

Children's homes – Interim inspection

Inspection date	28/03/2017
Unique reference number	SC037588
Type of inspection	Interim
Provision subtype	Children's home
Registered manager	Clive Pfeiffer-Richardson
Inspector	Amanda Maxwell

Inspection date	28/03/2017
Previous inspection judgement	Good
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 good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness. Young people are making good progress within their individual capabilities. They enjoy their short breaks at the home and are learning and developing their self-care and social skills. Skilled and knowledgeable staff are caring and nurturing in their response to young people. Young people were observed to have relationships of trust with staff, seeking their support and attention to become reassured. Staff support young people to attend their education placements during their short break stays. Staff facilitate transitions to and from education settings, which provide an opportunity for information sharing with education providers and supporting a young person to settle at the home. The voice of young people is apparent in the home. Staff regularly seek young people's views about their care. Staff offer choices about food, activities and which bedroom the young people wish to sleep in. Staff have good insight about each young person's needs. They have detailed knowledge of a young person's likes, dislikes, communication methods, what helps them feel safe, and how to support them when they feel anxious. Staff use a variety of communication systems and aids to engage with young people; they also utilise their knowledge and relationships with young people. They are able to interpret behaviours, thus establishing a young person's likes or needs. Managers have introduced new recording systems for care plans. They are developing plans which have clear aims, objectives, goals and skills for young people to develop. The new style plans are not embedded across all care plans and records. Staff support young people to manage their emotions and self-regulate their behaviours. Staff are trained in the home's preferred method of behaviour management. Managers are implementing a new system for tracking and monitoring behaviour. This is to establish what occurs prior to a behaviour, what the behaviour looks like and what is the consequence or response to the behaviour. Managers also intend to introduce a new behaviour risk assessment that aims to support and promote staff consistency with response and de-escalation methods	

for each young person's behaviour.

Currently, staff follow guidance within a young person's risk assessment. They have used physical intervention on one occasion since the last inspection. This was in a low level form to break away from an incident. The records do not detail the required information. There was no record of how long the measure was used for, or if the young person was spoken to about the measure afterwards, or whether managers review this intervention.

Staff rarely give a young person a sanction or consequence. When they have, it has been to allow a young person space away from the group to calm and relax. Records of these are insufficiently detailed. They do not record the effectiveness of the sanction or the views of the young person about the measure.

There have been no episodes of missing from the home. Staff have clear policies and a procedure to follow if an event does occur.

Staff are robust in their response to safeguarding concerns; for example, a body map is completed if staff note a bruise or mark. They detail its location and note who has been informed about it. They share this with a manager or senior member of staff. Managers now intend to provide a 'prompt' question, to explore and evidence that staff have reviewed the record and what actions were implemented.

There have been no safeguarding concerns that have required referral to others since the last inspection.

Managers complete pre-admission assessments that explore and detail a young person's needs and routines. They work with placing authorities to ensure that a clear plan of care is developed. Currently, the rationale for admission and impact on other service users is not recorded and the manager intends to review this.

Medication procedures are robust and effective, and emergency protocols are in place for staff to follow for young people who require administration of emergency medication.

Staff have the required qualification and undertake regular training appropriate to their role. Staff have recently completed first aid training and are completing an online safeguard training, which explores all known risk factors, including child sexual exploitation.

Staff access supervision, but evidence is lacking to show this has occurred regularly or is effective. Currently, supervision records lack quality detail that shows staff are reviewing their practice. Supervision contracts detail the expected frequency of sessions, but evidence is lacking to show that this is met. Managers recently identified this and are reviewing the policy and procedure. The policy and system state that all staff should have monthly supervision. They do not reflect an alternative system for part-time staff. Managers are reviewing systems to explore offering informal and group supervision.

An independent visitor attends the home on a monthly basis, providing an

additional layer of scrutiny. Copies of these reports are provided to HMCI.

Managers have implemented new systems to address the requirements and recommendations previously set. There has been progress and improvement, but practice is not yet embedded in the systems.

The home's development and action plan details areas of weakness. The plan is regularly reviewed and details deadlines for tasks. This plan is due for review and update to reflect the manager's aims and aspirations for the coming year. The service has undergone a review of its provision and the outcome is that the service will be available from Tuesday to Sunday. Once this is implemented, the manager will update and reflect the changes in the home's statement of purpose.

Information about this children's home

The home is registered for a maximum of six children and young people who have learning and/or physical disabilities. The home is owned and managed by the city council and provides short breaks. It is located in a residential area within easy reach of facilities and amenities.

Recent inspection history

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

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 within the given timescales.

Requirement	Due date
Employment of staff The registered person must ensure that all employees: Receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4)(b))	01/06/2017
Behaviour management policies and records The registered person must ensure that: Within 24 hours of the use of the measure of control, discipline or restraint in relation to a child in the home, a record is made which includes: ■ a description of the measure and its duration; ■ details of any methods or steps taken to avoid the need to use the measure; ■ the name of the person who used the measure, and of any other person present when the measure was used; ■ the effectiveness and any consequences of the use of the measure; ■ a description of any injury to the child or any other person, and any medical treatment administered as a result of the measure. 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: ■ has spoken to the user about the measure; and ■ has signed the record to confirm it is accurate; and ■ within five days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(iv)(v)(vii)(viii)(b)(i)(ii)(c))	01/06/2017

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 that 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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