

SC040642

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and run by a local authority. It provides care and accommodation for young people aged 15 to 18 who have emotional and behavioural needs. A suitably qualified manager has been registered with Ofsted since 2014.

Inspection dates: 21 to 22 November 2018

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 5 December 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/12/2017	Full	Good
28/03/2017	Interim	Sustained effectiveness
27/07/2016	Full	Good
04/01/2016	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 care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(2)(a))	04/01/2019
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23) Specifically, ensure that suspended liquids are labelled on the date they are opened and stored at the correct temperature.	04/01/2019
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	04/01/2019
The registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there.	21/12/2018

Recommendations

- Children's homes must comply with relevant health and safety legislations (alarms, food hygiene etc.). ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

Specifically, ensure that raw meat is stored safely.

Inspection judgements

Overall experiences and progress of children and young people: good

The stability of the staff team provides young people with a secure base. The observed interactions between staff and the young people are warm and nurturing and relationships are based on mutual respect. One young person said, 'The staff are really good. They have helped me improve my health and learn to take care of myself, which I wasn't very good at doing before I came here.'

Health is a key focus at this home. The young people are encouraged to lead healthy lifestyles, eat balanced meals and take regular exercise. Staff are trained to manage the health needs of the young people. However, not all medication is stored correctly.

Young people are making progress. The health of some has improved, and others are achieving positive care plan outcomes. Those who have moved on have achieved independence. They keep in touch with staff and are proud to share their successes. One leaver said, 'I know that I was really well cared for there. I really miss staff nagging me. Where I am now they don't bother so much.'

Education is promoted. When the young people are not in education, staff provide a daily programme to enhance independence skills. One young person achieved good GCSE results and is now studying for A levels. Outside agencies have been engaged to provide education programmes for other young people when traditional school or college hasn't worked out.

Some admissions to the home were unsuccessful. The summer proved to be a challenging time due to the dynamics in the group. Consequently, some young people moved on. The staff worked hard to maintain stability and support these young people to move on in a planned way. As a result of this, planned holidays went ahead, and those moving on did so in a positive way.

How well children and young people are helped and protected: good

Staff are tireless in their approach to keeping the young people safe. Monthly restorative and safeguarding meetings are well attended by a range of professionals. The professionals work together to review safety plans for the young people. Plans include contextual safeguarding, where staff disrupt potentially risky situations and encourage young people to make positive choices that keep them safe. As a result of this, some young people have significantly reduced their risk-taking behaviour.

The young people living at this home feel safe. They all describe trusted adults that they can go to for support and guidance. When allegations are made, staff know what to report, to whom and when, and they have a positive working relationship with the designated officer. However, on one occasion they did not notify Ofsted when an allegation was made, or keep clear records of the response to a complaint.

Staff focus on preparing young people for independence. Individually tailored programmes ensure that the young people are learning skills in line with their ability. One young person is currently living in the semi-independent flat. This is giving him the opportunity to increase his self-care skills, while still being supported by staff.

The physical environment is of a high standard. Young people's bedrooms are personalised, and they take pride in the appearance of the home and garden. Routine checks of the home and equipment ensure that they are working effectively. However, during the inspection raw meat was being stored above salad in the fridge, risking cross contamination.

The effectiveness of leaders and managers: good

The registered manager and staff have high aspirations for the young people. Managers are clear about their expectations; frequent meetings and group supervision ensure that the team plans effectively to ensure that the young people's needs are met.

A clear workforce development plan clearly lays out staff training needs. All mandatory training is up to date and several staff are working towards their level 3 qualification. The development plans for future training focus on providing the staff with skills in good parenting.

New systems for tracking and monitoring young people's progress, coupled with reflective commentary, are providing an effective tool to staff in planning care. Through spotting emerging patterns and trends, staff have adapted their approach to reduce unwanted behaviours and increase success for the young people.

Supervision is frequent. Staff express feeling well supported by leaders and managers who are readily available to them. Annual appraisals further support staff to continue to develop their skills in line with clear, agreed targets. Team-building days offer further opportunities to underpin the key qualities of this dedicated team.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC040642

Provision sub-type: Children's home

Registered provider: Surrey County Council

Registered provider address: Quadrant Court, 35 Guildford Road, Woking, Surrey, GU22 7QQ

Responsible individual: Steven Orchard

Registered manager: Navjyot Dhanoa

Inspector(s)

Sarah Olliver, social care inspector

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