

Inspection report for children's home

Unique reference number	SC063219
Inspector	Jackie Graves
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Children Assisted in a Real Environment Ltd
Registered person address	144 Old Oak Road LONDON W3 7HF

Responsible individual	Linda Blakely
Registered manager	Natasha Robinson
Date of last inspection	23/06/2014

Inspection date	18/02/2015
Previous inspection	adequate
Enforcement action since last inspection	none

This inspection

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

The home is judged to have sustained effectiveness as young people make good progress and receive good quality care. However there are weaknesses in leadership and management.

Young people are settled and like living in the home. There is a comfortable and relaxed atmosphere. They get on well with each other and with staff. They enjoy positive and humorous relationships with most of the staff, although they find that a minority are not so willing to talk or engage with them. They really appreciate that some staff take the time to share their own hobbies and interests to give them new experiences, for example, attending professional football matches or going fishing.

Some young people like to arrange their own leisure activities, meet with friends or spend time alone and this is respected. However, they come together for some activities, for example an overnight camping trip or attending the local gym.

Young people make good progress. They attend school or work experience placements, with some considerably improving their attendance. A few also manage part-time work so they can learn new skills and be more financially independent. Some have made very good progress in learning English as a second language so they can better express themselves and feel more settled living in England. Staff are proud of young people's progress and display certificates of their achievements in the home to acknowledge their success.

Young people learn to do things for themselves so they can be as independent as possible. This includes washing their dishes after eating, negotiating London Transport and making arrangements to see their families. They build skills which will be useful for adulthood. Those who follow a religion attend their places of worship in the local community.

Young people behave well. They respond to the rewards and incentives that they set with staff. Restraint is rarely used in the home. Sanctions are not routinely used, but in one case, a record is not made to evidence what this concerned. Therefore, it is difficult for management to check that this was an appropriate, reasonable and effective sanction.

The appearance of the home is improved with new garden furniture and a bathroom being re-tiled. Young people are happy with their rooms. The lounge is very comfortable but the door to this room is locked at night for no apparent reason. This action, together with some of the information on the young people's noticeboard, may be regarded as institutional and detract from the homely aspects of the rest of the building.

The Registered Manager manages another home. There are suitable arrangements for a deputy to cover in her absence but it is not clear how much time she spends in the home as she is not included in the rota. The manager is not monitoring what goes on in the home regularly enough to help the home improve.

Arrangements for independent monitoring of the home are not fully sufficient. The independent visitor makes pertinent recommendations in reports of their visits, but management does not always respond to these, so the rate of progress is slow. For example, they recommended that the manager conduct an assessment of the safety and suitability of the local area to meet a regulation, but this has not been done. There is a gap in the frequency of the independent visitor's monitoring, with one month unchecked and not all of the visitor's reports have been shared with Ofsted, which impairs effective information sharing.

Information about this children's home

The home was registered in 2005 to provide residential care and support for up to five young people with emotional or behavioural difficulties. The home is owned and operated by a private organisation that has recently registered another home in the area. One Registered Manager is in charge of both homes.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/06/2014	Full	adequate
27/02/2014	Interim	satisfactory progress
07/10/2013	Full	adequate
25/03/2013	Interim	good progress

What does the children's home need to do to improve further?

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
17B (2001)	ensure that within 24 hours of the use of any measure of control or discipline, a written record is made in a volume kept for the purpose (Regulation 17B (3))	30/04/2015
31 (2001)	ensure that the premises are appropriately located, so that children cared for by the home are effectively safeguarded and are able to access services to meet needs identified in their care plans (Regulation 31 (1A) (a))	16/03/2015
33 (2001)	ensure visits by an independent person take place at least once a month and a copy of the report is provided to HMCI (Regulation 33 (1) (7) (9a))	30/04/2015
34 (2001)	establish and maintain a system for monitoring the matters set out in Schedule 6 at least once in every	16/03/2015

	3 months and improving the quality of care provided, including consultation with children, their parents and placing authorities. Supply HMCI with a report of any review conducted by the registered person and on request to placing authorities. (Regulation 34 (1) (a) (b) (2) (3))	
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Recommendations

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

- ensure records in the home demonstrate the staffing level, specifically that the rota shows when the manager is in the home (NMS 17.2)
- ensure the home provides a homely environment, specifically, review the appropriateness of locking the lounge door at night and some of the material on the children's noticeboard. (NMS 10.3)

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.