

SC010699

Turning Point Care Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

A private provider owns and operates this home. The home's statement of purpose states that it can provide care for five young people with emotional or behavioural difficulties. The manager was registered by Ofsted in May 2018.

Inspection date: 30 August 2019

This monitoring visit

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

This visit sought to address compliance with the notice issued under Regulation 12. Ofsted considers that the home has taken insufficient steps towards addressing this requirement.

One young person is resident in the home. Following the full inspection, his placing authority has undertaken weekly monitoring visits. The young person informed the inspector that he is happy in the home as it is 'cool'. He stated that he understands the house rules, particularly around accessing video games. There are no reports of bullying in the home.

The second young person who had been living at the home at the time of the full inspection moved on from the home shortly afterwards.

The registered manager was not present during this visit. However, she phoned in to take part in a meeting attended by the inspector, deputy manager and a senior member of staff. The registered manager said that she accepted the findings of the recent full inspection and stated her committed to a programme of improvement.

The home has recruited four new permanent members of staff since the last inspection. The deputy manager stated that the new staff have settled well and

there have been no staff departures. One of the new members of staff holds the required management qualification in care, while another member of staff has recently enrolled to complete it.

There are appropriate levels of staff to supervise the young person currently resident in the home.

Risk assessment practice is variable. One young person's risk assessment was revised on 22 August 2019. The assessment is of good quality with clear objectives and review dates. Concerningly, the assessment author is the only staff member to acknowledge having read through the assessment and there had been no update made to the young person's behaviour management plan. These shortfalls limit an assessment of the impact of the care provided to young people and staff's learning and development.

The registered manager has reviewed the home's safeguarding policy. Staff have received the updated policy and undertaken online safeguarding training. The registered manager plans to assess the impact of both the training and the policy during forthcoming supervision sessions.

The deputy manager's knowledge of safeguarding procedures continues to be a concern. During discussions with the inspector he was unable to evidence enough knowledge of basic procedures regarding the reporting of allegations made against staff. This is despite the deputy manager having attended recent training on the safeguarding of young people. The deputy manager acknowledged his lack of knowledge and said that he is presently seeking a programme of further training. More positively, the registered manager followed safeguarding procedures to carefully record and report a recent allegation made by a young person.

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	30/09/2019

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)(viii)(ix)(x)(xi)(xii)(xiii)) Specifically, in relation to ensuring that children feel listened to and are kept safe from bullying.	
Statement of purpose The registered person must— notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(b))	30/09/2019
Monitoring and surveillance 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.	30/09/2019

(Regulation 24 (1)(a)(b)(c)(d))	
Other records 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.	30/09/2019
44: Independent person: visits and reports The independent person must provide a copy of the independent person's report to— HMCI; and the placing authorities of children. (Regulation 44 (7)(a)(c)) Specifically, in relation to ensuring that HMCI and the placing authority are kept up to date with what is happening at the home.	30/09/2019
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	30/09/2019

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 protection of children standard The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; and manage relationships between children to prevent them from harming each other. (Regulation 12 (1)(2)(a)(i)(ii)(iii)(iv)) Specifically, in relation to ensuring that children's risk assessments are regularly updated and that children are	30/09/2019*

protected from bullying within the home.	
Behaviour management policies and records 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; 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)) Specifically, in relation to the recording of any restraint or physical intervention with children.	30/09/2019
Fitness of workers	30/09/2019*

The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— the individual has the appropriate experience, qualification and skills for the work that the individual is to perform. (Regulation 32 (1)(2)(a)(b)(3)(b))	
The quality and purpose of care standard 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; 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; and help each child to understand and manage the impact of any experience of abuse or neglect.	30/09/2019

(Regulation 6 (1)(2)(b)(i)(ii)(iii)(iv)(v)(vii)) Specifically, in relation to understanding the statement of purpose and ensuring that individual care plans are followed in partnership with placing authorities.	
The education standard The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to achieve the child’s education and training targets, as recorded in the child’s relevant plans; promote opportunities for each child to learn informally; help each child to attend education or training in accordance with the expectations in the child’s relevant plans; and that each child has access to appropriate equipment, facilities and resources to support the child’s learning. (Regulation 8 (1)(2)(a)(i)(v)(x)(b)) Specifically, in relation to ensuring that children are engaged in educational activities when they do not attend school and ensuring that children are transported to school in time for the start of lessons.	30/09/2019
The health and well-being standard The health and well-being standard is that— the health and well-being needs of children are met. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child’s relevant plans; and	30/09/2019

understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding. (Regulation 10 (1)(a)(2)(a)(i)(ii)) Specifically, to encourage children to attend appointments but where they refuse to ensure that further medical advice is sought from a medical professional.	
The leadership and management standard 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— - lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; - ensure that staff work as a team where appropriate; - ensure that staff have the experience, qualifications and skills to meet the needs of each child; - ensure that the home has sufficient staff to provide care for each child; - ensure that the home's workforce provides continuity of care to each child; - understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; - demonstrate that practice in the home is informed and improved by taking into account and acting on— - research and developments in relation to the ways in which the needs of children are best met; and - feedback on the experiences of children, including complaints	30/09/2019*

received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(a)–(f)(g)(i)(ii)(h))	
Policies for the protection of children The registered person must prepare and implement a policy which— is intended to safeguard children accommodated in the children’s home from abuse or neglect; and sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular— provide for the prompt referral of an allegation about current or ongoing abuse or neglect in relation to a child to the placing authority and, if different, the local authority in whose area the home is located; and provide for records to be kept of an allegation of abuse or neglect, and the action taken in response. (Regulation 34 (1)(a)(b)(2)(c)(d)) Specifically, in relation to ensuring that allegations are reported at the earliest opportunity and clear and concise records are kept.	30/09/2019

*These requirements are subject to a compliance notice.

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)
- Ensure that staff 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)

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: Turning Point Care Ltd

Registered provider address: 206 Turners Hill, Cheshunt, Herts EN8 9DE

Responsible individual: Dawnette Legister

Registered manager: Simonette Sehindemi

Inspector

Barnaby Dowell, social care inspector

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