

Children's homes - interim inspection

Inspection date	09/11/2015
Unique reference number	SC068827
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Surrey County Council
Registered person address	Surrey County Council, Children's & Safeguarding Service, Runnymede Centre, Chertsey Road, ADDLESTONE, Surrey, KT15 2EP

Responsible individual	Mr Ian Forbes
Registered manager	Miss Hannah Phillips
Inspector	Mrs Maxwell

Inspection date	09/11/2015
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 declined in effectiveness. Young people are making good progress with all young people currently engaging in education. Links with education providers ensures robust education plans being in place. Reviews are requested when needed ensuring that young people have access to education. One young person's attendance levels have improved in recent weeks. Young people continue to access activities in the local community and use opportunities to develop key interests and hobbies. Positive links with local services and organisations are developed with statutory organisations offering a variety of services and support to young people. A recent trip abroad was planned with young people enjoying a holiday which they helped to choose. Health professionals attend the home creating opportunities for young people to discuss their concerns and needs with the nurse as they arise. Young people are provided with information about their health needs and risky behaviours, encouraging them to make positive choices and engage in services provided. Emotional support from staff has helped young people explore their thoughts and feelings when they have been anxious or upset. Staff support young people to make positive choices utilising intervention plans and strategies to avoid missing episodes occurring. When episodes do occur they are responded to robustly with effective recording and reporting systems in place. Each young person is offered a return to care interview once they return by an independent person. There has been a reduction in missing episodes for some young people with a positive impact being seen in other aspects of their individual achievements. Child sexual exploitation risk assessments are drawn up but plans regarding interventions, strategies to be implemented are not included. Physical intervention is used only as a last resort by staff who use a variety of de-escalation methods and techniques in preference. When physical intervention has	

been applied, the most minimal form is used for the shortest time possible. Incidents are well recorded with opportunity for young people to comment on the situation. The manager has reviewed the incidents with key patterns and trends being identified enabling prompt reviews of plans in place.

There has been a high level of incidents within the home, during which a great deal of damage to property has occurred. Aspects of maintenance and repair are still required.

Sanctions used have been linked to the cause with a restorative justice approach being applied. Young people have purchased items to replace those which have been damaged. Rewards are recorded but not consistently enough to ensure all achievements are celebrated.

Complaints and safeguarding concerns have been documented and reported. There is no outcome recorded following these incidents or that the young person has been informed of the outcome following a complaint or allegation.

Risk assessments and care plans are not in place for all young people. Some aspects of risky behaviour have not been addressed and minimised.

A recent emergency admission was accepted which had not been assessed nor plans put in place to minimise risk prior to admission. Staff had considered how to support the young person as additional staff had been sourced but the formal consideration of how the young person was to be supported was not made.

Review of placements has occurred when staff have identified that they are not able to meet need or keep a young person safe. Planned discharges have followed this with a support plan of how best to support the young person moving on being implemented.

The Statement of Purpose does not include the acceptance of emergency admissions indicating this was done outside the homes guidelines; process and procedures are not in place to support this type of admission. There was no documented impact risk assessment at the time of admission.

The previous recommendation set at the last inspection has not been implemented. Notifications regarding serious incidents and safeguarding incidents are not being received in a timely manner. One serious incident was not notified and so the manager is now reviewing the homes systems and procedures in place regarding notification to others.

The evaluation systems and procedures in place are not robust with key gaps in recording not being addressed.

The staff team has remained consistent with staff being supported through regular supervision and team meetings promoting the development of practice.

Collaborative working with others provides a positive impact on care planning and meeting need. Support and advice for staff regarding meeting individual needs is provided by key specialisms from outside of the home.

Information about this children's home

- The home is registered for up to 5 young people with emotional and/or behavioural difficulties EBD.
- The home is owned and managed by the local authority.
- The home provides care on a short, medium and long term basis to young people.
- The home intends to provide a therapeutic environment supporting young people to work through past experiences of trauma, loss and separation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/07/2015	CH - Full	Good
24/10/2014	CH - Interim	sustained effectiveness
14/05/2014	CH - Full	Good
02/01/2014	CH - Interim	Inadequate Progress

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 with the given timescales.

Requirement	Due date
12 The protection of children standard In order to meet the protection of children standard the registered person must: (2)(a)(i) ensure assessment of whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child.	01/01/2016
13 The leadership and management standard In order to meet the leadership and management standard the registered person must: (2)(a) lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose.	01/01/2016
14 The care planning standard In order to meet the care planning standard the registered person must: (2)(b)(i)(ii) ensure that arrangements are in place to provide for the effective induction of each child into the home and manage and review the placement of each child in the home.	01/01/2016
The registered person must notify HMCI and each other relevant person of serious events, without delay. (Regulation 40(4))	01/01/2016
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation specifically to provide an outcome for the young person who has made the complaint. (Regulation 39(3))	01/01/2016

* These requirements are subject to statutory requirement notice.

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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