

Children's homes – Interim inspection

Inspection date	02/11/2016
Unique reference number	SC013828
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	White Lodge Centre
Registered provider address	White Lodge Centre, White Lodge, Holloway Hill, Lyne, Chertsey, Surrey KT16 0AE

Responsible individual	Lesley Robbins
Registered manager	Sophie Taylor
Inspector	Emeline Evans

Inspection date	02/11/2016
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 improved effectiveness.	
Since the last inspection, there has been a focus on developing the staff team, and newly recruited staff have brought in new ideas and enthusiasm. This has had a positive impact within the team. There is commitment from the staff and management team to provide a high-quality service where young people's experiences are central to all decisions made. As a result, young people enjoy their stays and make progress. The experienced registered manager leads the staff team effectively. She is presently completing the necessary qualification to manage a children's home and is aiming to finish this within the next three months. Parents and social workers are highly complimentary about the staff team and the service being offered. Comments included: 'I feel it is a great service and I am very pleased with it,' and 'You [the staff] are all doing such a hard job and we appreciate everything you do. Thank you for making such a big difference to his life.' Young people were observed to be having fun with a staff team which knows and understands their individual support needs well. The staff are skilled at promoting a nurturing environment where young people are safe and feel safe while being very well cared for. The staff team is consistent in its approach and engages effectively with young people to promote positive behaviour. The emphasis is on rewarding children for appropriate behaviour rather than sanctioning or giving consequences. As a result, the home has not used any sanctions and young people accept the boundaries in place. No physical intervention has been used. Files for young people, who are 'children looked after' due to the number of days they access the service, now contain a copy of the plan for the care prepared by the young person's placing authority. This document, along with review paperwork, is used to formulate targets and the home's care planning documentation. There is evidence to demonstrate that managers continue to chase some outstanding paperwork from placing authorities for other young people. Young people are cared for in line with their individual 'all about me' documents. These are used fluidly across the shifts and are referred to by staff within	

handovers. They are working tools to enable consistency of care. Communication systems and aids for young people have been fully considered since the last inspection and staff now adjust care planning documentation to ensure that it reflects young people's preferred methods of communication. On observation, staff were able to communicate effectively with young people. This enables young people to be able to express their views and be involved in everyday decisions.

Staff work in partnership with parents and professionals to assess young people's needs prior to visiting the home. Transitions have been managed remarkably well by staff and this is clearly a strength of the service. The home promotes positive endings and staff use photo albums to celebrate young people's time at the service. This helps young people who struggle with transitions to be prepared for adult and future placements.

The home works effectively with external agencies, such as health services and schools and therapists. Allegations, or suspicions, of harm are promptly shared with external safeguarding agencies for consultation, and appropriate action is taken. There are effective procedures in place for monitoring incidents, allegations and safeguarding concerns in the home. Significant events relating to the safety and welfare of young people have been notified to Ofsted appropriately. However, when there has been indecision about whether safeguarding concerns will be escalated by the placing authority, the home has not notified these to Ofsted. This does not ensure that the regulator is kept up to date with all matters of safeguarding within the home.

Any shortfalls in the rota are covered by regular bank or agency staff. The manager has now gained further information about the agency workers' skills and qualifications before shifts are offered. This information is now clearly detailed in agency staff profiles. This enables a decision to be made on whether these staff are suitably trained to be able to support young people fully before they start work. The staff team is well supported by the management team through supervisions and team meetings. Young people and their individual risks and vulnerabilities are discussed in team meetings, with a recent discussion on promoting safe boundaries and relationships for young people. However, safeguarding scenarios and discussions are not a regular agenda item. This could be a missed opportunity for staff to share information and to gain an up-to-date awareness of safeguarding practice and issues.

Young people have been involved in a range of activities, with a vast array of new opportunities being provided to them that they may not otherwise have. They are actively and positively involved in activities in the local community, such as the cinema, shopping, bowling and an accessible sailing club. This has given young people the confidence to try new experiences.

Staff are confident in their roles and key workers are well informed on the needs and progress of their key child. The monitoring systems in place review the quality of the care that young people receive and identify areas where outcomes for young

people may be improved. The internal monitoring being undertaken by the manager reflects an awareness of any key issues and identifies patterns or trends, so that there is a clear, child-focused vision for the service.

Information about this children's home

This children's home is registered to provide short-term care for up to six children and young people, who primarily have physical disabilities and/or learning disabilities. The home is located on a multi-purpose site and is operated by a large charitable organisation managed by a board of trustees.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/06/2016	Full	Good
09/12/2015	Interim	Sustained effectiveness
22/07/2015	Full	Good
17/01/2015	Interim	Sustained effectiveness

What does the children's home need to do to improve?

Recommendations

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

- Ensure that staff have the skills to recognise and be alert for any signs that might indicate that a child is in any way at risk of harm. In particular, ensure that staff meetings discuss safeguarding as an agenda item. ('Guide to the children's homes regulations including the quality standards', page 43, paragraph 9.12)
- Consider when to notify Ofsted when there is an incident relating to the protection, safeguarding or welfare of a child. ('Guide to the children's homes regulations including the quality standards', page 63, paragraph 14.10)

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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