

Children's homes - interim inspection

Inspection date	23/03/2016
Unique reference number	SC037588
Type of inspection	Interim
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	James Harmon

Inspection date	23/03/2016
Previous inspection judgement	Requires improvement
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 at the full inspection. At this interim inspection, Ofsted judge that it has improved effectiveness. The disappointing results of the last inspection have motivated the leadership and management to undertake an extensive action plan. The plan was developed to address the shortcomings in order to improve the overall service for children and young people. Majority of the previous requirements and recommendations made at the full inspection have been addressed. There is still some work to be undertaken to ensure the home is fully compatible with regulations. These shortcomings did not have a negative impact on the children and young people at the time of inspection. There have been improved methods used by the staff to obtain the views of the children and young people, specifically those that have difficulty communicating. Surveys sent out to parents allowed feedback to be obtained directly from some of the children and young people. The children and young people have information available to them on how to complain and whom to complain to in the updated children's guide. The guide also contained child-friendly information on the home. Achievements that the children and young people make are being acknowledged within the home. Award certificates with their achievements will be updated monthly and displayed on a board located in the home. The children and young people may develop self-confidence knowing that their accomplishments are recognised. The staff are in the process of ensuring that all children and young people have personal evacuation plans in place in case of fire. Several examples were provided during inspection. Records evidenced that fire drills regularly take place. All staff have completed a refresher course in fire safety. The registered manager is motivated and has confidence that the staff can move forward ensuring that all regulations are met at all times. He has made enquiries into training on child sexual exploitation for all staff. The statement of purpose has been updated to include all staff that work directly with the children and young	

people along with their qualifications.

A location risk assessment has been created reflecting the impact of the environment and local community on the children and young people.

Some long awaited redecoration has been started and is still taking place in the home. Bathrooms are in the process of being upgraded. Some bedrooms have had adjustments made to the doors, making them safe and accessible for the children and young people who use them. Overdue repairs have been made to the front porch. All extra furniture has been removed from all sleeping rooms that children and young people may occupy.

A suitable storage area continues to be an issue for the home. The sensory room was not going to be available to the children and young people for a few days due to equipment from the bathroom refurbishment being stored there. When considering that children and young people identified the sensory room as one of the things they like most about the home, this feature not being available could potentially negatively affect them.

The staff continue to maintain the good relationships they have built with the children and young people. They treat them with respect and understand their individual needs whilst striving for the best outcome for them. All children and young people have on file an action plan that identifies their individualised goals. The staff are still in the process of learning to document their impact on the progress that the children and young people make.

Efforts are being undertaken to address the concerns for physical interventions not being properly recorded by all staff. They are being taught to focus on what an actual physical intervention involves for the children and young people that use the service.

The process of documenting physical interventions, sanctions and any incident deemed to be serious is quite confusing. These are recorded as violent incidents which is not appropriate when considering the specialised needs of the children and young people. This does, however, follow the policy of the local authority. The manager agrees that clarification is needed in this area, and maybe a separate policy for this home.

Two new members of staff have been recruited. The manager utilised feedback from the staff team based on their experiences to develop questions for potential applicants. If there were any concerns for the integrity of potential candidates, then the recruitment process would cease. Safer recruitment practices are not sufficiently evidenced by the information maintained in the home.

There is a much greater upper management involvement in the home now. The responsible individual is now a visible presence in the home. Support is being provided to the manager in the form of meetings and supervision. This should

improve the monitoring of the home but it is too early to evaluate this yet.

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
17/12/2015	CH - Full	Requires improvement
17/02/2015	CH - Interim	sustained effectiveness
27/11/2014	CH - Full	Adequate
24/01/2014	CH - Interim	Satisfactory Progress

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 with the given timescales.

Requirement	Due date
6 Quality and purpose of care standard. 6 (2)(b) Requires the registered person to ensure; (i) Understand and apply the home's statement of purpose. This in relation to staff not understanding how the regulation apply to the children and young people.	23/06/2016
6 Quality and purpose of care standard 6 (2)(c)(i) Requires the registered person to; (i) Meet the needs of the child. This is in relation to the sensory room being used to store equipment whilst the refurbishment is taking place.	23/6/2016
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; (h) Use monitoring and review systems to make continuous improvements in the quality of care provided in the home.	23/6/2016

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 home's regulations page 46, paragraph 9.36)

- 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)

What the inspection judgements mean

At the interim inspection, we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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