

Inspection report for children's home

Unique reference number	SC060118
Inspector	Heather Chaplin
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Five Rivers Child Care Limited
Registered person address	47 Bedwin Street SALISBURY SP1 3UT

Responsible individual	Richard Marshall Cross
Registered manager	Farraday Lisa Crews
Date of last inspection	23/07/2014

Inspection date	09/12/2014
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

This children's home works with young people in crisis. It is jointly managed with another home 12 miles away. The Registered Manager is currently on maternity leave and the deputy manager is managing the two homes. He is a qualified, experienced childcare practitioner and is now in the process of applying for registration.

The home shares a staff team with its sister home, so in recent weeks, when one house has been open, the other has been closed. In spite of the sporadic opening and closure of the home, outcomes for most young people have been positive. The manager said that one particular young person arrived in an angry and distressed state. They were involved in a number of incidents and physical interventions. After four weeks of receiving high quality care in the home, they left 'full of joy', and staff found them 'a pleasure to be with'.

Young people currently living in the home have only been there for four weeks, but have made very good progress in most areas. For example, although they do not find attachments easy, they have developed good relationships with their key worker and other staff. They attend school every day and enjoy community activities such as Lazerquest and children's clubs.

The inspector was shown a piece of sculpture that a young person had made at the start of the placement, which is, at least to an adult, typical of a younger child. This was compared with a beautifully crafted pot with a glazed interior; one of several similar pieces that the same young person has made recently. The level of focus and skill required to produce such impressive work shows how far the young person has progressed in concentration and confidence in just four weeks. They could not have achieved this without calm, consistent and professional care from the staff team, because without this, learning cannot take place.

Given that this has traditionally been a home occupied in crisis, planning for transitions is as thorough as time permits. Young people currently in the home experienced a placement breakdown at the sister home, due to problems with co-residents. They had to move to a holding placement, within the same company. They were reassured that they would be returning to care of their own staff team very quickly, which indeed they did.

The home has a generic corporate development plan which provides outline targets for the coming year. This was issued at around the time this inspection took place, so it is not yet complete. The manager and senior staff will now plan in detail how the targets will be met for this specific home.

The home has been through some difficult challenges over the past few months. In particular, it sustained a lot of damage, most of which has been repaired. The communal rooms and young people's bedrooms are attractive and well designed. Although the kitchen is quite small, it is practical for the number of young people in the home.

The manager and staff have developed the garden and grew some vegetables during the spring and summer. The staff's neat vegetable patch provided a good example to young people of what can be achieved.

The Registered Manager and acting manager have both monitored the home very effectively. In addition, there are monthly visits by an independent person who compiles a report under Regulation 33. This report is detailed and provides objective scrutiny of the home. Reports are sent to Ofsted as required by regulation.

The home has experienced some serious incidents since the previous inspection. Previous residents required significant physical intervention to keep them and the staff team safe, although towards the end of their stay, the level of intervention required decreased.

Since the present young people moved into the home, there have been further incidents, including assaults on staff and damage to the home. The young person concerned has been restrained, but this has been minimal in frequency and level of intervention. The manager discusses any incidents with staff to review practice and to ensure that the young people receive the best possible response. The manager also works well with other agencies and professionals to resolve any issues and ensure good communication.

One recommendation was made at the previous inspection. This concerned the need for the human resources department to record telephone conversations about reference verification on staff recruitment files. Staff files now show good recording of reference verification and other checks. This means that the company has a robust staff recruitment system in place which helps to ensure that young people are

only cared for by suitable, appropriately vetted people.

Information about this children's home

A private organisation owns and operates this children's home. The setting supports and cares for one young person who has complex emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/07/2014	Full	good
07/01/2014	Interim	good progress
26/06/2013	Full	good
30/01/2013	Interim	satisfactory progress

What inspection judgements mean

At the interim inspections 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

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.