

Children's homes - interim inspection

Inspection date	12/12/2016
Unique reference number	SC020594
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Keys Education Limited
Registered provider address	Hurstwood Court, Laganwood House, New Hall Hey Road, ROSSENDALE, Lancashire, BB4 6HR

Responsible individual	Emma Beech
Inspector	Hannah Bates

Inspection date	12/12/2016
Previous inspection judgement	Sustained effectiveness
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 at the last full inspection. At this interim inspection Ofsted judge that it has declined in effectiveness. Since the last inspection, there has been insufficient management oversight. There has continued to be management of safeguarding incidents. This inspection has raised four requirements, three of which have not been met from the previous inspection. A compliance notice has been raised. Since the last inspection, six new young people have been admitted to the home. Six young people have left the home. Young people's transition plans are poor. They do not provide enough planning, guidance or support to young people. Whilst matching of young people has started to improve, young people still spend significant periods of time on their own. There have been occasions where young people have met up with one another in an unplanned way. This has meant that staff have not risk assessed the potential impact of young people's behaviour on each other and have not followed management guidance. This has resulted in young people running away together and putting each other at significant risk of harm in the community. Poor risk management has led to young people being in unsafe situations. Staff do not rigorously ensure that they follow young people's risk management plans and the home's policies and procedures. For example, young people have been able to access staffs mobile phones, lighters and tobacco. Staff have failed to manage young people's risk-taking behaviours or the environment safely and in line with risk management plans. This resulted in a young person not only placing himself at risk but also staff and members of the public. The potential consequences of this incident are significant. Staff do not understand risk. They do not take proactive action to intervene when they know that young people have put themselves at risk. They do not follow young people's risk management plans appropriately. For example, on one occasion a young person was not reported as missing until a significant period of time afterwards. Staff have failed to report significant safeguarding concerns to their manager or police. These concerns have been raised in previous inspections and continue to be raised in this inspection. There is a significant lack of learning from incidents.	

Young people continue to not receive individualised care. Risk management plans continue to be generic and without young people's involvement. The plans do not provide staff with enough guidance as to how to provide good quality care for the individual young person. This has resulted in staff not managing young people's complex needs appropriately and safeguarding incidents have occurred.

Communication between staff and managers within the home is poor. Significant information continues to be missed and not shared with one another. For example, after staff have had key working sessions with young people, they have not shared significant information with placing authorities or the manager. Follow up work with young people is not completed. This impacts on young people's progress.

Management oversight is weak. There continues to be inadequate management oversight of safeguarding incidents. Despite concerns being raised by the organisations independent visitor, the manager has failed to act and rectify the concerns. Safeguarding incidents in the home continue to be missed meaning that there is insufficient management monitoring of them. Managers do not provide staff with enough guidance after safeguarding incidents. As a result, poorly managed safeguarding incidents continue to happen, with young people being placed at significant risk.

Staff supervisions are inadequate. Managers do not review safeguarding concerns or staff practice appropriately and discuss this within staff supervisions. Managers do not pick up on staff training needs and offer them support and guidance within supervisions. Supervisions do not provide an opportunity for staff to reflect on practice, learn from incidents and therefore unsafe situations and inadequate staff practice continues to occur.

Information about this children's home

The home is registered to provide care and accommodation for up to eight young people with emotional and behavioural difficulties. The home runs a 12 week programme which focuses on engaging young people with activities. As part of the programme, young people spend periods of time away from the children's home either camping or in bunkhouses.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/09/2016	Full	Requires improvement
26/07/2016	Full	Inadequate
14/03/2016	Interim	Sustained effectiveness
05/08/2015	Full	Requires improvement

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

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets 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 with the given timescales.

Requirement	Due date
6: The quality and purpose of care standard In order to meet the quality and purpose of care standard, the registered person must ensure that staff (2) (b) (iv) provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background.	23/01/2017
11: The positive relationships standard In order to meet the positive relationships standard, the registered person must ensure that staff (2) (a) (x) 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.	23/01/2017
12: The protection of children standard In order to meet the protection of children standard, the registered person must ensure that (1) children are protected from harm and enabled to keep themselves safe; (2) (a) (i) 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.	23/01/2017
13: The leadership and management standard In order to meet the leadership and management standard, the registered person must	08/01/2017

* (2) (f) 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.	
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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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