

Children's homes inspection - Full

Inspection date	17/12/2015
Unique reference number	SC037588
Type of inspection	Full
Provision subtype	Children's home
Registered person	Portsmouth City Council
Registered person address	Portsmouth City Council, Civic Offices, Guildhall Square, PORTSMOUTH, PO1 2BG

Responsible individual	Sarah Newman
Registered manager	Clive Pfeiffer-Richardson
Inspector	Trish Palmer

Inspection date	17/12/2015
Previous inspection judgement	sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Requires improvement
The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.	
how well children and young people are helped and protected	Requires improvement
the impact and effectiveness of leaders and managers	Requires improvement

SC037588

Summary of findings

The children's home provision is requires improvement because:

- Not all physical interventions are recorded.
- Young people are not consulted on their stay at the home making it difficult for staff to evaluate their stay.
- Young people are not consulted on the running of the home.
- Parts of the home are in need of redecoration.
- Staff have not received training on Child Sexual Exploitation.
- Not all supervisions or appraisals have been completed in time.
- Not all health and safety checks have been recorded.
- Young people do not have a young person's guide.
- There is no information available for young people on how to complain or who they can complain to.

The children's home strengths

- Staff have built and maintained good relationships with young people and their families.
- Staff understand the needs of young people and treat them as individuals.
- Young people have a wide variety of activities both in the home and in the community.
- Young people enjoy coming to the home.
- Staff have built and maintained positive relationships with education providers.
- Young people are central to the home.
- Young people benefit from and receive a good standard of individual care from a committed and child-centred team.
- The home has a warm child-friendly atmosphere.

- Young people are treated with dignity and respect.

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, 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 with the given timescales.

Requirement	Due date
7 The children's views, wishes and feelings standards. 7. To meet the children's views, wishes and feelings standard the registered person must: (a) ensure that staff- (ii) help each child to express views, wishes and feelings; (iv) regularly consult children, and seek their feedback, about the quality of the homes care. Regulation 7 (2)(a)(ii)(iv)	15/2/16
13 The leadership and management standard. 13 The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that; (2)(g)(ii) feedback on the experience of children including complaints received and; (h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home. Regulation 13 (2)(g)(ii)(h)	15/2/16
25 Fire precautions; (1) After consultation with the fire and rescue authority, the registered person must- (a) take adequate precautions against the risk, including the provision of suitable fire equipment in the home; this is in relation to fire checks being completed and recorded. (c) make arrangements for persons working at the home to receive suitable training in fire prevention. This also includes young people having Personal Emergency Evacuation Plans in place.	15/1/16

12 The protection of children standard. 12 (2)(1) Requires the registered person to ensure; (d) That the premises used for the purpose of the home are designed, furnished and maintained. This is in relation to some bedrooms needing redecoration, bathrooms tiles being replaced and a young person's bedroom used for storage of beds and other equipment. Regulation 12(2)(d)	24/3/16
16 Statement of purpose. 16(1) The registered person must compile in relation to the children's home a statement (statement of purpose) which covers the matters listed in Schedule 1. (3) The registered person must; (a) Keep the statement of purpose under review and, where appropriate, revise it; and (b) Notify HMCI of any revision and send HMCI a copy of the revised statement within 28 days of the revision.	15/1/16
46 Review of premises. (1) The registered person must review the appropriateness and suitability of the location of the premises used for the purpose of the children's home at least once each calendar year taking into account the requirement in regulation 12(2)(c) the protection of children standard) (2) When conducting the review, the registered person must consult, and take into account of each relevant person.	15/1/16

Recommendations

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

- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair and above principles as set out in 9.35 are respected.
(Guide to Children's Homes Regulations Page 46, paragraph 9.36)
- Any sanctions used to address poor behaviour should be restorative in nature, to help children recognise the impact of their behaviour on themselves and other children. This is in relation to sanctions not being recorded appropriately.
(Guide to Children's Homes Regulations page 46, paragraph 9.38)
- Records of restraint must be kept and should enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends or concern emerge.

(Guide to Children's Homes Regulations Page 49, paragraph 9.59)

- The homes staff should recognise and celebrate the achievements of their children.

(Guide to Children's Homes Regulations Page 31, paragraph 6.7)

- Children must be consulted regularly on their views about the home's care, to inform and support continued improvements in the quality of care provided. Children should be able to see the results of their views being listened to and acted upon.

(Guide to Children's Homes Regulations, page 22, paragraph 4.11)

- Ensure recruitment safeguards young people; in particular retain a record in the home confirming that all safer recruitment checks have been obtained for all staff.

(Guide to Children's Home Regulations, page 61, paragraph 13)

- The children's guide should help children understand what the day to day routines of the home are. Also how young people can complain and who to.

(Guide to Children's Home Regulation page 24, paragraph 4.22)

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 physical disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/02/2015	CH - Interim	sustained effectiveness
27/11/2014	CH - Full	Adequate
24/01/2014	CH - Interim	Satisfactory Progress

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	requires improvement
The young people have developed good relationships with a staff team that know and understand their needs. Young people arriving from school are welcomed into the home, offered a drink and snack and asked about their day. Young people are provided with healthy home cooked meals, the cook understands and caters for young people's different needs and allergies. She was observed cooking several different meals for young people. This showed that young people preferences are taken into account. There are photos on display informing the young people of what staff will be working during their stay. One young person who was non-verbal was tapping the picture of a member of staff and smiling. Staff commented that he has a good bond with this member of staff and looks forward to seeing her. When asked if he was looking forward to her coming in later he smiled, put his thumb up and pointed at her photo. This shows that young people have good relationships with trusted adults. Staff spend quality time with the young people. Young people were observed spending individual time with staff, one was playing catch, a member of staff was reading a book with a young person and another was on the X-box, watched by	

staff. Young people looked happy and relaxed and there was a calm atmosphere in the home. A parent commented, 'X loves going to the home, he cries when he has to leave.' Another commented, 'we have come to think of the staff as an extended family.' A social worker commented, 'staff interact well with young people, there are lots of different activities, a good mixture of staff who are there for the needs of the children.' The cook is also seen as an important part of the team, young people will spend time talking to her whilst she is cooking and appeared to have a good relationship with her.

The young people are encouraged and supported to attend activities both in the home and in the community. Recently they have been making Christmas decorations, which are displayed, around the home. Staff do not obtain feedback about activities to ascertain if the young person has enjoyed the activity.

There are Picture Exchange Communication System (PECS) boards around the home for young people to use, they also have their own PECS book which they can take to staff. The home has also purchased iPads, which have PECS. A young person was observed using this to inform staff that she wanted to watch a DVD. Staff will also take the iPad to a young person when they find it difficult to interpret their wishes. Staff and young people find this a very effective way to communicate.

An advocate has recently been appointed, she has visited the home twice and is starting to build relationships with the young people, she stated that once relationships have started to be established she will look at how she can obtain feedback from young people and pass this on to the manager. There is no information around the home to inform young people how to complain or who they can complain to.

Staff have made effective links with schools and attend reviews. They attend school as part of the referral process to observe the young person and speak to the teacher. A social worker commented, 'the home has positive links with the schools my young people attend and always go to reviews.'

Young people are actively supported to develop independence according to their age and ability. One young person makes his packed lunch for school whilst another will cook with the support of staff.

Staff understand the importance of supporting young people to achieve targets and goals, however, it is not clearly recorded how young people are supported or when tasks have been set or achieved. The manager has recently started to set up a system for staff to use which will make it easier to look at the progression of the young people.

Staff are very proud of the achievements that young people make and they get lots of verbal praise but these are not celebrated as a whole so that young people can

recognise their own and each other's achievements.

Staff understand that transitions for young people can be difficult. They begin with tea visits, parents are involved in writing the care plan and risk assessments and visit the home prior to the young person having an overnight stay. Young people are encouraged to pick their own bedding or to bring their own from home along with favourite toys. Young people tend to have the same bedroom, which enables them to feel safe and secure. Some young people struggle with understanding how long they are staying. For these young people staff put PECS on the door depicting how many sleeps they have before returning home. Staff report that this has helped settle young people. A parent commented, 'the support and provision has been both invaluable and a great benefit to both X and ourselves.'

The communal areas of the home are in good decorative order, the young people have been involved in making decorations for Christmas. Staff have worked incredibly hard in arranging the Christmas party which will be attended by families, young people and staff.

Some areas of the home are in need of redecoration, there has been a leak in the ceiling of one bedroom and others could do with re-painting. The bathrooms are looking tired and in need of re-decoration and some tiles need replacing. There is a lack of storage space and one young person's bedroom is used to store spare beds and other equipment. The manager is looking at where else these could be stored.

The porch at the front of the house is in need of repair and painting, this is the first impression that people get when coming to the home and has been commented on by the regulation 44 visitor for some time.

Young people do not have set nights but the manager tries to ensure that the groups are appropriate in order to keep young people safe and he will support request for friends to come in together where possible.

	Judgement grade
How well children and young people are helped and protected	requires improvement
The environment is safe, there is appropriate security on doors and windows, young people can access the garden, which is secure and child friendly. The majority of health and safety checks are completed and in place, young people are involved in regular fire drills; however young people do not have Personal Emergency Evacuation Plans and there has not been regular recordings of fire	

checks. Staff need to update their fire safety training.

Young people have not gone missing from this service for some considerable time. Staff spoken to were clear on the action to take if a young person went missing but were unclear on the paper work to be completed. There is a county council safeguarding policy which includes 'missing young people' this is a large document and the home does not have its own protocol.

The manager reported that staff have completed in-house safeguarding training but this cannot be entered on the staff training record as this is a council computer system. The manager is looking at setting up a training matrix to keep in the home so that he can monitor staff training.

There are clear risk assessments on file identifying triggers and defusing techniques, these are reviewed every six months and parents are encouraged to read and sign them.

There is a robust medication policy in place. Medication is recorded and stored appropriately. The community nurses train staff on individual care needs of young people with complex needs.

The local authority designated officer reported that there are no concerns with the home and any concerns are reported appropriately.

The manager is involved in the recruitment of staff along with the human resources department. Although he stated that all checks including the verification of references are completed he does not have verification of this and a record is not kept in the home. This needs to be in place so that he can be satisfied that safer recruitment has been followed and that staff are safe to work in the home.

	Judgement grade
The impact and effectiveness of leaders and managers	requires improvement
The registered manager has the relevant qualifications and experience to run the home. Monitoring systems are not robust which led to several issues being picked up during the inspection. Monitoring needs to be improved to ensure that young people are safeguarded and that patterns and trends can be monitored.	

Young people are not asked for feedback during their stay so their views cannot be systematically utilised.

Staff report that they find supervision supportive but not all supervision is regular and some appraisals are overdue. The manager is aware and is putting a plan in place to rectify this.

There are monthly staff meetings which staff say they find supportive and give them the opportunity to make sure that they are working together as a team.

Good placement plans are in place which parents are supported to be involved in and sign to say they are in agreement. Key workers obtain feedback from parents on a monthly basis. The manager is also in the process of setting up a parents group.

There is no area risk assessment in place. The manager is working with another local home to complete of this.

There are positive relationships between parents and staff, good positive interaction was observed when a parent brought a young person to the home. A parent commented, 'we have regular communication with the staff.' Another commented, 'the staff take such good care of X.'

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 looked after children 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*.

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