

Children's homes inspection – Full

Inspection date	02/11/2016
Unique reference number	SC037588
Type of inspection	Full
Provision subtype	Children's home
Registered manager	Clive Pfeiffer-Richardson
Inspector	James Harmon

Inspection date	02/11/2016
Previous inspection judgement	Improved effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
How well children and young people are helped and protected	Good
The impact and effectiveness of leaders and managers	Good

SC037588

Summary of findings

The children's home's provision is outstanding because:

- The young people are treated with great respect in a safe environment.
- A skilled and consistent staff team has developed positive relationships with young people that benefit them and their families. Parents consider the service a great resource.
- Good quality engagement by the staff enables the views of the young people to be obtained. Creative steps are undertaken by the staff to obtain the views of the young people who have difficulty communicating.
- The young people are kept safe, and any risks they may present are well known and managed by the staff.
- Behaviour management of the young people is effective and there have been no physical interventions.
- The physical environment is routinely assessed to ensure that the necessary equipment is available and safe for the young people to use.
- The manager and the staff team are experienced and provide stable, consistent care.
- Internal and external monitoring of the service is productive and extensive.
- Four requirements have been made. These are in relation to the availability of the sensory room, ensuring that every shift has someone qualified in first aid, the staff completing training about child sexual exploitation and monthly reports (of the independent visitor) being sent to Ofsted.
- Recommendations have been made in relation to supervision for the staff and ensuring that the records of the young people are kept up to date.

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

Statutory requirements

This section sets out the actions that must be taken so that the registered person(s) meets 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 In order to meet the quality and purpose of care standard, the registered person must ensure that the premises used for the purpose of the home are designed and furnished so as to meet the needs of each child. (Regulation 6 (2)(c)(i)) In particular, ensure that the sensory room is available to children.	31/01/2017
The protection of children standard In order to meet the protection of children standard, the registered provider must ensure that staff have the skills to identify and act upon signs that a child is at risk of harm. (Regulation 12 (2)(a)(iii)) In particular, source and deliver training for staff in countering child sexual exploitation.	31/01/2017
The registered person must ensure that at all times at least one person on duty at the home has a suitable first aid qualification. (Regulation 31 (2)(a))	31/01/2017
The independent visitor must provide a copy of the independent person's report to HMCI. (Regulation 44 (7)(a))	31/01/2017

Recommendations

To improve the quality and standards of care further, the service should take account

of the following recommendations:

- Ensure that staff receive good, consistent, quality supervision, which allows them sufficient time to reflect on their practice and the needs of the young people in their care ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2).
- Ensure that all children's case records are kept up to date ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3). In particular, obtain minutes from children's reviews.

Full report

Information about this children's home

This home is registered for a maximum of six young people between the ages of five and under 18 years. It is owned by a city council and provides short-term placements for young people with learning difficulties and/or physical disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/03/2016	Interim	Improved effectiveness
17/12/2015	Full	Requires improvement
17/02/2015	Interim	Sustained effectiveness
27/11/2014	Full	Adequate

Inspection judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
The young people who use the short-break service are receiving good quality care from the dedicated staff team. The young people are provided with an opportunity to develop friendships and socialise with other young people who have similar needs. The families of the young people speak highly about the service and staff. A mother said the following: 'The staff are friendly and very helpful. They share information about my son's accomplishments. The key worker phones me every month for a catch up and anything else that needs to be discussed.' Care planning for the young people is generally good. The majority of the young people have current care plans on file. There were several administrative errors in relation to the records for the young people. Numerous documents were not signed or dated. Some files could not evidence correctly when reviews occurred for the young people. The stable, experienced staff have a very good understanding of the complex needs of the young people. The staff are consistently calm when engaging with the young people. The young people were observed to have good engagement with the staff, particularly because their time is well organised and structured. The staff obtain the views of the young people effectively. The staff's knowledge of the young people assists them in efficiently communicating. Young people presented as happy, listened too and responded well to guidance. The staff support the education of the young people. The staff often visit the school to observe young people, ensuring that all professionals are consistent in their care. The staff engage with the school staff and attend meetings to review the progress of the young people. The bus for the service enables the young people to be transported to and from school when on a short break, keeping much the same routine as when they are at home. The young people have their medical needs met. Special equipment is available to meet and monitor the complex medical needs of some young people. The young people's files contain up-to-date information about any pre-existing medical concern. The local child and adolescent mental health services are on site once a week and are available to both staff and young people for advice and guidance. The young people eat healthy meals. The cook ensures that the young people	

enjoy freshly prepared meals based on their individual taste. The staff are creative in tempting young people to try food they would not ordinarily eat. For example, they have successfully introduced vegetables into a young person's diet.

The young people engage in activities that provide opportunities and stimulation, such as art and playing music. There is currently a funding drive to raise money to upgrade the sensory room. This has included a barbeque involving the young people. However, the room continues to be an unused resource. During the last two inspections, items have been stored inside the sensory room preventing the young people from gaining access.

	Judgement grade
How well children and young people are helped and protected	Good
Overall, the safeguarding of young people is of a good quality. The staff are efficient in their efforts to ensure that the young people safely enjoy their time while at the service. The young people were kept safe by the staff on inspection when observed. The parent of a young person paid high praise to the staff by saying, 'X feels safe and I do not worry about him when there. You cannot put a price on that! Staff are consistent and I am happy that there are rarely new faces. They are heroes of mine.' The staff are effective in identifying all potential and known risks associated with the young people. Risk assessments are in place and reviewed regularly. The staff are able to manage the behaviour of the young people who have difficulty communicating by utilising the positive relationships they have developed. The staff have improved their documenting of actions that they deem serious but which are also part of the behaviour of young people. Incidents are recorded and reviewed by the manager for quality assurance. One incident of safeguarding was on record involving a young person being administered the wrong medication by a member of staff. Management had a well-organised response to the matter, including both referring the matter to the designated officer (which resulted in no further action) and an internal review, which prompted changes to the medication procedures. The young people do not go missing nor are they at risk of child sexual exploitation or radicalisation. Established links with local professionals and police are in place should a concern arise.	

There have been no new staff recruited to work directly with the young people, and the stability of the staff group ensures consistent, safe care. The service has previously demonstrated safe recruitment practices through the local authority human resources department.

The physical environment of the home is well maintained and safe. A comprehensive health and safety risk assessment has been completed on the premises, which includes electrical, gas and fire safety. All children and young people have individual guidance located in their files advising the staff how to evacuate them in case of fire. Special equipment, such as hoists, are properly checked and any monitoring devices, for example cameras and restrictive gates, are used only with parental consent.

The location risk assessment is detailed, offering statistical data and information on the local area in relation to any risk that may potentially affect the young people.

Safeguarding training for the staff is up to date, but they have not yet had specific training in understanding and countering child sexual exploitation. This was arranged, but then a decision was made that it was not the right training for this staff group. The yearly training that is undertaken by the staff is outlined in a training matrix. A review of individual training records showed that several members of staff's first aid training had expired, resulting in shifts being worked without a currently qualified first aider on duty.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
The registered manager is an experienced leader with the credentials needed to manage the service. He has worked very hard, with the support of the responsible individual, since the last full inspection to ensure that the care that the young people receive is both of good quality and is compliant with regulations. The staff believe that the manager is a good leader who is child-focused. The manager has set achievable goals in his annual reporting to improve staff performance. The areas targeted are documentation and recording, engagement and communication. The manager has met the majority of the targets set out in his sound action plan. The statement of purpose accurately reflects the overall aims and objectives of the short-break service, along with the names and experience of the staff.	

A new independent visitor was appointed four months ago with previous experience as an independent reviewing officer. This has greatly improved the monitoring of the home, as staff practice is now consistently challenged. There is a clear process in place, ensuring that actions from the visits are undertaken promptly. When reviewed, the monthly reports were found to be informative, identifying the strengths and weaknesses of the service. However, reports were significantly delayed in being sent to Ofsted, and the last four monthly reports had not been received prior to inspection.

The staff are an experienced group that has worked together for many years. The majority of the staff are qualified and exhibit a great deal of enthusiasm in their role. The staff are able to develop their practice with essential training, such as refreshers in team-teach, moving and handling, epilepsy and medication.

Supervision records indicated that some members of the staff did not have regular supervision, with significant gaps found in several files.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against 'Inspection of children's homes: framework for inspection'.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of children looked after is safeguarded and promoted. Minimum requirements are in place. However, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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 who it is trying to help, protect and look after.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Raising concerns and making complaints about Ofsted', which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for children looked after and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016