

SC032439

Registered provider: Wiltshire Council

Full 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 dates: 28 to 29 October 2019

Overall experiences and progress of children and young people, taking into account	Good
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How well children and young people are helped and protected	Good
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The effectiveness of leaders and managers	Good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 2 January 2019

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/01/2019	Interim	Sustained effectiveness
24/07/2018	Full	Good
28/02/2018	Interim	Sustained effectiveness
14/02/2017	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
14: The care planning standard The care planning standard is that children— receive effectively planned care in or through the children's home. (Regulation 14(1)(a)) In particular, ensure that children's targets are clear, achievable and measurable and that records pertaining to these are clear and concise.	31/03/2020
44: Independent person: visits and reports The independent person must provide a copy of the independent person's report to— HMCI. (Regulation 44(6)(a)(7)(a)(b)(c)(d)(e)) In particular, ensure that the reports are sent to HMCI in a timely manner.	30/11/2019
45: Review of quality of care The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it. (Regulation 45(1)(2)(b))	31/12/2019

Recommendations

- For children's homes to be nurturing and supportive environments that meets the needs of their children, they will, in most cases, be homely domestic environments. Homes should seek as far as possible to maintain a domestic rather than 'institutional impression'. ('Guide to the children's homes regulations

including the quality standards', page 15, paragraph 3.9)

In particular, review the current arrangements for meals that are being delivered to a dining room in a heated trolley.

Inspection judgements

Overall experiences and progress of children and young people: good

Children continue to receive good-quality care and support when they come to stay here. Children receive care from staff who know their needs well, and who develop positive, warm and nurturing relationships with them. Children say that they like staying here.

Parents are unanimous in saying that their children receive good care and support. Parents identify the positive outcomes for their children as a result of staying at the home. A parent said, 'My daughter has started to eat independently and now uses a toothbrush.' This was echoed by another parent who said, 'My son is happy to come here, I have noticed that his confidence has improved.'

Some children have specific communication needs. Staff use alternative methods of communication with children effectively. For example, at this inspection, the inspector observed children being encouraged to make choices in the activity that they would like to take part in that day by the use of photographs and signs. In addition, children have recently completed a survey seeking their views in relation to the activities. This demonstrates the staff's commitment in ensuring that children have a voice.

Staff encourage children to be independent. At the time of the inspection, a child was making himself a sandwich. He received lots of praise and encouragement from staff and he was very proud of his achievement. This enhances his self-esteem and confidence. The child's mother was provided with a record of her son's achievement and was highly delighted with his achievement.

Children enjoy the meals when they come to stay, and children say that they like the food. Despite children's communication needs, staff ensure that children have a choice in their meals and refreshments. Mealtimes are well managed and relaxed. However, the use of an 'institutional food trolley' in one dining area detracts from mealtimes being a homely, 'family-type' occasion.

Children's education and health needs remain the responsibility of parents. However, staff take effective action when children are feeling unwell. Staff ensure that parents are alerted to any concerns in relation to children's health needs. Parents say that staff will contact them if needed, and that this is appropriate.

How well children and young people are helped and protected: good

The arrangements to safeguard children are good. Leaders and managers respond effectively to safeguarding concerns. Parents say that they consider that their children are safe when they stay here.

Restraint is rarely used. If used, these are guides and are used as a last resort to keep

children and others safe. Leaders and managers have good management oversight of children's behaviour.

Children are encouraged to keep themselves safe and learn new skills. For example, a parent said that when staying at the home her daughter has learned road safety skills. As a result of this, her daughter has a greater understanding of road safety and being safe. The child's mother said that this has had a positive outcome for her daughter and her family.

Due to the children's complex support needs, some children need to be monitored during the night. Leaders and managers regularly review this practice with parents and social workers to ensure that this practice is needed. Since the previous inspection, and through discussion at a multi-professionals' meeting, it has been agreed that a child requires the use of an adapted bed. However, there is a plan in place to reduce the need for this bed.

At this inspection, a parent spoke to the inspector and praised the staff for supporting his child to sleep in a bed that is more suitable to his needs. As a result of this, and working together with the staff, the child now sleeps in a more suitable bed at the family home. This demonstrates good partnership working to improve outcomes for children.

Leaders and managers ensure that there is an effective recruitment and selection process that safeguards children.

Children live in a safe environment. Regular checks are undertaken on the home's utility services. The recently reviewed locality assessment is comprehensive and identifies the known risks and social and leisure opportunities.

The effectiveness of leaders and managers: good

The home is well managed. Since the previous inspection, the registered manager has completed a detailed review of the quality of care, and has identified realistic targets to further improve. However, the review does not include the views of the children.

Regular visits by the independent visitor continue to take place. The registered manager responds effectively to recommendations made in the independent visitor's report. However, these reports are not always sent to HMCI in a timely manner.

Comprehensive care and support plans guide staff in how to meet the children's needs. The plans include risk assessments, and these are regularly reviewed. However, children's goals and targets are not always clear and measurable. In addition, staff do not always ensure clear and concise record keeping in relation to this. The registered manager acknowledges that further work is needed to improve in this area.

Leaders and managers take effective action in relation to medicines errors. They ensure that a detailed investigation is undertaken, and lessons are learned. As a result of a recent error, all staff involved in the administration of medicines have received further training and a competency assessment by an external health professional. In addition, leaders and managers have increased their scrutiny of medicines records.

Staff say that they feel well supported, listened to and that the registered manager is

approachable. Leaders and managers ensure that staff receive mandatory training and refresher training in safeguarding, and specific training, that meets the individual and collective needs of the children.

Parents say that there is good communication and partnership working. They say that staff are approachable and friendly. Since the previous inspection, leaders and managers have held a coffee morning and parents have received a newsletter. At this inspection, a parent said that the coffee morning was great, and they had the chance to meet the staff and other parents. A further meeting is arranged for December 2019.

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.

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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