

Children's homes – Interim inspection

Inspection date	26/09/2016
Unique reference number	SC067753
Type of inspection	Interim
Provision subtype	Children's home
Responsible individual	Annie MacIver
Registered manager	Dominic Riches
Inspector	Jennie Christopher

Inspection date	26/09/2016
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 judge that it has sustained effectiveness. The registered manager has been away from the home on an organisational project since July 2016. It is unclear at this time what the future permanent management arrangements will be. A registered manager, with a proven track record, from within the organisation is overseeing the home in the interim period. She is typically spending four days a week in the home. The home where she is registered is in the same road, so she is readily available to both services. The manager is currently in the process of registering with Ofsted to manage this home. In the short period that she has been in charge, she has made significant changes to practice and processes within the home. Young people make good progress as a result of living in the home or accessing the service for short breaks. Successes include being able to sit at the table for meals, being able to spend more time with their peers and shopping for their own meals. Young people are also supported to make decisions that affect them, resulting in one young person choosing to no longer be fed by tube, and now successfully eating and drinking orally. Staff form strong and trusted relationships with young people, which helps to ensure that they feel safe in the home. The young people seen during the inspection appeared confident in their surroundings and were engaging in activities they enjoyed. The recently redeveloped garden area provides a range of facilities for young people, including gym equipment and the opportunity for messy play. One young person was seen to be particularly enjoying playing with water-filled beach balls. Young people access various activities in the community, such as going to the beach and out for meals. The current manager is exploring with staff the value of activities and what young people gain from them. It is hoped that activities will become more tailored to individual needs, while offering them new experiences which may enhance their life skills. Since the last inspection, four young people have moved on from the home or short-breaks service. All of the transitions were planned, and there is evidence of some excellent joint working with specialist children's homes and adult services. One young person successfully transitioned from short breaks to the residential	

provision within the home and a sibling group was accommodated in an emergency. This was a positive move and both young people are progressing well as a result.

The register of young people who have moved into or on from the home does not contain all the information required in regulations. In-house care plans are improving and the management team is focusing on developing and building on the current systems in place to streamline records and plans. The aim is to ensure that all staff know what goals and targets young people are working towards, and then accurately evidencing progress. This is ongoing, and staff are enthusiastic about the changes.

Young people's demeanour and actions demonstrate that they feel safe in the home. Staff are confident in the procedures to follow should they feel a young person is at risk of harm. They have a good understanding of each individual's vulnerability and, under the guidance of the current management team, are allowing more age-appropriate risks to be taken, with consideration for young people's skills and abilities. Safeguarding concerns are referred on to partner agencies swiftly. Records of actions and responses are all available in the home, but they are not well ordered. Approaches to behaviour management are increasingly consistent, with staff working as a team to ensure that young people know what is expected of them. Natural consequences are effectively implemented to ensure that young people learn from their actions at the time. Restraint recording has improved, with the manager producing an easy-to-use format to ensure that records are completed fully and with greater accuracy. Young people's views on any incidents are sought in a variety of ways, including using cartoon-style picture boards, social stories and discussions adapted to the individual's communication style. Complaints are now being consistently recorded, which was noted as a shortfall at the last inspection. However, records are not particularly clear and it is not easy to identify what the outcome of the complaint is.

Since the last inspection, there have been changes to the management of the service and the organisation as a whole. There is now much-improved joint working with the social work team and a service level manager is in post across the home and social work provision. As a result, there are fewer delays in services provided for young people and any issues or concerns are remedied much more quickly. The management team has worked on meeting the requirements and recommendations from the last inspection, such as improving the records of restraints. Staff are being afforded the opportunity to have a greater say in how the home is run. All are engaged in formulating the development plan, which is directly linked to action points in their upcoming appraisals. Supervisions are now happening much more frequently and staff have a 'buddy' to boost morale, but also to ensure consistency in approach and maintenance of good practice. A full review of the decoration and maintenance of the building is currently taking place, identifying improvements to be made in the coming year. The medication administration room has been relocated as a result, and it is also hoped that the larger space will lead to fewer mistakes and near misses. The manager is also

making a concerted effort to ensure that staff follow a social care model, rather than a medical model, in the home.

Reports in relation to Regulation 44 identify key areas for development. The format of the reports is currently under review to determine what will bring most benefit to the home. There has not been a report in relation to Regulation 45 for over six months, and the current manager is working on this as part of the development plan for the home.

Information about this children's home

This local authority children's home provides care and support for a maximum of 16 children and young people with complex needs. The home can accommodate children and young people with both physical and learning disabilities, some of whom may display challenging behaviour. The home can provide permanent placements or short breaks.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/02/2016	Full	Good
01/09/2015	Interim	Sustained effectiveness
20/02/2015	Interim	Sustained effectiveness
14/11/2014	Full	Good

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) meets 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 maintain in the home the records in Schedule 4 and ensure that the records are kept up to date, specifically the register or 'admissions and discharge' record. (Regulation 37 (2)(a)(b))	28/10/2016
The registered person must complete a review of the quality of care provided for children at least once every six months. The registered person must supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. The system must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1)(4)(a)(5))	28/10/2016

Recommendations

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

- Ensure that managers make clear chronologies and records of conclusions to complaints and safeguarding and child protection investigations. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

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 have 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 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 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 who 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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