

Inspection report for children's home

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|--------------------------------|-----------------|
| <b>Unique reference number</b> | SC023736        |
| <b>Inspector</b>               | Chris Golbourn  |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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|----------------------------------|----------------------------------------------------------------------------|
| <b>Registered person</b>         | Ethelbert Specialist Homes Limited                                         |
| <b>Registered person address</b> | Cheesemans Farmhouse Alland Grange Lane,<br>Manston Ramsgate Kent CT12 5BZ |
| <b>Responsible individual</b>    | Leslie Peter Davenport                                                     |
| <b>Registered manager</b>        | Stephen Richard Payne                                                      |
| <b>Date of last inspection</b>   | 13/02/2014                                                                 |

|                        |            |
|------------------------|------------|
| <b>Inspection date</b> | 04/03/2015 |
|------------------------|------------|

|                                          |               |
|------------------------------------------|---------------|
| Previous inspection                      | good progress |
| Enforcement action since last inspection | None          |

## This inspection

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At the previous inspection in January 2015, this home was judged adequate. Ofsted made one requirement and one recommendation. The recommendation has been addressed, but the shortfall in the previous inspection requirement of monitoring matters internally and reporting to Ofsted remains unmet. This unmet requirement has not impacted on the ability of staff to keep young people safe. Staff have addressed some shortfalls in relation to risk assessment and as a result are able to provide safe care for young people.

Young people are effectively supported in one to one meetings and individual key worker sessions to consider broader safeguarding matters such as bullying, young people going missing and sexual exploitation. Young people explore how these behaviours when exhibited place them at risk. As a result young people are able to express their views and feelings and are supported by staff to understand how to stay safe.

Staff have close working relationships with the police and other agencies to help minimise risks when young people go missing. Placing local authorities are also kept well informed when this happens. One social worker says 'the home has worked hard with our young person, and is committed to assisting them to make positive choices, the staff are very calm in their approach and the young person responds well'. This regular inter-agency partnership working ensures that young peoples' welfare is promoted, and when issues do arise they are responded to promptly.

Since the last inspection, some changes within the staff team have occurred. Experienced qualified staff been engaged from within the organisation to support

the complex needs of the young people. As a consequence, staff are able to provide safer care for the young people.

The recruitment processes of the organisation are robust, appropriate checks with previous employers of staff are pursued for each position; any gaps in an applicant's employment history is appropriately explored before employment is commenced.

Young people are confident to make their feelings and wishes known and make representation or complaint. Complaints made by young people are fully investigated both internally and externally; partnership working with external agencies is positive, and productive. A recent safeguarding issue involving young people has been well managed by the staff. Effective partnership working with police and other agencies has been timely. As a result, young people's safety and welfare are appropriately managed.

The monitoring of the quality of care is adequate. An external person visits the home once a month to evaluate the care provision. They always try to speak and consult with the young people, parents, social workers and staff. Following the external monitoring visits, recommendations where necessary are made. However, internal monitoring focuses less well on the effectiveness of care, and more on the wider shortfalls identified by the external evaluation. The reports of the internal monitoring are not always sent to Ofsted in a timely manner. Review of the home's development plan is unclear, and the organisation's practice of weekly internal quality assurance by the Registered Manager had not been completed on more than one consecutive occasion. As a result, the staff team are not supported sufficiently to review the complex changing needs of the young people. Consequently, young people are not always effectively supported.

Overall, the standard of maintenance and decor in the children's home is satisfactory and some recent redecoration has taken place. There are a number of broken and boarded up windows within the home. Requests have been made by staff for the windows to be repaired, but this work has not been carried out in a timely fashion. A repair to a young person's bedroom window has been awaiting completion for four weeks. As a result the young people's environment is not 'homely'.

## Information about this children's home

This is a privately owned children's home which is registered for up to three young people with emotional and/or behavioural difficulties. The proprietary organisation owns other homes in the local area.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 13/02/2014      | Interim         | good progress        |
| 11/09/2013      | Full            | good                 |
| 26/03/2013      | Interim         | good progress        |
| 05/11/2012      | Full            | good                 |

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

## 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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

| Reg.         | Requirement                                                                                                                                                                                                                                       | Due date   |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 34<br>(2001) | (1) The registered person shall establish and maintain a system for—(a) monitoring the matters set out in Schedule 6 at appropriate intervals least once in every 3 months; and(b) improving the quality of care provided in the children's home. | 31/03/2015 |

## Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- ensure the home provides a comfortable and homely environment and is well maintained and decorated. Avoidable hazards are removed as is consistent with a domestic setting. Risk reduction does not lead to an

institutional feel. This relates to the delay in repair to a number of broken windows at different locations throughout the home. (NMS 10.3)

## **What inspection judgements mean**

At the interim inspections 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**

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.