

SC032439

Registered provider: Wiltshire Council

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a local authority short-break children's home. It is registered to provide care and accommodation for up to eight children and young people who may have learning and/or physical disabilities.

Inspection date: 28 February 2018

Judgement at last inspection: requires improvement to be good

Date of last inspection: 8 to 9 August 2017

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 to be good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

At the previous inspection, the registered manager was absent from the home. She returned in October 2017. At this inspection she was again away from the home, and in her absence the acting manager is in day-to-day charge of the home. Ofsted has received notification of the registered manager's absence.

At the previous inspection, a weakness was identified in relation to a failure to follow safeguarding procedures effectively. At this inspection, a similar weakness was identified. On one occasion, senior leaders failed to share an allegation of harm with the appropriate agencies, including Ofsted. When this serious matter was identified at this inspection, senior managers took immediate action and referred the matter to the designated officer.

Other safeguarding concerns have been managed well. Staff take effective action to

refer concerns about the unknown causes of bruises and marks on children, and the use of potential restrictive practices, to social workers. However, not all safeguarding records clearly demonstrate a robust audit trail of the actions taken in response to all safeguarding concerns

Since the previous inspection, leaders and managers have reviewed the use of monitoring and surveillance devices. Consequently, all fixed visual monitoring devices in children's bedrooms have been removed. In addition, visual monitors have been removed from all communal areas. Following the review, the number of children who have been assessed as needing to be monitored by the use of a visual device overnight has decreased. However, the risk assessments, placement plans and parental and social worker agreements in relation to this have not been updated since the review. Staff spoke positively about the removal of the fixed visual monitors and said that the removal of these items has not affected the children negatively.

Since the previous inspection, significant improvements have been made to the home's environment. Leaders and managers said that further work is planned, and that this work is included in an action plan. Current improvements include the refurbishment of bathrooms with the installation of adapted facilities, jacuzzi baths, considerable redecoration throughout the home and the widening of some doorways to allow wheelchair access. In addition, high-sided beds are no longer used and two bedrooms have now been transformed into one larger bedroom. Staff said that children love using the jacuzzi baths and benefit from newly decorated bedrooms that meet their needs. Other building work that has taken place includes reconfiguration of office space and staff sleeping-in facilities. Because of these substantial improvements, the home is more homely, welcoming and child friendly.

Since the previous inspection, the report that leaders and managers completed following a review of the quality of care has been sent to Ofsted. The report identifies the strengths and weaknesses of the service, but does not clearly identify how the improvements would be made. The acting manager said that an updated version of the report is being compiled and that this information would be included.

Regular visits by the independent visitor continue to take place. The quality of reports submitted after these visits has improved. However, leaders and managers are striving to make further improvements to these reports. This includes ensuring that there is a clear action plan to demonstrate how recommendations and actions made in the reports will be met.

Children continue to benefit from positive relationships with staff. They are very relaxed in the company of staff and are happy and excited to be at the home. Some children seek reassurance with hugs and cuddles from staff, and staff respond appropriately to this.

Since the previous inspection, there have been no complaints and no bullying concerns, children have not been missing from the home and sanctions have not been used.

Restraint is rarely used. Staff have recently attended a workshop with social workers from the local authority. The workshop was entitled 'Restrictions'. Leaders and managers said that it was good to share views in relation to restraint and restrictive practices. This is an example of good collaborative working.

Leaders and managers continue to follow safer recruitment policies when selecting new staff. Since the previous inspection, leaders and managers have introduced an additional record for candidates to complete to demonstrate a full employment history. However, a similar record, for which candidates would compile a full declaration of their education and attainments, has yet to be implemented.

Two of the four requirements and part of the recommendation made at the previous inspection have been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/08/2017	Full	Requires improvement to be good
14/02/2017	Interim	Sustained effectiveness
05/09/2016	Full	Requires improvement
10/02/2016	Interim	Sustained 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
12: The protection of children standard The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to— assess whether each child is at risk of harm, taking into account	16/03/2018

information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of harm to the child. In particular, ensure that issues in relation to safeguarding and the safety and welfare of young people are referred to relevant safeguarding agencies, including the local authority and Ofsted. (Regulation 12(2)(a)(i))	
24: Monitoring and surveillance The registered person may only use devices for the monitoring or surveillance of children if– the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy. In particular, continue to consult with parents and social workers to ensure that the use of a monitoring or surveillance device is based on the young person's assessed need, is risk assessed and the practice is regularly reviewed. (Regulation 24(1)(d))	31/03/2018

Recommendations

- Ensure that the registered person maintains good employment practice. In particular, review the current application form to ensure that candidates complete a full declaration of their education and attainments. ('Guide to the children's homes regulations and quality standards', page 61, paragraph 13.1)
- Ensure that staff are familiar with the home's policies on record keeping and understanding the importance of careful, objective and clear record keeping. In particular, ensure that records demonstrate a clear audit trail when addressing safeguarding concerns. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

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: Wiltshire Council

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

Responsible individual: Terence Herbert

Registered manager: Tina Baker

Inspector

David Kidner, social care inspector

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