

SC005041

Registered provider: Daisybrook Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a private organisation. It is registered to accommodate up to 10 young people who have a range of disabilities and complex needs.

The registered manager is suitably qualified and holds a level 4 diploma and is currently completing the level 5 diploma in leadership and management of residential childcare.

Inspection dates: 12 to 13 November 2019

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 26 June 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/06/2018	Full	Good
21/11/2017	Full	Good
03/02/2017	Interim	Improved effectiveness
07/06/2016	Full	Good

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
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— Helps children aspire to fulfil their potential; and Promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(2)(h))	20/12/2019

Recommendations

- The statement of purpose is of particular importance to this standard (regulation 6(2)(a) and (b)(i)). Homes are required to develop and keep under review a 'statement of purpose' (regulation 16 and schedule 1). The home's statement of purpose should be child-focused, indicating how the home provides individualised care to meet the Quality Standards for the children in their care. The information set out in the statement of purpose is an essential part of the process of agreement between the registered person and placing authority that a placement in that home is the right one for that child, and that the home will be able to respond effectively to the child's assessed needs. ('Guide to the children's homes regulations including the quality standards', pages 14 and 15, paragraphs 3.5 and 3.6)

The registered manager should ensure that the statement of purpose accurately reflects the staff structure in the home.

Inspection judgements

Overall experiences and progress of children and young people: good

Young people live in a stimulating and warm environment. The home is welcoming and has been decorated and refurbished to meet the specific needs of the young people. Young people take pride in their bedrooms, enjoy their own personal space and have an array of personal possessions.

Young people make good progress from their starting points. For example, young people develop their independent skills. They learn how to dress themselves, increase their physical mobility, and, through using communication aids like Makaton and Widget, begin to influence decisions that affect their daily lives.

Young people seek physical affection from staff. This can include hugs and holding hands. Staff know the young people very well and have a good knowledge of their needs and difficulties.

Staff support young people to maintain relationships that are important to them. When appropriate, staff regularly update parents and carers about their child's progress.

Young people have good school attendance and have positive learning experiences. Staff encourage young people to succeed in their education and make sure that all achievements, no matter how small, are celebrated.

How well children and young people are helped and protected: good

Safeguarding concerns are well managed by the registered manager, with prompt monitoring of incidents and quick referrals to safeguarding agencies.

Staff ensure that each young person has an individualised risk assessment in place that reflects their specific vulnerabilities. This document helps staff to identify young people's individualised needs and to have clear written details of the necessary control measures needed to help to keep young people safe.

There are no instances of young people going missing from the home or of young people being at risk of sexual exploitation.

Staff have a good understanding of a wide range of de-escalation techniques that can help them to distract and manage young people's behaviour. As a result, physical restraint is not necessary.

Staff are highly trained to understand safeguarding and child protection issues. In addition, staff receive training to carry out medical procedures such as tube feeding and the safe administration of rescue medication. This comprehensive training helps to ensure that young people's health needs are met effectively.

The effectiveness of leaders and managers: good

The registered manager is passionate and enthusiastic about the care that staff provide young people. He has an in-depth knowledge and understanding regarding young people's complex needs.

All new staff are safely recruited and receive well-planned inductions to the home. All staff receive a range of training opportunities to help inform their practice and ongoing development. Most members of staff are qualified to level 3 diploma in residential childcare. As a result, staff have the knowledge and skills to provide consistent good care.

The registered manager does not always use the home's monitoring and review systems well enough to help him to have a good oversight of the home. For example, the registered manager has not picked up that the statement of purpose needs to be brought up to date to reflect changes in the staff structure and that some of the young people's care plans need updating.

Staff maintain good communication with professionals and parents and keep them informed about young people's progress.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC005041

Provision sub-type: Children's home

Registered provider: Daisybrook Limited

Registered provider address: 5th Floor, Metropolitan House, 3 Darkes Lane, Potters Bar, Hertfordshire EN6 1AG

Responsible individual: Shelley Whiting

Registered manager: Lee Vaughan

Inspector

Patrick McIntosh, social care inspector

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