

SC034415

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated as a charitable trust. It provides a mix of short-break and long-term care for children or young people. There are currently four children receiving long-term care. There are up to 18 children accessing the short-break service. All of the children have complex physical disabilities and associated communication, sensory and/or learning difficulties.

The manager was registered with Ofsted in April 2019 and holds the relevant qualifications for the position.

Inspection date: 5 August 2019

Judgement at last inspection: requires improvement to be good

Date of last inspection: 16 October 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 **requires improvement to be good** at the last full inspection. At this interim inspection, Ofsted judge that it has **sustained effectiveness**.

Staff interact well with the children. It is evident that the child's voice is heard through using the communication of their choice. Many activities are offered, including holidays. This gives the children stimulation and enjoyment.

A recent change to the layout means that children who are on long-term and short-term breaks are in the same environment. This is managed well with minimal impact. It builds the social skills of all children and offers further joint activities.

Careful planning and matching takes place for new children, including those on short breaks. This enables the child's needs to be met and minimises the impact on those already living at the home.

Medication errors have occurred. However, these have been identified and measures implemented which are much more effective.

Despite the registered manager being new, she is clear about the strengths of the home. She has identified a lack of child safeguarding knowledge within the trust. As a result, she has implemented trust-wide termly safeguarding meetings. This has fed into staff training and team meetings. Safeguarding practices have begun to improve as a result of this.

The manager has not investigated some concerns about a staff member. This was during the manager's transition period and she did not have an oversight of this. A further issue has been investigated effectively. However, the overall outcome has led to the staff member continuing to work at the home. This could lead to a potential risk to the children. The manager has plans in place to reduce this risk.

The manager has not recorded consultation following a potential complaint. It is therefore unclear as to the outcome of this. However, she has undertaken work with the team to prevent the issue reoccurring.

The statement of purpose and function is detailed, although it does not contain staffing details or qualifications. The manager is aware of this and addressing this issue.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/10/2018	Full	Requires improvement to be good
05/12/2017	Full	Good
14/03/2017	Interim	Improved effectiveness
15/11/2016	Full	Good

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, the Children's home (England) Regulations 2015 and the 'Guide to the children's home regulations including the quality standards'. The registered person(s) must comply with the given timescales.

Requirement	Due date
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 home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12(1)(2)(a)(i)(v)(vii)(b)) In particular, the manager needs to be clear on the safeguarding procedures in place and investigate these fully when issues occur.	10/09/2019
The registered person must establish a procedure for considering complaints made by or on behalf of children. 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(1)(3)) In particular, the manager must follow company policy with regard to all complaints. This includes informing complainants about the stages and timeliness of the complaint process.	10/09/2019

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation:

- The following elements of the workforce plan should be included in the Statement of Purpose: (in accordance with Schedule 1 (paragraphs 19 and 20)) the staffing structure; experience and qualifications of staff. ('Guide to the children's home regulations including the quality standards', page 53, paragraph 10.10)

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: SC034415

Provision sub-type: Children's home

Registered provider: Hollybank Trust – Orchard Court

Responsible individual: Ailsa Moore

Registered manager: Sheila Balding

Inspector(s)

Debra Boldy: social care inspector

Cath Sikakana: social care inspector

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