

Children's homes - interim inspection

Inspection date	04/01/2016
Unique reference number	SC040642
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Surrey County Council
Registered person address	Surrey County Council, Children's & Safeguarding Service, Guildford Court, 35 Guildford Road, Woking, Surrey, GU22 7QQ

Responsible individual	Ian Forbes
Registered manager	Navjyot Dhanoa
Inspector	Amanda Maxwell

Inspection date	04/01/2016
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 judge that it has sustained effectiveness. The home continues to provide good quality of care and relationships between staff and young people are positive with staff using a calm approach. Established relationships enable young people to explore previous experiences, emotions and behaviours. Staff persistence and a consistency of approach provides clear boundaries and opportunities for young people, in which they are learning to manage and regulate their feelings. Young people continue to make good progress with staff encouraging them to make positive choices. Young people are supported to attend education and college. Staff have sought work experience and employment opportunities for young people. There are clear house rules regarding the expectation that young people engage in education, training or employment. Those engaging in these activities are rewarded by staff as well as having personal achievements and experiences celebrated. Plans provide clarity and guidance on how to meet identified needs. These are regularly reviewed and updated to ensure current circumstances are reflected. Targets and goals are set with involvement from young people. This allows them to take ownership and develop their own aspirations. Regular key-work sessions allow opportunities to explore achievements and areas which need to be developed. They also provide focussed one-to-one time with staff and opportunity to develop key relationships. Activities encouraged promote life and independence skill development, with young people learning basic household tasks and self-care. Budgeting, shopping and accessing public transport all contribute to individual's skill base and practical learning. Young people are also supported to develop their social skills and group living skills through support from staff and working through difficulties and conflicts as they arise.	

Those living in the flat area are living semi-independently and are encouraged to work through difficulties and issues as they arise with guidance and support provided by staff.

Young people are supported and encouraged to seek health-care intervention for all physical and emotional health needs. Emotional well-being is assessed and plans in place consider how to support young people and staff in managing health needs. Staff support and facilitate young people to attend medical appointments and reviews. Incidents of self-harm have been well managed with clear plans in place to follow. Specialist services are being accessed to provide the health-care support required as well as training and advice needed for staff.

Involvement of young people's view and choices is sought and evident within the home. Plans and risk assessments are shared with young people. Opportunities to debrief and share views post incidents and missing episodes is also available. The voice of the young person is not as visible in reviews and planning meeting.

The recommendations and requirements set at the previous inspection have been implemented and acted upon.

Risk assessments address significant risk factors and provide clarity with strategies and plans to address and minimise risk. Child sexual exploitation risk assessments explore all current and historical risk factors and provide a multi-agency approach to the management of risk. Actions plans state how and what is required to reduce and manage risk with aspects of education also present to support young people to learn and develop awareness and understanding of risk. These plans are regularly reviewed by the multi-disciplinary team. Risk assessments are reviewed monthly and updated as needed.

Pre-admission risk assessments and planning processes are in place with clear consideration given to need and if need can be met. Pre-placement planning meetings address need and risk, with planned transitions allowing for relationships and knowledge to be developed prior to placements being made. Recent admissions have settled well and are making good progress from their initial starting points.

The home's internal environmental checks are being completed regularly in line with the homes policy and procedures. A review of the homes external environment has been completed with changes and amendments being made to promote the management of risk within the immediate vicinity of the home. The home now has additional gates, alarm systems and CCTV in place.

There have been no complaints or safeguarding concerns since the previous inspection. Staff have received training which specifically explored 'the impact of

child sexual exploitation'. Other safeguarding training has developed staff knowledge and understanding.

The registered manager and owners of the home have plans to amend the provisions and services available at the home and so additional staff have been employed. Staff have been employed in line with safer recruitment processes and procedures. The manager has plans in place to address the current changes in staffing and work force deployment to have a minimal impact on young people.

Sanctions applied have been linked to the trigger behaviour with young people purchasing or replacing damaged goods. A sanction applied which had a positive outcome was later successfully used as a key strategy for a young person and it was incorporated into a young person's management plan.

Staff avoid the use of physical intervention with a variety of other de-escalation techniques being applied. There has been one physical intervention since the last inspection; this was used to limit harm to others. Staff are trained in the homes preferred behaviour management style.

Supervision occurs via group sessions and one-to-one sessions. The group sessions are now also documented and recording of one-to-one sessions has improved. The manager has plans in place to address and continue to improve the recording and frequency of supervision to ensure it corresponds with the homes policy and procedure.

The Statement of purpose has been updated, reviewed and amended.

The location risk assessment is currently under review with updates and detail being sourced from agencies.

Information about this children's home

- The home is registered for up to 7 children with emotional and/or behavioural difficulties.
- The home is owned and managed by the local authority.
- The home care for young people aged between 15 and 18.
- The home has a separate two bedroom flat which is part of the larger fabric of the home but is accessed by a separate door.
- The home is located in an urban area within easy access of community provisions and services.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/09/2015	CH - Full	Good
11/03/2015	CH - Interim	improved effectiveness
20/08/2014	CH - Full	Outstanding
25/03/2014	CH - Interim	Good Progress

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

Recommendations

To improve the quality and standards of care further the service should take account

of the following recommendation(s):

- 'a record of supervision should be kept for staff, including the manager. The record should provide evidence that supervision is being delivered in line with the regulation 33(4)(b), (The Guide to the Quality Standards, page 61 paragraph 13.3)'
- 'Children must be consulted regularly on their views about the home's care, to inform and support continued improvement in the quality of care provided; specifically ensure young people's views are sought within all aspects of review and planning. (The Guide to the Quality Standards, page 22 paragraph 4.11)'

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*.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016