

SC010699

Registered provider: Turning Point Care Limited

Interim inspection

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 five children.
- The provider states in its statement of purpose that the home accommodates children with emotional and/or behavioural difficulties.
- The registered manager has been registered since May 2018.

Inspection date: 27 February 2019

Judgement at last inspection: requires improvement to be good

Date of last inspection: 11 June 2018

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 requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has declined in effectiveness.

The home has declined in effectiveness as the registered persons have not met all the requirements and recommendations made at the last inspection, for example to conduct regular checks of fire systems and equipment. There is insufficient compliance with regulations. For example, the registered manager has admitted a child outside of the home's statement of purpose.

Inconsistent behavioural management failed to offer all children structure, boundaries and routine or to protect them from bullying. There is some improvement regarding the

behaviour management of two children who were recently placed. However, lack of risk assessment and behaviour management planning leaves staff without clear, written guidance about how to work with vulnerable children and protect them.

Most children who moved on since the last inspection did not experience positive endings to their placements. The success of one child's move was compromised by their lack of skills to manage the reality of semi-independent living.

Managers have failed to update key policies and guidance. This results in limited information for staff and social workers. Placing authorities are not asked to provide appropriate consents to medical treatment, first aid and the use of closed-circuit television cameras, as required.

The registered manager is not making sufficient use of monitoring to help develop the service. The independent person's monitoring reports have not been shared with Ofsted for many months as required. Furthermore, the registered manager does not review the home frequently enough.

Redecoration to the hall and kitchen, and the addition of children's artwork, has helped to make the building look homely. However, some of the information on a noticeboard in the kitchen could be viewed as institutional.

Children say that they like the staff and feel safe in the home. They like playing games, drawing, cooking meals and baking with staff. However, further encouragement to eat healthily and regularly would benefit children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/06/2018	Full	Requires improvement to be good
08/01/2018	Interim	Sustained effectiveness
16/05/2017	Full	Requires improvement to be good
05/09/2016	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; help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful; help each child to develop the understanding and skills to	30/04/2019

recognise or withdraw from a damaging, exploitative or harmful relationship; 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; 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)(vi)(vii)(viii)(ix)(x)(xi)(xii)(xiii))	
The registered person must— keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b)) Specifically, include information about the use of CCTV inside the home and make sure that the age of children on admission reflects practice.	30/04/2019
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— understand and apply the home's statement of purpose;	30/04/2019

ensure that staff— understand and apply the home’s statement of purpose; protect and promote each child’s welfare; 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; help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult; provide to children living in the home the physical necessities they need in order to live there comfortably; provide to children personal items that are appropriate for their age and understanding; and make decisions about the day-to-day arrangements for each child, in accordance with the child’s relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6 (1)(a)(b)(2)(a)(b)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(ix)) Specifically, operate the home according to the statement of purpose with regard to the age of children admitted and protect children from experiencing bullying in the home.	
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	30/04/2019

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))	
If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home— the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b)) Specifically, conduct checks of systems and equipment at the recommended frequency.	30/04/2019
The registered person must maintain records ("case records") for each child which— include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c)(2)(a)(b)(c)(d)) Specifically, ensure that there is a health plan, risk assessment, safety plan and behaviour management strategy plan for each child and further challenge placing authorities to provide documents which are required to enable staff to plan each child's care.	30/04/2019
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home. The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date; and retain the records for at least 15 years from the date of the last entry. (Regulation 37 (1)(2)(a)(b)(c)) Specifically, maintain the admissions and discharge register and missing/unauthorised absence records to include all information required by the regulation and to enable management oversight of these documents.	30/04/2019
The registered person must notify HMCI and each other relevant	30/04/2019

person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child— is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e)) Specifically, make notifications to Ofsted under the correct regulation and make sure that Ofsted is informed of potentially dangerous situations, such as a child obtaining knives.	
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. The independent person’s report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. (Regulation 44 (1)(2)(a)(b)(3)(4)(a)(b)(5)) Specifically, make clear the independent visitor’s opinion, make explicit their recommendations for improvement and comment on how the registered persons then meet these recommendations.	30/04/2019
The independent person must provide a copy of the independent person’s report to— HMCI. (Regulation 44 (6)(a)(7)(a)(b)(c)(d)(e)) Specifically, provide these reports to Ofsted in a timely manner.	30/04/2019

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; 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))	30/04/2019
---	-------------------

Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene etc.); however, in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

Specifically, review the content of information on the kitchen noticeboard to ensure that this does not appear institutional.

- Staff must help each child to prepare for any moves from the home, whether they are returning home, moving to another placement or adult care, or to live independently. This includes supporting the child to develop emotional and mental resilience to cope without the home's support and, where the child is moving to live independently, practical skills such as cooking, housework, budgeting and personal self-care. ('Guide to the children's homes regulations including the quality standards', page 17, paragraph 3.27)
- The registered person should ensure that children are provided with nutritious meals suitable for each child's needs. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.8)
- Each child should have permission for staff to administer first aid and non-prescription medication from a person with parental responsibility for them recorded in their relevant plan. For looked-after children, this permission should be sought and arranged by the child's social worker. Where appropriate, the child's family should be involved in supporting their child's health needs as well as in providing permission for treatment. ('Guide to the children's homes regulations including the quality standards', page 34, paragraph 7.14)

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.

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.

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: SC010699

Provision sub-type: Children's home

Registered provider: Turning Point Care Limited

Registered provider address: n/a

Responsible individual: Dawnette Legister

Registered manager: Simonette Sehindemi

Inspector:

Jacqueline Graves, social care regulatory 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