

Children's homes – Interim inspection

Inspection date	03/02/2017
Unique reference number	SC005041
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Daisybrook Limited
Registered provider address	5th Floor, Metropolitan House, 3 Darkes Lane, POTTERS BAR, Hertfordshire EN6 1AG

Responsible individual	Mark O'Donnell
Registered manager	Lee Vaughan
Inspector	Michelle Spruce

Inspection date	03/02/2017
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 last full inspection. At this interim inspection Ofsted judges that it has improved effectiveness. The manager has taken action to address the four requirements made at the last inspection in June 2016. Children and young people now have access to Wi-Fi. There is also a touch screen monitor for those who prefer to use the screen rather than the keyboard. As a result, there is better access to the internet to help children and young people enjoy games and music of their choice. The manager has appraised all staff. This ensures that staff receive feedback on their personal development and practice. As a result, children and young people continue to receive good quality care. All children and young people now have the appropriate records on file in relation to their education. As a result, staff are better advised of the support children and young people require regarding their health and education. When children and young people choose to donate their clothes or belongings and receive cash payments for them, the manager now makes sure that there is a record of the money recorded on children and young people's files. This helps to keep track of their finances and protects them against financial abuse. Children and young people are consulted with about how they wish to recycle or donate their belongings. As a result, they actively contribute to their community and chosen charities. Further improvement has been made since the new manager took over the post in June 2016. Children and young people continue to benefit from their settled care placement. There have been no admissions or discharges since the last full inspection in June 2016. The short break service continues to offer children and young people the opportunity to spend time at the home to enjoy activities and give their parents/carers a break. The staff and the manager continue to work in excellent partnership with the health professionals to make sure that the complex needs of children and young people are appropriately met while they are on their short break. Staff are provided with training specific to meeting the needs of each individual. They work closely	

with the school nurses, social workers and parents to make sure that the children and young people who access the short breaks get the best out of their experience, regardless of their complex needs.

There is no impact risk assessment for a young person who is now an adult to show how the risk is managed while he remains resident. The manager actively sought a college placement for the young person since he left school in July 2016. The young person is now accessing college on a weekly basis. As a result, the young person is continuing to improve his educational learning experience and has positive social experiences with other young adults.

The previous registered manager resigned in June and has since taken a part-time post as the designated coordinator for children and young people's views. She has improved communication systems for children and young people to express their views. There is now a locked letter box that helps children and young people give their views and opinions directly to the coordinator. This ensures that children and young people are consulted with, and have their say, in their own preferred style of communication.

The manager and staff have improved the way they log house meetings for children and young people. The minutes are now provided in Widget and photograph form. This helps children and young people to understand what has been discussed in the meetings. This form of presentation provides a child-friendly way of including all children and young people, to gain their views, wishes and feelings. As a result, they influence the running of the home they live in.

All internal doors now have self-closing sensors that activate when the fire alarm goes off. Fire safety has improved because fire doors are less likely to be propped open. As a result, the risk of fire spreading in the event of a fire is significantly reduced.

The manager has changed the format of the form used to record supervision. There is now an additional element that provides a common theme to all supervisions. For example, all staff are asked to answer three set questions that cover safeguarding, the quality of the service provision and what can be improved. This makes it easier to gather information relevant to their role, and helps them to discuss practice.

Meetings for night staff now take place on a monthly basis. There is a planned matrix that shows when night staff meetings will take place. As a result, night staff feel valued and important in influencing the home, and the care that is provided for children and young people.

Emergency medical health folders are now in place. They provide crucial information about each child/young person, which may be required in an emergency. Following an emergency call, a paramedic commented on the effectiveness of the information provided to them and said, 'How well set out and

informative the emergency medical file is. It was easy to read and gave all relevant information.'

Improvement has been made to recording key-working sessions. The records are now more tailored towards each child or young person. For example, the records are provided in the preferred communication style of the children and young people, and topics that are not relevant, such as food likes and dislikes, are now removed. As a result, the records are much easier to complete and are more relevant to each individual.

Children and young people's risk assessments are in the process of being updated. The old format has changed. The new one is clear and relevant to the children and young people.

Staff recognise that children and young people are making good progress and have positive experiences while accessing the service. A staff member said, 'He has now improved his communication in Makaton. This is because all staff use Makaton to communicate with him. He has a better understanding and is socialising. Before he had lots of negative behaviours but they have got better. He is settled here in a permanent placement.'

Children and young people who access the short breaks are more settled since they have had an established programme of visits. This is because children and young people now feel safe. Their behaviour demonstrates this.

For instance, a staff member commented that a young person now eats a more varied diet, and another can now sit at the table in a communal area to have meals without taking food off others' plates.

Information about this children's home

The home is operated by a private organisation. It is registered to accommodate up to 10 children and young people who have a range of disabilities and complex needs. The provision may be for either settled care or short breaks.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/06/2016	Full	Good
10/03/2016	Interim	Sustained effectiveness
14/10/2015	Full	Good
27/03/2015	Interim	Sustained effectiveness

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

Recommendations

To improve the quality and standards of care further, the service should take account of the following recommendation:

- Ensure that staff continually and actively assess the risks to each child and the arrangements in place to protect them. ('Guide to the children's homes regulations including the quality standards', page 42, paragraph 9.5)

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 who 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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