

SC032439

Registered provider: Wiltshire Council

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is registered to provide a short-break service for up to seven children. Some children may have a physical disability, learning disability and/or sensory impairment. The local authority operates the home.

The registered manager has been in post since November 2018.

Inspection date: 2 January 2019

Judgement at last inspection: good

Date of last inspection: 24 July 2018

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 last full inspection.
At the interim inspection, Ofsted judges that it has sustained effectiveness.

Children continue to receive good-quality care when they stay at this home. Parents and professionals spoke highly of the care and support that children receive. Children make progress from their starting points. A parent confirmed this and said, 'My son's confidence has grown, and as a result of this he is more confident in going out on trips.'

Children are happy to stay at this home and continue to enjoy a wide range of activities. They said that they like their bedrooms and the food. Since the last inspection, some areas of the home have been decorated, photographs of the children are displayed and additional homely touches have been made. Because of these positive changes, children enjoy a homely environment when they come to stay. In addition, children enjoy playing on the play equipment recently installed in the garden. This includes a climbing frame and swings that are adapted to support children with physical disabilities.

Staff build positive relationships with children. They have the skills to communicate with children who use alternative methods of communication. This includes the use of symbols, photographs and sign language. However, the menus are not produced in an accessible format for children. A child said, 'I would like the menu to have photographs.'

Leaders and managers ensure that there is an effective assessment process that clearly identifies the needs of children before they come to stay at the home. This ensures that the provision can meet the children's needs. Staff welcome children when they first come to stay. In addition, staff support children with visits to their new prospective services when they are due to leave. However, records of these visits do not always detail the positive actions taken by staff to support the children moving in and moving out of the home.

Since the last inspection, the manager has successfully registered with Ofsted. She continues to manage the home efficiently and effectively. However, progress has been slow in ensuring that all children's placement plans and risk assessments are monitored, evaluated and updated effectively. In addition, not all children's goals and opportunities to achieve are clear, measurable and achievable.

Since the last inspection, the registered manager has completed a detailed review of the quality of care provided. The evaluation clearly identifies the strengths and weaknesses of the home and areas for further improvement. Regular visits by the independent visitor continue to take place. The registered manager responds effectively to recommendations made.

The arrangements to safeguard children are good. Staff respond to safeguarding concerns effectively. Leaders and managers ensure that they maintain a clear and detailed audit trail to demonstrate the actions taken to safeguard children.

Staff complete body maps to record bruises and marks they notice on children. The current system used to alert senior staff when a body map has been completed is not always effective. However, this has not negatively had a negative impact on the safety and well-being of children. The registered manager took immediate action at the time of this inspection to improve the processes.

Since the last inspection, restraint has not been used. The registered manager has improved the recording format in relation to the use of restraint. As a result of this, the records now guide staff to record the actual time restraint is used.

Due to their complex needs, some children require the use of monitoring devices during the night. Leaders and managers continue to monitor and review the use of these with parents and social workers to ensure that the practice is needed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/07/2018	Full	Good
28/02/2018	Interim	Sustained effectiveness
14/02/2017	Interim	Sustained effectiveness
05/09/2016	Full	Requires improvement

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
13: The leadership and management standard The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— uses monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1) and (2)(h)) In particular, ensure that documents, including placement plans and risk assessments, are monitored, evaluated and updated effectively.	31/03/2019

Recommendations

- Ensure that children's views are acted upon to improve the quality of care provided ('Guide to the children's homes regulations including the quality standards', page 22, paragraph 4.11). In particular, ensure that menus are presented in an accessible format for children.
- The registered person should support staff to be ambitious for every child in the home ('Guide to the children's homes regulations including the quality standards', page 52, paragraph 10.5). In particular, ensure that the goals and opportunities for children to achieve are clear, measurable and achievable.
- Ensure that all staff are familiar with the home's policies on record keeping and understand the importance of careful, objective and clear recording ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4). In particular, ensure that detailed records are maintained in relation to the support children receive when moving in and out of the home.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom 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.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC032439

Provision sub-type: Children's home

Registered provider address: Director of Social Services, County Hall, Bythesea Road, Trowbridge, Wiltshire BA14 8LE

Responsible individual: Terence Herbert

Registered manager: Jill Burry

Inspector

David Kidner, social care inspector

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