

SC033174

Hampshire County Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and managed by a local authority. It is registered to provide care and accommodation for up to five children aged between 10 and 17; 16 is the maximum age on admission. According to the home's statement of purpose, it offers residential care with therapeutic emphasis and multi-agency involvement, to help children to recover from experiences which have rendered them vulnerable and disrupted their primary relationships.

The manager was registered in November 2017.

Inspection date: 18 November 2020

This monitoring visit

This home was last inspected on 4 November 2020. Serious and widespread shortfalls were identified. Two compliance notices, relating to the protection of children and leadership and management, were served. The purpose of this monitoring inspection was to ensure that the quality of care had not worsened and that rapid improvements were being made. The requirements and two compliance notices from the last inspection remain in place with a due date of 13 December 2020.

Experienced managers from the provider's other registered services are now based in the home. This has added some stability and consistency. Senior managers are also visible and present in the home. There has been a focus on establishing positive routines for the children and for the staff. For example, bedrooms are now routinely checked, and staff meetings are focusing on team development. Leaders and managers are aware of what needs to be done to further improve the quality of care.

A serious incident occurred since the last inspection on 4 November 2020. This resulted in two children being moved from the home due to concerns about their

safety and welfare. Appropriate actions were taken in response to this community-based incident and a notification was made to Ofsted. Leaders and managers are committed to reviewing this incident and any associated learning from this. Inspectors will analyse this review when they monitor the compliance notice that was served under regulation 13 for leadership and management.

The children, staff and professionals told inspectors that the house is now calmer and more settled. The children were excited to be involved in choosing new furniture for the home and personalising their own bedrooms.

Progress since the last inspection has included bespoke staff training in core practice and expectations. However, not all staff are up to date with their mandatory training. For example, some staff need fire safety training refreshers and medication awareness updates, and it is not clear which staff are in date with their physical intervention training.

As a result of this monitoring visit, a further requirement has been made in relation to staff training.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/10/2019	Interim	Sustained effectiveness
14/05/2019	Full	Requires improvement to be good
06/02/2019	Interim	Improved effectiveness
20/08/2018	Full	Requires improvement to be good

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
The quality and purpose of care standard is that children receive care from staff who— understand the children's home's overall aims and the outcomes it seeks to achieve for children; use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. In particular, the standard in paragraph (1) requires the registered person to— ensure that the premises used for the purposes of the home are designed and furnished so as to— meet the needs of each child; and enable each child to participate in the daily life of the home. (Regulation 6 (1)(a)(b) (2)(c)(i)(ii))	13 December 2020
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to express views, wishes and feelings. (Regulation 7 (1)(a)(b)(c) (2)(a)(ii))	13 December 2020
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and	13 December 2020

positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child’s behavioural and emotional needs, as set out in the child’s relevant plans; help each child to develop socially aware behaviour; encourage each child to take responsibility for the child’s behaviour, in accordance with the child’s age and understanding. (Regulation 11 (1)(a)(b)(c) (2)(a)(i)(ii)(iii))	
*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 ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (1) (2)(a)(i))	13 December 2020
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 ensure— that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child’s health. (Regulation 12 (1) (2)(d))	13 December 2020
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child.	13 December 2020

(Regulation 13 (1)(a)(b) (2)(c))	
*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h))	13 December 2020
If the Regulatory Reform (Fire Safety) Order 2005(1) applies to the home— the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25 (2)(b))	13 December 2020
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used;	13 December 2020

the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure. (Regulation 35 (1)(a)(b) (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii))	
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that— within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person") has spoken to the user about the measure; and has signed the record to confirm it is accurate. (Regulation 35 (1)(a)(b) (3)(b)(i)(ii))	13 December 2020
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	13 December 2020
The registered person must notify HMCI and each other relevant person without delay if— a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child— is instigated or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	13 December 2020

In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—

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the quality of care provided for children;

the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and

any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.

(Regulation 45 (2)(a)(b)(c))

*These requirements are subject to a compliance notice.

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: SC033174

Provision sub-type: Children's home

Registered provider: Hampshire County Council

Registered provider address: Hampshire Council, 3rd Floor, Elizabeth II Court North, The Castle, Winchester, Hampshire SO23 8UG

Responsible individual: John Stacey

Registered manager: Sarah Harris

Inspectors

Pete Hylton, Regulatory Inspection Manager
Jill Sephton-Wright, Social Care Inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
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