

Children's homes – Interim inspection

Inspection date	16/02/2017
Unique reference number	SC040631
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Surrey County Council
Registered provider address	Quadrant Court, 35 Guildford Road, Woking GU22 7QQ
Responsible individual	Ian Forbes
Registered manager	Terence Brooks
Inspector	Jan Hunnam

Inspection date	16/02/2017
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. At the inspection in September 2016, two requirements and two recommendations were made. One requirement related to ensuring that risk assessments effectively reduce the risk of harm to young people. Records sampled during this inspection demonstrate that, where there is an identified risk of harm, clear strategies guide staff to protect young people, though the quality of risk assessments remains variable. The other requirement related to the use of alarms to alert staff when young people leave their rooms at night. Managers intend to compile individual risk assessments for each young person to consider whether such devices are necessary to protect the young person, but these have not yet been completed. This requirement is repeated. A recommendation to improve the quality of record-keeping and ensure that staff consistently use appropriate and professional language has been met. Records sampled demonstrate non-stigmatising documentation that is helpful to the young person. A senior member of staff is regularly monitoring the quality of record-keeping and the appropriateness of language used. The recommendation relating to the monitoring of staff practice is thus met. Some young people are making excellent progress. They benefit from a highly experienced and stable staff team that clearly understands their individual needs and provides appropriate routines and boundaries within a nurturing ethos. Building meaningful, positive relationships is clearly the priority of staff, so that young people feel safe and valued. Young people with attachment difficulties are responding to this approach. They are beginning to engage with staff, to participate in activities and to integrate gradually with the group. Managers and staff pay close attention to young people's emotional and psychological needs and work with external professionals to ensure that young people have appropriate support. Some young people attend a therapeutic educational placement where they receive individual and group therapy to support their development. Some young people are also receiving individual support from	

an external professional to help them understand the nature of controlling relationships and their vulnerability and develop their awareness of healthy relationships.

Safeguarding concerns are promptly addressed and referred to the appropriate authorities. Swift action by managers ensures that young people are protected and that they receive specialist support when necessary. Managers work effectively with external agencies such as the police and local safeguarding teams to explore all possible avenues to keep young people safe. Some young people have become increasingly safe and have reduced their high-risk behaviour associated with leaving the home without permission.

Some young people continue to make very positive progress in their education or training. One young person is benefiting from their stable placement at the home and doing well on an apprenticeship scheme. Another young person is actively engaged in their education and exploring sixth form options for next year. Staff promote the value of education within the culture of the home and are keen for young people to maximise their potential and improve their future life chances.

Positive relationships between young people and staff are the foundation of behaviour management within the home. Staff know the young people extremely well and young people respond to close, individual support. Staff do not use physical intervention and sanctions are rarely used. This non-punitive approach is successful, and young people are comfortable discussing their concerns and anxieties, knowing that staff will listen and provide sensitive support.

The registered manager and assistant manager are continuously striving to improve the quality of care for young people living in the home. Strong and effective leadership and management of the highly skilled and experienced staff team enable young people to have a positive experience living at the home. They make progress, albeit sometimes in small steps, and have their specific and complex needs met to high standards.

Information about this children's home

The home is registered to provide care and accommodation for up to eight children who have emotional and/or behavioural difficulties. It is operated by a local authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/09/2016	Full	Good
03/03/2016	Interim	Sustained effectiveness
23/11/2015	Full	Good
20/02/2015	Interim	Improved 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) meet(s) the Care Standards Act 2000, the 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 registered person may only use devices for the monitoring or surveillance of children if: the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children. (Regulation 24(1)(a))	28/04/2017

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 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 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 whom 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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