

# SC028868

## **Step-a-Side Company Limited**

Monitoring visit

Inspected under the social care common inspection framework

### **Information about this children's home**

This home is owned by a private company. It is registered for up to four children aged up to 18 who have experienced adverse childhood experiences that have led to an associated trauma and presenting complex behaviours.

The manager registered with Ofsted in October 2013.

**Inspection date:** 18 June 2019

### **This monitoring visit**

At the inspection on 23 and 24 April 2019, the home was judged to be inadequate. Ofsted raised eight requirements. This monitoring visit was undertaken on 18 June 2019 to evaluate the progress made in addressing these weaknesses.

Since the last inspection, no new children have moved into the home. The managers and staff team have worked hard to address all the requirements made at the last inspection. Two remain within the required timescales and are on their way to being met. Senior managers have completed a comprehensive development plan to improve and monitor the quality of care provided.

The home has undergone extensive redecoration since the last inspection. New modern oak doors are fitted throughout the home, and locks have been removed to enable young people to have free access. The space that was previously an office is now a contemporary and bright study area with windows, that young people relax in. Since the last inspection, no significant incidents or physical restraints have taken place.

New French doors are fitted to the lounge, and the utility area has been updated to allow light in. The snug has started to be redecorated and new furniture purchased. New windows have been fitted upstairs, and young people's bedrooms have been

repainted. There are further plans to paint the house throughout and to fit a new shower. The garden and patio area have undergone much improvement, with the grounds landscaped and flowers planted. The home is bright and welcoming. Young people like the changes that have taken place to their home and are making choices about new carpets and colours of paint.

Staff have received fortnightly supervision that is of a much-improved quality since the last inspection. The manager has ensured that she has effective oversight of all issues involving young people. Staff shared with the inspector that they feel well supported and demonstrated in-depth knowledge about how to safeguard and promote the welfare of young people.

Staff now complete one-to-one discussions with young people in key-working sessions to a very good standard. The sessions are young people centred and are meaningful. They include discussions about family time, future aspirations and feelings of loss. A discussion diary has also been introduced to improve the way in which the thoughts of young people are captured. The sessions with young people are much more focused on the wishes and feelings of young people, to enable them to understand and improve their behaviours.

Team meetings take place fortnightly and are recorded to a very high standard. They are used to improve staff practice and knowledge in behaviour management and restraint. Quizzes have been used to embed staff understanding into practice. Managers now ensure that there is an increase in reflection to improve the way in which young people are responded to.

Staff have now received training and information about county lines and the 'Prevent' duty. In addition, they have completed safeguarding training in partnership with the designated officer. The managers have introduced new flash cards with contact details and prompts to report concerns should safeguarding issues arise. All staff are now enrolled on the level 3 diploma for residential childcare. Managers have worked hard to ensure that staff have the necessary skills and training to meet the needs of young people in their care.

The manager has notified the host authority in retrospect of the young people who live at the home. A new system has also been introduced to ensure that this is not overlooked in the future, to prioritise the safety of young people.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement            |
|-----------------|-----------------|---------------------------------|
| 23/04/2019      | Full            | Inadequate                      |
| 04/06/2018      | Full            | Requires improvement to be good |
| 04/07/2017      | Full            | Good                            |
| 26/10/2016      | Interim         | Declined in 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   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <p>The quality and purpose of care standard.</p> <p>In order to meet the quality and purpose of care standard, the registered person must—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child.<br/>(Regulation 6(2)(c)(i))</p> <p>This specifically relates to ensuring that the home is decorated to a good standard and is well maintained and free from institutional aspects throughout.</p>                                                                                                                                                                                                                                                                                                                                                                                  | 16/08/2019 |
| <p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child; and</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child; and</p> <p>use this understanding to inform the development of the quality of care provided in the home; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.<br/>(Regulation 13(1)(a)(b)(2)(c)(f)(h))</p> | 16/08/2019 |

## **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:** SC028868

**Provision sub-type:** Children's home

**Registered provider:** Step-a-Side Company Limited

**Registered provider address:** Step-a-Side, 29 Market Place, Coleford, Gloucestershire GL16 8AA

**Responsible individual:** Rachel Carwardine

**Registered manager:** Lynne Brooks

## **Inspector**

Anna Gravelle, social care inspector

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