

Children's homes – Interim inspection

Inspection date	28/03/2017
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	Sarah Olliver

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. At the previous inspection in July 2016, three requirements and one recommendation were made. The first requirement regarding the quality and purpose of care is met. In-house placement plans now reflect each young person's culture and identity and refer to the home as the young person's home. Staff have a full understanding of the home's rules and guidance and how these are adapted for each young person's needs and circumstances. Examples of this are demonstrated in key-work records and placement plans that reflect the young people's needs around their identities. Consequently, staff are provided with individual information which assists them to meet the needs of the young people in their care. The second requirement, regarding the protection of children and the suitability of the premises in the independent living flat, is met. Fresh tiling and paintwork in the kitchen and bathroom and new furniture throughout have refreshed the flat, which now provides well-maintained living accommodation for the young people. The inviting, safe environment is now much more appealing to potential occupants. The third requirement is not met. Supervision for staff is inconsistent and varies in quality. Managerial monitoring and oversight are lacking and group supervisions are not recorded. Senior staff have not received specific training on supervising staff in a residential children's home. Consequently, the staff's needs are not being met through the current arrangements. The registered manager plans to address these shortfalls, but has yet to do so. The previous requirement is repeated. Some progress has been made with regard to the recommendation to review and update a number of safeguarding policies and procedures. Those relating to child protection, e-safety and radicalisation are now clear and current. Policies on self-injurious behaviour and suicide still require review and updating to ensure they are sufficient to meet current needs: For this reason the previous recommendation is repeated. Young people are making progress. Some are engaged in full- and part-time employment and some young people are attending colleges. Staff have provided	

the young people with helpful guidance to support their transitions between education and employment. As a result, some young people have succeeded in their college placements and others are enjoying the fruits of being successfully employed.

Staff and young people enjoy positive relationships. One young person said, 'This is the best place I have ever lived because staff genuinely care about you; you can tell it's not fake. I have friends in other homes whose staff don't care as much as mine do.' Young people feel valued and cared for.

Some young people are moving on to semi-independent living arrangements. Staff's effective partnership work with social workers provides sound advice and support for the young people as they prepare for such a significant life event. Young people are fully engaged in their transition planning and are consequently less anxious in preparing to move on.

Staff are familiar with the risks and vulnerabilities of the young people, which they reflect in the placement plans and risk assessments. Clear strategies are followed by the staff in order to reduce presenting risks. However, despite the best efforts of the staff, for two young people the risks continue to be high with regard to sexual exploitation and substance misuse. Proactive staff have escalated their concerns to the local authority, but are yet to be satisfied with the response. Their tenacity in working with complex young people is notable and they are transparent in sharing their concerns to ensure the responsibility for the young people's safety is shared. An independent reviewing officer for one young person echoed the concerns raised by the staff.

Since the previous inspection, the registered manager has assisted the local authority to open another children's home. Despite the provision of additional staffing resources, her actual time spent in this home has been affected and reduced. As a consequence, areas such as staff supervision and the recommended policy review have not received her full attention. It is strongly recommended that the day-to-day management arrangements are reviewed and sufficient arrangements are put into place without delay.

Information about this children's home

The home is registered for up to seven young people who have emotional and/or behavioural needs. The age range of young people in the home is 15 to 18. The main home has five rooms and an additional flat with two bedrooms which has its own separate access.

The home is owned and managed by the local authority. The home is located in an urban area, with easy access to community resources and provisions.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/07/2016	Full	Good
04/01/2016	Interim	Sustained effectiveness
08/09/2015	Full	Good
11/03/2015	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, 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 must ensure that all employees—receive practice-related supervision by a person with appropriate experience. (Regulation 33(4)(b))	26/06/2017

Recommendations

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

- Ensure policies, with particular reference to the risks of self-harm and suicide, are reviewed regularly and revised where appropriate. ('Guide to the children's homes regulations, including the quality standards, page 44, paragraph 9.19)
- Those with a leadership and/or management role should be visible and accessible to staff and be able to deliver their leadership and/or management responsibilities. ('Guide to the children's homes regulations, including the quality standards, page 52, paragraph 10.7)

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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