

SC010699

Registered provider: Turning Point Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

- A private provider operates this home.
- The home provides care for up to five children.
- The provider states in its statement of purpose that the home accommodates children with emotional and/or behavioural difficulties.
- The manager has been registered with Ofsted since May 2018.

Inspection date: 23 September 2019

This monitoring visit

This children's home was judged inadequate at the full inspection on 10 and 11 July 2019. As a result, three compliance notices relating to Regulations 12, 13 and 32 were issued.

A monitoring visit on 30 August 2019 inspected the home's compliance with Regulation 12 and found that the leaders and managers had taken insufficient steps towards addressing this requirement. On 12 September 2019, a restriction of accommodation notice was issued to prevent the home from admitting any further children or young people. This restriction notice came into effect on 16 September 2019 and is effective until 9 December 2019.

This visit was to monitor compliance with Regulations 13 and 32. The visit also reviewed the compliance notice issued under Regulation 12 and considered what further steps the leaders and managers had taken to meet this requirement.

This monitoring visit found a much-improved position. The registered manager has devised an improvement plan to continue to develop the service.

All children's risk assessments and behaviour management plans are now up to date. The registered manager and staff have attended risk assessment and behaviour management training and consultation on 17 September 2019. As a result of this training, the registered manager has revised the behaviour management plans and risk assessments. The manager and the staff have learned from this training to be

less problem-focused and to develop and praise good behaviours more.

The registered manager accepts the findings of the full inspection and the recent monitoring visit. She has proposed changes to the management structure to support an improvement plan. The deputy manager will spend the next year focused on his own training, to include leadership, management and safeguarding training. During this time, an experienced senior team member will act up as the deputy manager. This senior team member has clearly demonstrated her knowledge about child protection processes and knows how and when to report safeguarding concerns. She holds a level 5 diploma in leadership and management.

The registered manager has put a new system in place to oversee staff training and to ensure that update training is completed. All staff hold the level 3 diploma or are working towards achieving this qualification. Discussions with staff members and a review of staff files indicated good access to training. Face-to-face safeguarding training is booked for November 2019 and January 2020, although all staff have now completed online training. Supervision records evidence regular supervision which is reflective and more focused on practice. Staff appraisals and probationary reviews have been completed or are scheduled to take place.

Monitoring at the home has improved and regular reports have been sent to Ofsted. This allows the regulator to know what is happening at the home. The registered manager has improved the systems within the home to allow better monitoring and oversight of the quality of care. Various simple measures have been taken which have improved how the staff team works together and with the children. These include clear rotas, regular house meetings and a communications book.

Feedback from children and from other professionals indicates a much-improved service, with clearer routines and improving organisation and oversight. Comments such as 'significantly improved', 'happy, settled and enjoying school life' and 'talks positively about relationships with staff' support this.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/07/2019	Full	Inadequate
27/02/2019	Interim	Declined in effectiveness
11/06/2018	Full	Requires improvement to be good
08/01/2018	Interim	Sustained effectiveness

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 positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; strive to gain each child's respect and trust; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children;	27/10/2019

are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; de-escalate confrontations with or between children, or potentially violent behaviour by children; understand and communicate to children that bullying is unacceptable; and have the skills to recognise incidents or indications of bullying and how to deal with them. (Regulation 11 (1)(a)(b)(c)(2)(a)(i)(ii)(iii)(iv)(v)(viii)(ix)(x)(xi)(xii)(xiii)) This is specifically in relation to ensuring that the children feel listened to and are kept safe from bullying.	
The registered person may only use devices for the monitoring or surveillance of children if— the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children; the child's placing authority consents in writing to the monitoring or surveillance; 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 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))	27/10/2019
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children;	27/10/2019

the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ("the quality of care review report"). The registered person must— supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1)(2)(a)(b)(c)(3)(4)(a)(b)(5))	
The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure;	27/10/2019

the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35(3)(a)(i)(ii)(iii)(iv)(v)(vii)(viii)(b)(i)(ii)(c)) This is specifically in relation to the recording of any restraint or physical intervention with children.	
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— understand and apply the home's statement of purpose; protect and promote each child's welfare;	27/10/2019

treat each child with dignity and respect; provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background; help each child to understand and manage the impact of any experience of abuse or neglect. (Regulation 6(1)(2)(b)(i)(ii)(iii)(iv)(v)(vii)) This is specifically in relation to understanding the statement of purpose and ensuring that individual care plans are followed in partnership with placing authorities.	
---	--

Recommendations

- The children's home must produce a children's guide. The children's guide must be made available to all children when their placement in the home is agreed (or on arrival at the home if the placement is made in an emergency) and must be age appropriate, provided in an accessible format and explained to each child to make sure they understand it. ('Guide to the children's homes regulations including the quality standards', page 24, paragraph 4.21)
- Staff should have the skills and confidence to communicate easily and understand the importance of listening to, involving and responding to the children they care for. Staff should understand that they have a responsibility to observe, notice and respond to children who are expressing their views, acknowledging that it is not the sole responsibility of the child to 'tell'. They should also understand how children might communicate their feelings through their behaviour, or non-verbally especially where the child has a disability which does not allow them to communicate as others might. ('Guide to the children's homes regulations including the quality standards', page 22, paragraph 4.10) This is specifically in relation to ensuring that children have opportunities to meet with staff for key-work sessions or on a one-to-one basis.
- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. The Statement of Purpose is an important document in the process of care planning as it sets out the needs of children the home is set up and equipped to care for. ('Guide to the children's homes regulations including the quality standards', page 56, paragraph 11.4)
- Regulation 40(4) requires the registered person to notify Ofsted and other relevant persons if one of the situations specified in regulation 40(4)(a)–(d) occurs, or if there is an incident relating to the protection, safeguarding or

welfare of a child living in the home which the registered person considers to be serious (40(4)(e)). ('Guide to the children's homes regulations including the quality standards', page 63, paragraph 14.10)

- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC010699

Provision sub-type: Children's home

Registered provider: N/A

Responsible individual: Dawnette Legister

Registered manager: Simonette Sehindemi

Inspector

Christine Kennet, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2019