

Children's homes – Interim inspection

Inspection date	23/03/2017
Unique reference number	SC062248
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Quality Protects Children Ltd
Registered provider address	Hill House, Archway Road, Huyton, Liverpool L36 9XB

Responsible individual	Anthony Nolan
Registered manager	Joanne Byron
Inspector	Chris Scully

Inspection date	23/03/2017
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. The home is led and managed by a committed and qualified registered manager. She said that the last few months have been challenging, but most young people are now settled. Young people are talking confidently to the staff and her about how they are feeling. Consequently, staff are able to act swiftly and effectively to support their ever-changing needs. This has led to a reduction in notifiable incidents to Ofsted in relation to their health and well-being. One young person continues to have issues with their mood and issues around self-harm. Staff are working collaboratively with their social worker, child and adolescent mental health services (CAHMS) and hospital staff to reduce the number of hospital admissions. The young person is supported during their hospital stay by staff. However, staff's records of their time with the young person are not robust. This is because the records do not indicate what the young person has done during the day, their activities, or conversations with staff. This means that staff are not able to effectively monitor the young person's progress or demonstrate how they are supporting them and building up a positive rapport. Some records such as the young people's risk assessment regarding self-harm are not yet robust. They lack detail and it is unclear as to how high a risk this is for the young person. Some risk assessment and action plans are not up to date. One reports that a young person is awaiting a hospital appointment and in the meantime the staff will offer support through a support group. The appointment took place several weeks ago. Other information in the records is no longer relevant. This means that records do not reflect the current needs of the young people. Staff are not consistently signing and dating records when they are updated. This means that there are no lines of accountability. Consequently, records do not help the young person to reflect on their time in the home now or if they access their records in the future. Young people take part in various educational programmes. However, one young person is not receiving at least 25 hours of education per week. Staff and the registered manager are actively searching for an appropriate course for her, but as yet have been unsuccessful. This is because the courses are not available due to insufficient numbers. Staff said that they are helping her to become more independent and that activities take place around this. However, there is no	

cohesive plan as to what she will be doing each week, which means that this can drift.

Young people said that they are happy here. They enjoy positive relationships with staff. This is evident from the lively banter that takes place between them and staff. Young people are increasing in confidence and are becoming more aware of their own safety. One young person said that they could not get the bus with another young person as it is not allowed. She was told that this was not a problem as she was also with a member of staff. Young people enjoy one another's company. One young person asked the other to join them at the youth club. She declined as she was attending the LGBT group that night. Young people are confident to discuss a range of topics. They spoke compassionately about the recent events in London, including how they felt about it.

Staff have a secure understanding of the young people's needs, personalities and behaviours. They have realistic aspirations for the young people and are vocal about the lack of education for one young person in particular. Young people are valued as individuals. Their views are actively sought and acted on where possible. One young person has stated that their social worker is not listening to them as they do not want to live in the home. They would like a solo placement or to live with family. Staff spoke to the social worker about this and they are aware of the request. However, the young person does not have an advocate to speak on their behalf and to help them to understand the reasons why they cannot live with their family at this time.

Staff said that they are well supported by the registered manager and now have regular one-to-one supervision with her or the deputy. Improvements have been made to the staff rota to show the total number of hours staff work each day, and when agency staff are on duty. However, it does not show staff's actual times of arrival and departure. This prevents a clear audit trail of who is working within the setting, when and where.

Monitoring of the home is sound. Ofsted now receives the independent person's reports on a monthly basis. The registered manager said that, 'The reports are valuable to the home, the visits are longer, and we receive better feedback.' She said, 'The reports read better. For example, they are a balance of the incidents and what we have done about them.' As a result of the feedback, the home has changed how it conducts young people's meetings. These still have an agenda, but this is more flexible. This has been received well by the young people.

Information about this children's home

The home is one of several owned and managed by a limited company. The home is registered to care for up to four young people who have emotional and/or learning difficulties and/or learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/10/2016	Full	Good
07/03/2016	Interim	Sustained effectiveness
21/07/2015	Full	Good
09/02/2015	Interim	Sustained 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, the 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 maintain the records in Schedule 4 and ensure that the records are kept up to date. (Regulation 37(2)(a)(b)) In particular, the staff rota must record the actual hours worked, including staff's time of arrival and departure.	12/05/2017
Ensure that the registered person must maintain records ('case records') for each child which – include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36(1)(a)(b)(c))	12/05/2017

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- Ensure that where children placed in the home are not participating in education because they have been excluded or are not on a school roll for some other reason, the registered person and staff must work closely with the placing authority so that the child is supported and enabled to resume full-time education as soon as possible. In the interim the child should be supported to sustain or regain their confidence in education and be engaged in suitable structured activities. ('Guide to the children's homes regulations including the quality standards,' page 28, paragraph 5.15)
- In particular, there should be clear educational activities planned for the child.
- Ensure that all young people have access to appropriate advocacy support, and where possible this should be provided by a person that the child chooses. Children looked after are entitled to an independent advocate to advise them and ensure that they have the support needed to express their views, wishes and feelings about their care and their lives. ('Guide to the children's homes regulations including the quality standards.' page 23, paragraph 4.16)
 - Ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. Staff should

record information on individual children in a non-stigmatising way that distinguishes fact, opinion and third party information. Information about the child must always be recorded in a way that will be helpful to them. ('Guide to the children's homes regulations including the quality standards.' page 62, paragraph 14.4)

In particular, to help children and young people to reflect upon their time in the home now or in the future.

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 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 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.

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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