

Children's homes – Interim inspection

Inspection date	07/12/2016
Unique reference number	SC010415
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Norwood Ravenswood
Registered provider address	Broadway House, 80–82 The Broadway, Stanmore, Middlesex HA7 4HB

Responsible individual	Julian Anthony
Registered manager	Annette Shimoni
Inspector	Jacqueline Graves

Inspection date	07/12/2016
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 judges that it has sustained effectiveness. Staff provide a valued service to children and their families. During their short breaks, children continue to have positive experiences and to make progress. Staff have introduced certificates to award children in acknowledgement of their individual achievements, for example for being patient and listening to others. Staff keep copies of these certificates and pictures and memorabilia in an album, so that children can reflect on their achievements and time in the home. Children have been kept safe, both in the home and when on trips to places of interest. Close staff supervision results in no children having gone missing from the home or when out on activities. No complaints or child protection concerns have arisen during this inspection period. Staff refresh their skills in safeguarding to ensure that they know the particular risks to vulnerable children and that they can protect them. Children benefit from participating in varied activities. Trips to places of interest enhance their experiences, for example to museums, stately homes, parks and bowling. They have opportunities to participate in various religious and cultural events and learn about these as well as the Jewish faith. For example, they have made artwork and decorated boards to observe Rosh Hashanah and baked cakes on Valentine's day. Children make use of sensory equipment and adapted bikes available in the home. Some children's behaviour improves during their stays. Staff have a good understanding of children's behaviour and they help children to remain calm and avoid triggers, which may upset them, such as excessive noise or change to their routines. Some express less agitation or aggression when they stay in the home. When incidents of challenging behaviour occur, staff explore potential triggers in order to prevent a reoccurrence. For example, they observed that one child responds better to male staff, and so arrange the shifts accordingly during the child's visits. There has been no use of restraint during this inspection period. Staff describe feeling 'well supported' in their work. Children have experienced a period of relative stability with few changes in the staff team during this period. Staff value their training and find that the face-to-face training, particularly in medication, enhances the e-learning organised by the company. All permanent staff have achieved a first-aid qualification after attending three days' training. This	

ensures that children can receive treatment from staff when required.

The registered manager has made reasonable progress in meeting one requirement and two recommendations made at the last inspection. One further requirement remains unmet. The independent visitor visits the home regularly and writes reports of her visits. These are useful but sometimes over long and lack evaluation, which could dissuade people from reading them. They have not met the requirement to make explicit in their reports their opinion of children's safety and well-being.

The human resources section of the charity providing this service has responsibility for the recruitment process for new staff. They advise the registered manager when all checks are complete, so she has oversight of the recruitment process. There are generally sound recruitment checks, such as seeking references and checks with the Disclosure and Barring Service. However, on one file, no evidence of a certificate of good conduct was available for a period when an employee was living abroad. This would provide an additional check to ensure staff's suitability to work with children.

Information about this children's home

A charity provides this service. The home offers care and accommodation for up to nine children who have a learning disability, physical disability and/or sensory impairment.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/07/2016	Full	Good
22/12/2015	Interim	Declined in effectiveness
20/08/2015	Full	Good
19/02/2015	Interim	Sustained effectiveness

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) meet(s) 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 independent person must produce a report about a visit ('the independent person's report') which sets out, in particular, the independent person's opinion as to whether children are effectively safeguarded and the conduct of the home promotes children's well-being. (Regulation 44(4)(a)(b))	31/12/2016

Recommendations

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

- As set out in regulations 31–33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguard children and minimise potential risks to them. Specifically, they must ensure that the registered person ensures that certificates of good conduct are obtained in line with the company's policy when this appropriate. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)

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 whom 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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