

Children's homes - interim inspection

Inspection date	21/03/2016
Unique reference number	SC006921
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Five Rivers Child Care Limited
Registered person address	Five Rivers Childcare, 47 Bedwin Street, SALISBURY, SP1 3UT

Responsible individual	Mausumi Maulik
Registered manager	Naome Muzeremwi
Inspector	Angus Mackay

Inspection date	21/03/2016
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 full inspection. At this interim inspection, Ofsted judge that it has Sustained Effectiveness. This is a comfortable well managed, welcoming home. Young people feel safe here and are making good progress in their development. One young person said, 'This is a good place, I like it here. The staff are nice, kind and look after me. I feel safe and well looked after here. I am making good progress.' The registered manager is a positive role model for staff providing good effective management of the home. She provides good support, drive, and guidance producing a stable, flexible and dynamic staff team. Staff are highly motivated and share a common understanding of the aims and objectives of the home. The management team has successfully addressed the requirement from the last inspection. They have revised the statement of purpose producing a well-constructed and easy to access description of the service and the underlying ethos of the home. Staff are knowledgeable about the statement of purpose and are committed to providing its positive ethos and inclusive approach with young people. The home does not use any agency staff ensuring that young people have consistent care from the established, experienced and suitably qualified people. The manager makes good use of the detailed and suitably challenging independent visitor's reports. These reports contain in depth commentaries on safeguarding issues, including a helpful scrutiny of missing person's data. The reports benefit from the well recorded interviews with young people, staff and significant others. They contain suitably rigorous targets, which the independent visitor monitors, providing evidence of tracked progress in the home. Due to the short time between inspections the registered manager has not yet completed her pending six monthly review of practice. She is continuing to monitor practice and maintains a contemporaneous record of progress against the Quality Standards. Actions from this monitoring of practice and analysis of information have included excellent partnership working with young people, parents and placing authorities. This has resulted in a dramatic reduction of missing from care episodes. This ongoing work is enhancing the safeguarding of the young people. The registered manager provides young people with the opportunity to meet with an independent advocate	

on their return from any period of missing from care. Due to the success in helping young people to avoid going missing they have not yet used this service.

The management team continue to supply regular reflective supervision to all staff. They have revised the format for annual appraisals incorporating the views of the young people, improving their sense of belonging and ownership of the home. These support and improve staff competence, skills and knowledge base. The home have not completed their workforce development plan. The management team are finalising this document and have established clear, induction, training and staff support. This improves the staff team's ability to meet the aims and objectives of the home and provide good quality care to young people.

The management team have improved staff recording in care plans. These show regular monitoring and a graphic display of changing targets. The care plans evidence good working with other professionals in particular the in-house psychologist. This close working includes a good joint analysis of ways of working with young people. Staff evidence an openness to learning and adjusting their ways of working to improve outcomes for young people. On occasion care plan targets are sometimes not clear hindering the improving tracking of progress. Keyworkers were refining this recording during the inspection improving the clarity of targets linked to the improved recording of outcomes. Files show evidence of good progress in highly diverse areas including: communication; reducing episodes of missing from care; making decisions; taking responsibility for personal care; improving life skills; improving money management; and weight control.

Where young people have placed themselves at risk staff have been quick to identify indicators and act appropriately. These effective and speedy interventions have ensured staff provide young people protection from threats of exploitation. The managers have updated safeguarding policies to include guidance on emerging threats to young people. Staff are familiar with these new guidelines and they have all completed training which they are using effectively in their practice with young people. All staff have recently completed training in identifying signs of radicalisation in young people and use this in discussions with young people. This is aiding young people in building their resilience and ability to stay safe in the community.

Admissions and discharges from the home are planned careful enhancing the stability in the home. Staff aid young people in preparing for leaving the home ensuring they have suitable life skills. Keyworkers also provide them with outreach support aiding them to settle in their new placements and to build the links and networks to provide this ongoing support. Staff enhance the success of young people's moves with this sensitive and effective support.

Information about this children's home

This privately owned children's home may provide care and accommodation for no more than five young people who may have emotional and behavioural difficulties. The home has access to an on-site school and a dedicated psychology service.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/01/2016	Full	Good
03/03/2015	Interim	Sustained Effectiveness
13/08/2014	Full	Good
31/10/2013	Interim	Good Progress

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.

Recommendations

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

- Ensure that all staff are familiar with the homes policies on record keeping and understand the importance of careful objective and clear recording. In particular that care plans targets are consistently and clearly completed. (The Quality Standards, page 62 paragraph 14.4)
- Complete a workforce development plan which can fulfil the workforce related requirements of regulation 16, schedule 1 (paragraphs 19 and 20) (The Guide to the Quality Standards, page 53 paragraph 10.8)

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 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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