

SC066048

Registered provider: Anderida Adolescent Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is registered to provide care and accommodation for one young person who has social, emotional and/or mental health difficulties. It is operated by a private organisation.

The home has been without a registered manager since September 2019.

Inspection dates: 19 to 20 November 2019

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: 9 August 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/08/2018	Full	Good
05/07/2017	Full	Outstanding
18/01/2017	Interim	Improved effectiveness
05/07/2016	Full	Outstanding

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 registered person must ensure that— - within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— - the effectiveness and any consequences of the use of the measure; and - within 48 hours of the use of the measure, the registered person or the person who is authorised ("the authorised person")— - has spoken to the user about the measure, and - has signed the record to confirm it is accurate. (Regulation 35 (3)(a)(viii)(b)(i)(ii)) In particular, ensure that there is a written review of each restraint incident undertaken by the manager.	24 January 2020

Recommendations

- The registered person should have a workforce plan which can fulfil the workforce related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should:
 - detail the necessary management and staffing structure, (including any staff commissioned to provide health and education), the experience and qualifications of staff currently working within the staffing structure and any further training required for those staff, to enable the delivery of the homes Statement of Purpose;
 - detail the processes and agreed timescales for staff to achieve induction, probation and any core training (such as safeguarding, health and safety and mandatory qualifications);
 - detail the process for managing and improving poor performance;
 - detail the process and timescales for supervision of practice (see regulation 33 (4)(b)) and keep appropriate records for staff in the home.

The plan should be updated to include any new training and qualifications completed by staff while working at the home, and used to record the ongoing training and continuing professional development needs of staff – including the home’s manager. (‘Guide to the children’s homes regulations including the quality standards’, page 53, paragraph 10.8)

- Any home using CCTV or other monitoring equipment should have a written policy describing how this will support the safeguarding and well-being of those living and working in the home in accordance with regulation 24. Homes must gain consent to any monitoring or surveillance by the placing authority in writing at the time of placement. (‘Guide to the children’s homes regulations including the quality standards’, page 16, paragraph 3.16)

In particular, the registered person should ensure that the existing policy is reviewed to include current legislation and guidance.

Inspection judgements

Overall experiences and progress of children and young people: good

This service delivers two-to-one staffing at all times. The staff team members are consistent in their approach to the care they provide. They fully engage in the therapeutic care model that the organisation uses. The young people soon settle into the home and begin to build trusting relationships. This often results in young people talking about previous life experiences – events they may not have felt confident in speaking about before. The staff team members talk knowledgeably about the young people with warmth and have a very good understanding of their day-to-day and more long-term emotional, physical, educational and psychological needs.

The home is welcoming and maintained to a good standard. It is a small and compact home with all necessary resources. Since the last inspection, the young people have been involved in choosing the decoration and furnishings of the home.

The home’s Non-Violent Resistance model is understood well by the staff and it informs the care they provide. When they can, they will use the model before the young person arrives at the home, working alongside parents. Previous young people have responded well to this approach, for example with a decrease in violent behaviour and incidents of being missing from the home.

The young people are supported well by the staff to maintain school attendance. For some, this may be following a period of time away from school. Educational establishments are carefully considered; one young person went to a local college, and another, the organisation’s learning centre located close by.

The overall care and support package has been recognised as particularly effective by the professionals working with one young person in the home. One professional said: ‘The manager and her team provide an excellent level of support to [the young person], providing two-to-one support at all times, seeking to engage them in constructive and

positive activity and also have re-engaged [the young person] in education in the organisation's learning unit with a programme tailored to [the young person's] needs.' This is a significant achievement considering the young person has only been at the home for a very short period of time.

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

The manager and the staff team provide very good support to the young people, which helps them to feel safe. The training that the staff receive covers topics such as sexual exploitation, gang-related behaviours, drugs misuse, radicalisation and risks associated with going missing. A range of internal and external professionals provide specialist training that informs the skills of the staff team and the care that the young people receive.

A recent review of the organisation's training package has taken place as a result of serious incidents of unprofessional conduct by staff and practices that have occurred across some of the organisation's homes. The review led to enhanced training being made available swiftly, with clarity given about the expectations of, and the staff's awareness of, professional boundaries. Senior leaders have also undertaken a robust review of policies and procedures, including whistleblowing. In addition, senior leaders have worked closely with all required external safeguarding agencies to instigate and undertake investigations and apply robust and appropriate disciplinary measures when necessary. Senior leaders continue to closely monitor all aspects of this review.

During this inspection, the manager and her staff team were clear about their safeguarding responsibilities. For example, the manager has initiated working relationships with the local bus and rail companies to assist in missing-from-home incidents. This will lessen the risks that the young person may be exposed to if they run away. The importance of each young person having an independent interview on their return to the home is taken seriously, with very timely meetings taking place. This information is shared with appropriate professionals. During this inspection the staff were able to identify signs that a young person was likely to go missing. The action taken, consistent with the agreed response plan, resulted in the young person being found quickly. The staff followed clear guidance on when to report the young person as missing.

The number of physical interventions is low. The staff are trained to intervene but avoid doing so whenever they can. Records are detailed and clear but lack the manager's review of the incident.

The home has external closed-circuit television in operation. The current policy needs to be reviewed to ensure that it meets the changes in legislation, as it does not include all information required.

All health and safety checks are regularly completed to make sure the house is a safe environment for the young people and the staff team. Recruitment practice is robust.

The effectiveness of leaders and managers: good

The registered has left the service and the post is currently vacant. new manager started in September 2019. She has previously been a deputy manager at another of the organisation's homes. She has a level 5 diploma in leadership and management.

The manager is being supported well by senior leaders to address identified gaps in her management skills. Since the last inspection, there have been changes to the small staff team. However, the majority of the core team has not changed. The staff rotas show a range of experience and knowledge on each shift.

Leaders and managers actively and regularly monitor the quality of care provided. The monitoring systems are of a very good standard. Leaders recognise the importance of providing a stable and safe home for the young people and embrace independent oversight. Staff appreciate the support they receive and said they very much feel part of the organisation. The organisation has achieved an Investors in People Platinum Award.

During this inspection, the manager and responsible individual were observed communicating with and challenging a local authority, in the best interests of a young person, with a good outcome for the young person.

The absence of a dedicated workforce development plan needs to be addressed. All required information is located across numerous policies, however these need to be brought together to inform one document.

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: SC066048

Provision sub-type: Children's home

Registered provider: Anderida Adolescent Care

Registered provider address: 6a Neville Road, Eastbourne, East Sussex BN22 8HR

Responsible individual: Erica Castle

Registered manager: Post vacant

Inspector

Liz Driver, social care inspector

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