

Children's homes - interim inspection

Inspection date	09/12/2015
Unique reference number	SC013828
Type of inspection	Interim
Provision subtype	Children's home
Registered person	White Lodge Centre
Registered person 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	09/12/2015
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 sustained effectiveness. The home continues to provide a good quality service for young people with a range of disabilities. Young people thoroughly enjoy their stays; they make progress within a stimulating and caring environment. Young people are cared for in an individualised way and staff have a good knowledge and understanding of each young person. Staff skilled at identifying and meeting the young people's needs in relation to health and general well-being, they promote a nurturing environment where young people are safe and feel safe and well cared for. Young people were observed to have fun and enjoy their time with their peers. The relationships between staff and young people continues to be a strength. The staff group are able to communicate effectively with young people, providing them with choice when they stay and there are many opportunities to do things that they enjoy doing. Staff work in close partnership with parents and professionals. Comments include, 'excellent service' and 'communication is very good.' Young people's views are central to how the home operates; their voices are heard in many aspects of shift planning and there continues to be a focus in gaining views from young people in various imaginative ways. They are given a choice in many areas including menus, activities and who supports them with any personal care needs. Planning and risk assessment documents have been reviewed and now include additional information to ensure they highlight the reasons why certain measures are used. This specifically relates to the use of therapeutic beds; documentation now includes individual agreements from specialists such as occupational therapists. The documentation is comprehensive and highlights any restriction of liberty involved and the reason for this. This enables staff to be clear on the reason certain measures may need to be used and enable effective review to ascertain if they are still required. The staff team are consistent in their approach to managing behaviour and effectively engage with young people to promote positive behaviour. As a result, the home has not used any sanctions.	

The service is monitored and subject to regular internal auditing by the manager and external scrutiny by other professionals. However, some of the external monitoring reports have limited evaluation of the quality of care provided or if young people are effectively safeguarded. This hinders the ability of the manager to identify patterns and trends. The manager undertakes internal monitoring on a regular basis. There is robust monitoring of the professional practice that young people receive. Within these reports, it is evident how the manager intends to further improve the quality of care.

The application of the staff recruitment procedures is now robust. There is clear responsibility and oversight. The manager has completed an audit of all recruitment files to ensure recruitment processes are now consistent. However, staff involved in recruitment have not attended relevant training to ensure that their skills are up to date and they are kept abreast of best practice.

Safeguarding in the home is robust. The manager keeps herself aware of all concerns about young people, however small. The staff team attend child protection meetings and conferences; this ensures they are clear on their responsibility. At the previous inspection, policies and procedures needed updating to include clear guidance for staff in respect of safeguarding. The policy has now been updated, however this does not include referring concerns to a child's placing authority. This information was seen to be elsewhere, however this leads to confusion and would benefit from being in one document for staff to access.

Since the last inspection, audit trials are now in place to demonstrate compliance following a fire audit from the last fire officer's visit. Information supplied indicated the home are taking adequate precautions against the risk of fire. The home has recently had a sensory room installed this is greatly appreciated by the young people who access the service and enable young people's sensory experiences to be further enhanced.

The suitably qualified and experienced Registered Manager effectively leads the staff team. Staff are confident in their roles and key workers well informed on the needs and progress of their key child. There is a real commitment from the management and staff team to further raise the standard of care provided to the young people who access the service. They have clear vision and realistic aspirations for the service and in achieving positive outcomes for the young people.

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 primarily with physical disabilities and/or learning disabilities. The home is located on a multi-purpose site and operated by a large charitable organisation managed by a Board of Trustees.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/07/2015	CH - Full	Good
17/01/2015	CH - Interim	sustained effectiveness
07/07/2014	CH - Full	Good
24/03/2014	CH - Interim	Good Progress

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 recommendation(s):

- Ensure the individual appointed to carry out visits to the home as an independent person makes a rigorous and impartial assessments of the homes arrangements for safeguarding and promoting the welfare of the children in the home's care. (The Guide to the Quality Standards, page 65 paragraph 15.5)
- Provide all staff responsible for the recruitment of staff with the necessary training to enable them to ensure recruitment safeguards children and minimises risks to them. (The Guide to the Quality Standards, page 61 paragraph 13.1)
- Ensure policies for the protection are clear and include information on contacting a child's placing authority if they had a concern about a child. (The Guide to the Quality Standards, page 43 paragraph 9.15)

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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