

SC061232

Registered provider: Bristol City Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

- This local authority children's home provides care and accommodation for up to five children who may have emotional and/or behavioural difficulties.
- On 31 May 2018, the young people, staff and manager moved from the home's previous premises into another children's home operated by the local authority.
- The manager was registered for the new premises on 24 July 2018. She was registered for the home's previous location in September 2017. There have been no changes to the leadership for the young people and staff.

Inspection dates: 7 to 8 August 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: 17 January 2018

Overall judgement at last inspection: Not judged

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/01/2018	Interim	Not judged
21/11/2017	Full	Requires improvement to be good
15/03/2017	Interim	Sustained effectiveness
20/12/2016	Full	Requires improvement

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 staff help each child to understand and develop skills to promote the child's well-being 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)-(c), (2)(a)(iv) and (c)). This is with particular reference to ensuring that young people receive sexual health advice and services promptly.	15/09/2018
32: Fitness of workers The registered person may only employ an individual to work at the children's home; or if the individual satisfies the requirements in paragraph (3). The requirements are that the individual has the appropriate experience, qualification and skills for the work that the individual is to perform. (Regulation 32(2)(a)(3)(b)) In particular, ensure that all staff receive regularly updated training in first aid.	30/09/2018

Recommendations

- Ensure that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2). In particular, ensure that staff supervision is carried out at regular intervals to help staff to meet the young people's needs.

Inspection judgements

Overall experiences and progress of children and young people: good

At the last full inspection on 17 August 2017, the home was rated 'requires improvement to be good'. At the time, the home had been without a registered manager for 29 weeks and, as a result, leadership and management were inadequate.

The prospective registered manager was registered with Ofsted in September 2017. Over the past 11 months, she has identified and acted to remedy all the shortfalls found during previous inspections.

Warm and nurturing relationships between the staff and the young people have set a firm foundation for progress. The number of incidents has reduced considerably over the past five months. When incidents have taken place, the manager and staff have responded intelligently and proportionately.

Very recently, concerns have arisen about a small number of young people who are potentially at risk of exploitation. The registered manager is working with other relevant organisations to develop strategies to protect the child concerned.

Young people who are potentially exposed to risks in the community may benefit from additional sexual health advice and support, which they have not yet received. A requirement has been made.

The young people are encouraged to take part in a range of activities, both inside the home and in the community. Some young people have enjoyed short breaks with the staff at Alton Towers and other attractions. Physical activity helps the young people to maintain their health and fitness.

Young people receive a healthy diet. The staff help young people to eat balanced and nutritious food, even though they sometimes ask for meals which are not so good for them. Some young people enjoy cooking and have considerable ability in this area. This helps to increase their understanding of healthy living and to acquire independence skills.

The registered manager and staff consult professional therapists to seek guidance about the most appropriate way to support young people who need help to manage their anxieties and distress. This means that the staff's practice is informed by qualified advice which forms part of a coherent intervention strategy.

Some of the young people are in full-time education. Others are involved in alternative education projects. Although they are not all yet engaged in full-time education, training or employment, they have all made progress in this area.

One young person told the inspector that she has made several applications for jobs. Another young person is doing extremely well in the second year of their apprenticeship and is currently working away from home. Some other young people have experienced a very difficult school history. They have been inspired by their peers' progress and are due to start an alternative education programme in September.

The move from the old to the new premises was exceptionally well managed. The young people were actively involved in this process. The registered manager and young people decided to move themselves with a van, rather than hire a removal company. This enabled the young people to participate and provided them with important life skills for the future.

The young people were instrumental in choosing the home's decorations. The home has been refurbished and is decorated to a good standard. The internal space in the home is designed to encourage interactions between the staff and young people. The garden has some raised beds with flowers and vegetables. This helps to make the new home an attractive and pleasant place for the young people and staff. Everyone interviewed during the inspection was pleased with the outcome.

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

The home has very clear and detailed risk assessments for individual young people, the location and for environmental risks. Health and safety, including fire safety, is well managed.

Apart from a period during January and February of this year, when the children and young people were still living at the previous premises, there have been fewer serious incidents. The relationships between the young people are now much more settled. Incidents are very well recorded.

Each young person has a good behaviour management plan. These documents explain how staff should respond to the young people in different situations. The staff set clear boundaries and deal with any serious incidents firmly but fairly. The registered manager advocates restorative justice as the most positive way forward in helping young people to manage their behaviour. This is much preferred to the use of sanctions. Young people also receive appropriate rewards for their achievements. These strategies are usually effective. For example, one young person who smoked cannabis in the house was challenged over this behaviour and has not repeated it.

The registered manager regards restraint as a last resort. Consequently, there has been only one restraint since the last inspection. This was appropriate under the circumstances and was managed safely.

Young people have access to a fair and effective complaints process, which helps to ensure that their rights are maintained. There have been two complaints since the interim inspection. One has been fully investigated and the outcome is clearly recorded. The other complaint is ongoing.

The very small number of allegations made against staff have been managed professionally and promptly. This includes prompt referral to the designated officer for child protection.

A small number of young people are at risk of harm from adults in the community. The registered manager has responded swiftly to bring together all the relevant agencies to share information and help to manage these risks.

Ofsted has been appropriately notified of significant events. However, in view of the

current high-risk situation with some young people, the inspector has asked the registered manager to provide Ofsted with an action plan to ensure that the regulatory body is fully aware of how young people are being kept safe.

The effectiveness of leaders and managers: good

The registered manager is a qualified social worker with considerable experience in working with children and young people. She has begun to work towards her level 5 award in leadership and management. Because the young people and staff moved premises, the registered manager had to re-apply to be registered for the new premises. This process was seamless, which means that there has been no change in the home's management arrangements since September 2017.

The home is fully staffed. No agency staff are employed. If the home requires additional staffing, the manager calls on a group of casual staff, who are already known to the children and young people. This helps to ensure continuity of care.

A full staff team allows the home's leaders and managers to monitor the children and young people's progress and carry out essential management tasks. This has been an important factor in the home's improved performance.

The registered manager and staff have very good communication with other agencies. This includes the child and adolescent mental health services, the youth offending team and the police. This helps to ensure that there is a coordinated response to support the children and young people.

At the previous inspection, a requirement was made regarding staff recruitment files, which did not contain all the information required by regulation. The registered manager has ensured that all staff files now contain the required information.

One recommendation was made regarding advocacy. The home now has a new advocacy service which is readily accessible for the children and young people.

Staff training is generally very good. All the staff hold their award at level 3 in health and social care. The registered manager has organised some specific training to meet the young people's current needs. This includes regularly updated training in online safety and child sexual exploitation.

The local authority block-booked insufficient places with a training provider for first aid training refresher courses. Three staff have up-to-date qualifications in first aid. The registered manager has booked the remaining 12 staff to receive their refresher training within four weeks of this inspection. This problem was identified at an inspection of another home in the local authority's control, so the requirement made there has been repeated.

During the period when the team and the young people were moving to their new home, some staff supervision sessions did not take place as planned. The registered manager has now remedied this situation, so supervisions are back on track.

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: SC061232

Provision sub-type: Children's home

Registered provider address: Director of Legal Services, City Hall, College Green, Bristol BS1 5TR

Responsible individual: James Beardall

Registered manager: Katja Allsop

Inspector

Heather Chaplin, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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