receive telephone calls in private; and (b) facilities to send and receive post and, if the necessary facilities are provided for the use of children, electronic mail, in private. (4) The registered person must ensure that a disabled child accommodated in the home is provided with access to such aids and equipment as the child may require as a result of the child's disability in order to facilitate the child's communication with other persons. (Regulation 22 (1)(3)(a)(b) (4))	15/2/16
Regulation 24: : Monitoring and surveillance (1) The registered person may only use devices for the monitoring or surveillance of children if— (a) the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; (b) the child's placing authority consents in writing to the monitoring or surveillance; (c) 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 (d) 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))	15/2/16
Regulation 34. Policies for the protection of children	15/2/16

(1) The registered person must prepare and implement a policy which— (4) The registered person must prepare and implement a policy ("the missing child policy") setting out— (b) the procedures to be followed, and the roles and responsibilities of persons working at the home, in relation to a child who is, or has been, so absent. (5) Before implementing, or making an amendment which the registered person considers to be substantive to, the missing child policy, the registered person must— (a) consult, and take into account the views of, each relevant person; and (b) have regard to any relevant local authority or police protocols on missing children. (6) The registered person must keep under review and, as necessary, revise the home's child protection policies. (Regulation 34 (1) (4) (b)(5) (a) (b) (6))	
Regulation 43: Appointment of independent person (1) The registered provider must appoint, at the registered provider's expense, a person ("the independent person") to visit and report on the children's home carried on by the registered provider. (3) Subject to paragraphs (4) and (5), the registered provider may not appoint the following as an independent person—(f) the responsible individual (if one is nominated); (Regulation 43 (1) (3)(f))	15/2/16

Full report

Information about this children's home

The home is a short break residential home for children and young people with severe physical and/or learning disabilities. It is run by an independent not-for-profit charitable organisation working to meet the needs of children with physical and learning disabilities. It is registered to provide care for up to seven children or young people at any one time. Day care is also provided.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/02/2015	CH - Interim	Improved Effectiveness
06/08/2014	CH - Full	Good
04/02/2014	CH - Interim	Inadequate Progress
31/05/2013	CH - Full	Good
04/02/2013	CH - Interim	Good Progress
01/10/2012	CH - Full	Good
24/01/2012	CH - Interim	Good Progress
09/08/2011	CH - Full	Satisfactory
14/03/2011	CH - Interim	Good
27/07/2010	CH - Full	Good
11/01/2010	CH - Interim	Good
09/06/2009	CH - Full	Good
27/01/2009	CH - Interim	Good
29/07/2008	CH - Full	Good
05/02/2008	CH - Interim	Good
26/09/2007	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
The home is well managed, the Registered Manager has been in post for 3 years, and is well qualified. She is supported by two competent deputy managers. They have adopted the relevant, revised quality standards guidance and new legislation which has been incorporated into staff practices accordingly. As a result there is a strong focus on safeguarding and positive outcomes and experiences for young people. Before any admission, the staff team work in close partnership with children and young people, their parents, carers and lead professionals to conduct initial impact risk assessments. It covers every aspect of a child's needs such as medication, clinical care, physical adaptations and diet. It also assesses the individual's likes and dislikes in entertainment, and social activities. This is then considered against the other children and young people who are accessing the service and how this may affect them. Risk assessments and placement plans are closely followed and regularly reviewed and updated depending upon the complexities and changing needs of individual children and young people. Staff manage the needs of children and young people well and are aware that needs can change frequently. Staff communication with parents and carers is very good. One parent says, 'They always check with me before anything happens, this is a home from home. I and my husband can relax'. Induction into the home for children and young people is managed through the 'getting to know you' process. This usually involves staff meeting the child at home, visits by the child to the home for tea or evening or weekend visits. This is planned for a day when there may be other children there who are known to the child. This is followed by a planned overnight stay. As a result, when children and young people access the service they are already familiarised with the home and anxieties are lessened. Staff are also fully prepared to meet their needs. When use of the service has been commissioned, parents and carers make their own arrangements through a planned booking schedule, this is well managed by the staff through a pre-arranged priority system, which considers the children and young people's care package allocations, compatibility and support needs. This is included in the homes statement of purpose. Staff provide a warm and supportive environment, where children and young people enjoy staying, and parents and carers report they feel relaxed knowing that their children are being well and safely looked after. One parent says, 'I think this is a wonderful place; my daughter has been coming here for eight years. I have total faith and trust in the staff, she is happy when she is here.'	

Staff work collaboratively with the children's school on any programme which has been put in place to support their education health and care plan (EHC). Staff prepare the children for school, greet them in a positive joyful way, when they return.

Young people's learning opportunities at the centre are good. Staff encourage an ethos of choice and responsibility in the children and young people. They are able to choose their meals, and are supported to choose leisure activities. Staff also motivate them to be responsible in their decisions and to take account of the needs of others as well as themselves. As a result children and young people successfully access facilities in the community and visit local attractions and events.

Staff proactively seek the views of parents and carers through personal contact and the distribution of written feedback forms. Parents and carers often send thank you cards to the staff expressing how they feel about the home and the service it provides; one parent says, 'To all at (*the home*), just a little thank you for all your care. It's good to be involved with people who actually do care' another says, 'You have all made 'X' journey with us so much more fun. Thank you all for everything you have done.'

Children and young people's link workers communicate with the children about the home and care they receive on a regular basis. Feedback is shared with parents and placing authorities. There is also formal consultation with each child and young person annually. As a result children and young people, parents and carers and professionals involved in their care feel that they are listened to and can inform and influence the care provided by the service.

Staff are well trained; if physiotherapy or specialist therapy are required for children and young people staff are trained and supervised by the relevant professional person. Training is then reviewed at regular intervals according to the child or young person's needs. Staff members confirm they are provided with all appropriate training opportunities, and receive regular supervision and support. The staff meet the complex and changing needs of children and young people in their care.

Staff are very aware of individual children and young people's own faith or religion and enable them to observe the customs and beliefs in their own way. Staff members are sensitive to the needs of children and young people. They communicate, encourage, and attend to their individual needs; caring for them with respect and dignity. Examples of this are bedtimes and mealtimes which are planned well for each young person, and enjoyed by the children and young people with staff who know them well.

Children and young people may receive visitors at any time. Parents are asked to give a contact number while the child is staying at the home as they sometimes travel out of the area during this time. Those children and young people who are able also bring mobile telephones with them to the home. A shortfall has been identified in this area as the home must also provide access to a telephone that children can use privately. The home must also ensure that a disabled child accommodated in the home is provided with access to such aids and equipment as the child may require as a result of the child's disability in

order to facilitate the child's communication with other persons. A requirement is made to address this.

The home is located in a residential area and is adjacent to other services provided by the wider organisation. Generally the home is well appointed, with appropriate aids and adaptations to support and assist the care, health and mobility of children and young people using the service. It is also meticulously clean. However the home is in need of updating, redecorating and refurbishment. In the ground floor living areas, walls and other painted areas look tired, carpets and soft furnishings are also well worn. Kitchen cabinets and doors are damaged and have not been repaired. The prominence of fire signage and fire equipment throughout the upper and lower hallway areas in the home detracts from the otherwise homely feel to the house. A requirement is made to address this.

The sleeping accommodation for young people are good, and in a much better state of repair. The rooms are decorated in different themes. Young people personalise their rooms when they come to stay. This is encouraged by staff who place personal items belonging to the children and young people in their rooms before they arrive, and store them when they leave. There is a long term plan to rebuild, refurbish and decorate the home and this is included in the home's development plan.

	Judgement grade
How well children and young people are helped and protected	Good
Children and young people are safe in the home. Recruitment procedures are robust, and regular checks carried out on new and existing staff members. Staff protect young people well from harm, abuse and neglect. Staff members have completed effective training in safeguarding, child protection and child sexual exploitation in particular. Their knowledge and application of these skills and principles is very good. At the time of the inspection, there are no safeguarding concerns and the environment has all the necessary facilities to keep children and young people safe. A social worker says, 'safeguarding is at the forefront of what they do in the home, if there are any concerns they are very thorough in communicating them, the information provided is very detailed, they are great at what they do'. Therefore children and young people are protected from harm and their safety and wellbeing is not compromised. The child protection and safeguarding policies are good with some minor omissions. They support effective partnership working with parents, carers and placing local authorities. The staff maintain a strong focus on keeping young people safe; particularly with regards to training and procedures for manual moving and handling. Partnership working with the local designated officer (LADO) is reported as good. They say, 'our local authority is a	

significant user of the service, I have a very good rapport with the management and staff, I have no concerns whatsoever about their practice or management of allegations, there have been no complaints from parents or carers or professionals, it is a good service'. Since the last inspection there have been no safeguarding incidents in the home. Staff are vigilant in their supervision of young people and as a consequence, few critical incidents occur.

Sanctions for children and young people are very rarely used or deemed to be appropriate. Their challenging behaviour is managed through behaviour management plans specific to each child or young person. Restraint is rarely used and is only used as a last resort, then only as part of agreed behaviour plans or in cases of significant safety concerns. However, the record of restraint does not always include the children's views on the incident of restraint, or if any independent advocacy has been offered to them to assist with this. The statement of purpose needs to be updated to reflect this. The preferred model of behaviour management and the training levels and qualifications of staff members needs to be added also. Requirements are made to address this.

Since the last inspection, there have been no reports of children and young people going missing from the home or absenting themselves without permission. No child or young person has been involved, or suspected of being involved, in child sexual exploitation.

Further administrative shortfalls have been identified, in relation to the home's statement of purpose and policies to protect children. Both audio, and when required, video monitoring are used for monitoring and surveillance. However during the inspection no specific policy for the use of closed circuit television or video monitoring could be provided. Secondly, the missing children policy makes no reference to the statutory guidance on children who run away or go missing from home or care or to independent return home interviews being offered to the child or young person upon their return to the home. Requirements are made to address these deficits.

There is a comprehensive complaints procedure in place in the home. Since the last inspection there has been one complaint. This was investigated by the Registered Manager to the satisfaction of children and young people, parents and carers. As a result parental confidence was maintained and a solution found which meant that minimum disruption was caused to children and young people.

Health and safety practices and procedures in the home are of a very good standard with all appropriate checks and monitoring conducted within the required time frames. Fire evacuation drills have been appropriately practiced and recorded. Staff work very closely with community nurses who train them in key procedures such as gastric feeds, the management of epilepsy and administration of medication. All staff are first aid trained. As a result care practices around the safety, health and wellbeing of children and young people are safe.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
The Registered Manager has been in post since February 2014, she is a highly qualified, experienced manager and practitioner, with experience in working effectively with children, young people and adults living with disabilities. This enables her to manage the home effectively. Since the last inspection managers have addressed the one requirement and the three recommendations made. There is a clear commitment from leaders and managers to continually improve the home and services it provides for children and young people. The leaders and managers of the home are well regarded by parents and carers, children and young people and professionals working with the home. One parent says, 'I have through my child's needs seen other short stay providers in the past, they could not cope with the complex needs, this is the best, the manager and the staff deserve a lot of praise'. All staff have regular supervision and performance reviews from the managers of the service. Training is relevant to the needs of the children; for instance, in the management of a particular disability, or to enhance the overall skill level of the staff team. Team meetings are held weekly and are well recorded; they are used reflectively to review house and practice issues and any training needs. As a result safe care and positive practices are actively encouraged by managers. Staffing arrangements are made on a ratio of two children to one child support worker. Where there are specific needs identified extra staff are made available to cover some or all of a child's stay. Every shift is managed by a lead support worker, who has additional training in medical issues, and who is experienced in care. Support workers who are awake through the night effectively ensure the continual safety and wellbeing of the children and young people. If young people need specialist intervention, a one to one trained person may sleep in to be on call specifically for that young person. Collaborative working is part of the ethos and culture of the home. This was observed internally in observation of hand over meetings and management discussions, and externally through the accolades made by parents, carers and local authority professionals. A social worker says, 'The home is really good, the respite they provide is thought very highly of by parents. Young people are looked after really well, the continuity of their care is unbroken'. There are a number of quality assurance mechanisms in place. The leaders and managers in the home conduct some daily, weekly and monthly audits of the home's systems and records. Placing commissioners conduct quality assurance audits. The Registered Manager completes a six-monthly review. Practice in the home is well monitored. The role of the independent visitor in the home is carried out by the responsible individual. This does not comply with regulatory requirements. Arrangements to address this shortfall were being	

actioned during the inspection. A requirement is made to ensure that there is external, independent scrutiny of the service.

This is a good short break service. The Registered Manager leads by example and demonstrates a passion for the safety and care of the children and young people using the service. Staff emulate this and show high levels of commitment towards them too. The team strive to make continued improvements to the lives of children and young people.

The administrative deficits identified at this inspection do not have a negative impact on the safety and wellbeing of children and young people using this service. The Registered Manager implemented actions to address shortfalls during the inspection.

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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