

SC037762

Portsmouth City Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

A local authority operates this home. It is now registered to care for up to five children who have emotional and/or behavioural difficulties. According to its statement of purpose, the aim of the home is to provide stable and consistent care to children, some of whom may be placed in an emergency, such as being an unaccompanied asylum-seeking minor.

The manager has been registered with Ofsted since July 2011.

Inspection date: 11 May 2020

This monitoring visit was used to check the provider's progress in meeting the requirements, specific to safeguarding practice and leadership and management arrangements, set from the previous full inspection. Not all the previous requirements were fully explored at this monitoring visit, although solid progress was identified. Those not fully explored are therefore repeated and will be reviewed at the next inspection.

At this monitoring visit, no judgement is made. This visit was conducted remotely in accordance with Ofsted's guidance on COVID-19 (coronavirus) restrictions. The lead inspector considered the provider's action plan and various documents that the provider submitted by email. Telephone meetings were held with the registered manager, responsible individual, the head of looked after children and one child. Formal feedback was provided by telephone to leaders on 13 May 2020.

Senior leaders acknowledge that the staff do not record key conversations with the children well. Consequently, key working sessions do not capture meaningful conversations with the children or evidence clear targets and outcomes. The staff's use of recorded language of these sessions often puts ownership and responsibility on the child to engage, rather than focusing on the staff's abilities and efforts to

engage with a child. Senior leaders are considering changing the format of key working sessions to promote the fluidity of the key conversations held with children.

The registered manager has reviewed and extracted the known risks from the children's placement plans. The resulting risk assessments do not detail clear strategies and responses for the staff to follow. Nor do these guides evidence, in sequence, how these strategies further reduce the risks for the children.

The staff do not support the children well to understand and unpick their risk-taking behaviours. As a result, the children are not clear about the measures that staff will follow to keep them safe. One example of this is a child who is unaware of any of the restrictive measures that are in place on using a mobile phone in the home.

Senior leaders acted quickly to address the immediate shortfalls and concerns raised from the last inspection. They have embraced the need for change and are committed to the home's improvement plan, demonstrating a pragmatic approach. They have clear plans in place to address the previously identified management shortfalls. The registered manager and deputy manager are receiving regular mentoring and development sessions from external professionals. This work is planned to continue and will be reviewed after the recruitment of a new interim manager. It is also planned that the manager's and the staff's reflective sessions will directly inform the responsible individual and feed into broader discussions, along with the home's improvement plan, in a monthly children's home steering group. This initiative was set up by the local authority to gain consistency across its children's homes.

Senior leaders have reviewed policies and procedures in response to the previous inadequate judgment. However, some of these policies still do not meet current legislation and guidance. For example, the statement of purpose and the medication policy still contain gaps. Senior leaders intend to review all policies again as part of the authority's improvement plan.

Senior leaders have reviewed the examples of restrictive practice identified at the last inspection. The children now have access to all areas in their home. Senior leaders are clear that the staff must not routinely lock doors except in exceptional circumstances, for example to manage a serious incident. One child said, 'It became habit to lock some doors, so we would focus on our school work.' This culture of habit was addressed with senior leaders and remains a focus in the home's improvement plan.

The registered manager has switched back on the power supply to all the children's bedrooms, and this will remain on. In place of these measures, the staff have supported a child to foster a new bedtime routine and have referred the child to a sleep specialist. The previous requirement in respect of regulation 21 is met.

Senior leaders demonstrate sufficient knowledge of the statutory process to report significant incidents to Ofsted. Work is under way to ensure that individual staff members have the same understanding. There has been no police involvement since the last inspection. The requirement in respect of regulation 40 notifications is met.

Clearer guidance, expectations and support measures are now in place to support children to reduce and stop smoking. Tangible rewards are being used to encourage and educate the children, alongside appropriate boundaries. The staff continue to challenge and remind local outlets of the risks they face in selling tobacco to underage children.

All staff have received training on the electronic database system. All the professionals involved with the children have access to this. Consequently, the potential for delays in finding the required information is significantly reduced. Any records not stored electronically are held securely by the registered manager in hard copy form. The previous requirements in respect of regulations 36, 37 and 38 are met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/03/2020	Full	Inadequate
03/01/2019	Full	Good
19/10/2017	Interim	Declined in effectiveness
06/06/2016	Interim	Sustained effectiveness

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding; take part in activities, and attend any appointments, for the purpose of meeting the child's health and well-being needs; and understand and develop skills to promote the child's well-being. (Regulation 10 (1)(a)(b)(c)(2)(a)(i)(ii)(iv))	05/08/2020
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans; help each child to develop socially aware behaviour; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;	05/08/2020

communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; strive to gain each child's respect and trust; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same; de-escalate confrontations with or between children, or potentially violent behaviour by children; and that each child is encouraged to build and maintain positive relationships with others. (Regulation 11 (1)(a)(b)(c)(2)(i)(ii)(iv)(v)(ix)(viii)(x)(xi)(b))	
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 staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; manage relationships between children to prevent them from harming each other; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies; 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)(ii)(iv)(v)(vi)(b))	05/08/2020
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—	05/08/2020

helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— - lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; - ensure that staff work as a team where appropriate; - ensure that staff have the experience, qualifications and skills to meet the needs of each child; - ensure that the home has sufficient staff to provide care for each child; - ensure that the home's workforce provides continuity of care to each child; - understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(a)(b)(c)(d)(e)(f)(g))	
The registered person must compile in relation to the children's home a statement ('the statement of purpose') which covers the matters listed in Schedule 1. Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (1)(5))	05/08/2020
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular, the registered person must ensure that— the policy is reviewed in line with current legislation and guidance. (Regulation 23 (1))	05/08/2020

Information about this inspection

Ofsted is aware of the challenges that COVID-19 is currently posing to those we regulate. During this visit, the inspectors took into consideration the impact of any measures being taken to slow the spread of COVID-19 by the home. This has included the effect these have had on staffing arrangements.

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC037762

Provision sub-type: Children's home

Registered provider: Portsmouth City Council

Registered provider address: Portsmouth City Council, Civic Offices, Guildhall Square, Portsmouth PO1 2EA

Responsible individual: Sarah Daly

Registered manager: Calvin George

Inspectors

Kelly Monniot, social care inspector (lead inspector)

Keith Riley, social care inspector

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