

SC067895

Channels and Choices Kent LLP

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for up to four children who have emotional and/or behavioural difficulties. The home is operated by a private organisation. It offers therapeutic residential care.

The home has not had a registered manager since February 2019.

Inspection date: 8 April 2019

This monitoring visit

This monitoring visit was carried out following the inadequate judgement made at the full inspection on 26 and 27 February 2019, from which two compliance notices were served. One was in relation to safeguarding children, the other regarding behaviour management. Four children were living in the home at that time. The purpose of this monitoring visit was to ensure that the provider had met the compliance notices.

A compliance notice was served under Regulation 12.

The protection of children standard

In particular, the standard in paragraph (1) requires the registered person to ensure— that staff understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12(2)(a)(v)(vi)(vii))

In particular, at the full inspection on 26 and 27 February 2019 inspectors found shortfalls in the use and recording of restraint. Staff had used inflammatory language and held children for extended periods of time. Allegations made against staff had not been reported in a timely manner and risk assessments were too

generic.

The compliance notice specified a series of steps that the provider needed to take in order to meet the requirement.

Inspectors found that the children's risk assessments had been reviewed. They now contain individualised information regarding the risks and triggers for each child. Furthermore, they now provide staff with clear strategies to follow that reduce risk.

The organisation's physical intervention trainer undertook an audit of the staff's understanding of their roles and responsibilities in relation to protecting children. Staff have also received safeguarding and managing allegations training. A programme of further training is planned to further address individual needs that were highlighted as part of the audit.

The compliance notice steps are met and will be further tested at the next inspection.

A compliance notice was served under Regulation 19

Behaviour management and discipline

No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child. (Regulation 19(1))

At the full inspection on 26 and 27 February 2019, inspectors found that restraints had increased in frequency and duration. Records sampled also raised concerns at the language staff used, and the absence of managers questioning the effectiveness or duration of restraints.

The compliance notice specified a series of steps that the provider needed to take in order to meet the requirement.

One of the organisation's physical intervention instructors undertook a review of restraint and produced a report of his findings. The report included staff's use of language. Where staff had used language that was inappropriate, individual supervisions and coaching have taken place to develop their skills further.

The review's findings have been shared with the team and some staff have been provided with refresher training in the use of restraint. For other staff, an ongoing training programme seeks to address areas of need identified as part of the process.

Furthermore, the organisation is developing its policies and procedures in relation to the management of allegations in line with its human resources department.

The compliance notice steps are met and will be further tested at the next inspection.

The provider has taken swift and decisive action to fully understand the impact of the two compliance notices and has set about tackling the identified shortfalls in a well-planned and comprehensive way. Notably, the responsible individual confirmed to the inspector that they have learned from the previous inspection. Both compliance notices are judged as met. No further enforcement action is being taken, at this time, following the visit.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/02/2019	Full	Inadequate
31/10/2017	Full	Good
27/09/2016	Full	Good
08/03/2016	Interim	Improved effectiveness

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC067895

Provision sub-type: children's home

Registered provider: Channels and Choices Kent LLP

Registered provider address: Camburgh House, 27 New Dover Road,
Canterbury, Kent CT1 3DN

Responsible individual: Lisa Speight

Registered manager: post vacant

Inspector

Sarah Olliver, social care inspector

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