

SC060118

Five Rivers Child Care Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a national private organisation. It provides care and accommodation for one child who may have social, emotional and behavioural difficulties.

The manager was appointed in July 2020 and has been registered with Ofsted since September 2020.

Inspection date: 10 February 2021

This monitoring visit

This monitoring visit was undertaken to investigate safeguarding concerns regarding a child's unsafe access to the internet, and to consider whether the staff in this home had the skills to meet the child's needs. These were concerns identified in Ofsted's review of notifications and the independent visitor's reports.

Due to the current COVID-19 (coronavirus) restrictions, the inspector undertook virtual interviews with staff and external professionals and reviewed the required records. As there is currently no child in the home, the inspector did not speak to any children.

This home has recently reopened and has a new manager and staff team. There has only been one child who has briefly lived in the home since it reopened.

Unfortunately, a significant safeguarding incident led to an unplanned move for the child. However, prompt and decisive action taken by the senior leadership team in response to this incident protected the child effectively from further harm. At this time, over 50% of the team chose to resign from their posts.

The senior leadership team has undertaken a thorough review of all events leading up to the significant incident. Leaders are clear that there were serious management errors, including poor care planning during the admission process. The manager and her team are reflective and acknowledge that the errors made had a serious

negative impact on this child. Behavioural support plans and risk assessments were poor, as they missed critical actions to keep the child safe. The risk assessments were lengthy and confusing for staff to follow. This undermined their ability to keep the child safe.

Learning from this, a strengthened leadership team has reviewed a number of internal processes and implemented more robust placement matching procedures. They have provided staff with the time and space to regroup and develop before admitting another child to the home. Effective staff recruitment plans, which include the transfer of experienced staff with proven skills, will help ensure that children's complex needs will be met in the future.

Despite identified shortfalls, there are several management strengths. The recently appointed manager and deputy manager are very experienced and well respected by staff and other professionals. The manager has recently reviewed the quality of care provided and has identified realistic targets to further improve the provision. In addition, senior leaders provide helpful support and challenge for this management team.

The manager and her deputy lead by example and provide staff with aspiration and direction to improve children's experiences. When incidents happen, the manager provides supportive debriefs with the child and the staff. The use of physical restraint is minimal and only used as a last resort. The manager always explores whether the staff could have handled situations differently to prevent them from escalating to the point that a restraint needs to be used.

Staff feel valued and share the management team's passion to improve the quality of service offered to children. Staff receive regular supervision from their manager. They have undertaken a range of mandatory training courses to help develop their understanding of children.

The requirements set at the previous assurance visit have not yet been met in relation to children's health, child protection, positive relationships with children and leadership and management, so have been reset. One further area of improvement has been identified at this inspection. This is in relation to the embedding of the improved care planning and admission processes.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/10/2017	Full	Requires improvement to be good
20/01/2017	Interim	Sustained effectiveness
17/08/2016	Full	Good
12/01/2016	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 health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure— that each child is registered as a patient with a general medical practitioner and a registered dental practitioner; and that each child has access to such dental, medical, nursing, psychiatric and psychological advice, treatment and other services as the child may require. (Regulation 10 (1)(a)(b)(c) (2)(b)(c))	31 March 2021
11: The positive relationships standard The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— meet each child's behavioural and emotional needs, as set out in the child's relevant plans;	31 March 2021

help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; help each child to develop and practise skills to resolve conflicts positively and without harm to anyone; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful; help each child to develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationship; strive to gain each child's respect and trust; understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children. (Regulation 11(1)(a)(b)(c) (2)(a)(i)(ii)(iii)(iv)(v)(ix))	
12: The protection of children standard The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to understand how to keep safe; are familiar with, and act in accordance with, the home's child protection policies.	31 March 2021

that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(a)(ii)(vii)(b))	
13: The leadership and management standard The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home's workforce provides continuity of care to each child. (Regulation 13 (1)(a)(b) (2)(a)(c)(e))	31 March 2021
14: The care planning standard 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 arrangements are in place to— ensure the effective induction of each child into the home;	31 March 2021

manage and review the placement of each child in the home;
and

that each child's relevant plans are followed;

that, subject to regulation 22 (contact and access to communications), contact between each child and the child's parents, relatives and friends, is promoted in accordance with the child's relevant plans.

(Regulation 14 1(a)(b) 2(b)(i)(ii)(c)(d))

This is in relation to the embedding of the improved care planning and admission processes.

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC060118

Provision sub-type: Children's home

Registered provider: Five Rivers Child Care Limited

Registered provider address: 47 Bedwin Street, Salisbury SP1 3UT

Responsible individual: Christopher Newman

Registered manager: April McEniry

Inspector

Joy Howick, Social Care Inspector

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