

SC068827

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is operated by a local authority. It provides care and accommodation for up to five children. The provider states in the home's statement of purpose that children placed here will often have experienced serious trauma, breakdown in family relationships, disruption in their lives and multiple placement breakdowns.

There has been no registered manager at the home since 30 July 2018. A new manager was appointed in August 2018 and is not yet registered with Ofsted.

Inspection dates: 22 to 23 August 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 **requires improvement to be good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 25 October 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/10/2018	Full	Good
26/03/2018	Interim	Sustained effectiveness
04/10/2017	Full	Good
04/01/2017	Interim	Improved effectiveness

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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— take effective action whenever there is a serious concern about a child's welfare. (Regulation 12 (1)(2)(a)(vi)) In particular, ensure that internal investigations into allegations against staff are completed in a timely manner.	22/10/2019
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	22/10/2019
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home; and the registered provider— is an organisation or a partnership; does not satisfy regulation 28; or is not, or does not intend to be, in day-to-day charge of the home. (Regulation 27 (1)(a)(b)) In particular, the manager appointed must apply for registration as soon as possible.	22/10/2019

Inspection judgements

Overall experiences and progress of children and young people: good

The staff deliver individualised care within a nurturing environment where the young people develop, have opportunities to learn to manage their emotions more appropriately and keep themselves safe. The young people experience warmth and attentiveness from the staff and develop trusting relationships, knowing the staff will meet their needs.

The young people have a strong voice in the home. They confidently express their views, appreciating that staff will listen and value their opinions. They are aware of the complaints procedure and use it as a way of making their views known. Individual sessions with staff help young people acquire alternative ways of thinking about difficult issues and give them opportunities to raise any matters concerning them.

Close monitoring of the young people's physical and emotional health ensures that their specific needs are identified and met. Young people benefit from the support and treatment they need to stay healthy.

As young people approach young adulthood, the staff acknowledge their changing needs. Structured work with young people and specific plans to promote their independence help to build their confidence as they move to the next stage of their lives.

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

Staff have a clear understanding of young people's needs. Individualised plans guide staff to protect young people and help them to develop. Knowing the young people well, staff are aware of the risks associated with young person's behaviour, and they implement supportive and protective measures. Careful thought and consideration of risk management enable staff to reduce the risk of harm.

Staff help young people understand risk and how to stay safe. They recognise that young people need to take appropriate risks to promote their independence as they develop decision-making skills. Staff use one-to-one sessions with young people effectively to help them understand how to protect themselves.

When incidents occur, staff record these in detail and share them, as necessary, with the placing authority. The manager carefully reviews all incidents and helps staff reflect on any learning points. Staff are trained in behaviour management techniques, and they employ these skilfully to reduce the potential for harm. Managers are proactive in working with external professionals to protect young people.

Managers and staff implement policies for protecting children appropriately. However, when internal investigations have been agreed with the local authority designated officer,

these are not completed promptly.

Warm and trusting relationships are at the heart of staff practice. Staff are responsive and consistent in their support. Young people gradually learn how to manage their anxieties, worries and behaviour. When this is not the case, managers work with determination, collaborating effectively with the local authority to ensure that young people are appropriately placed to meet their complex needs.

The effectiveness of leaders and managers: requires improvement to be good

The manager has been in post since July 2018. She has applied for registration with Ofsted, but her application has not been submitted in a timely way. However, this has not had a negative impact on young people's experience of living in the home. She is currently undertaking a level 5 leadership and management qualification, which is required for the role.

Managers have responded to the shortfalls identified at the previous inspection. In particular, the quality and consistency of young people's plans and risk assessments have improved. These now provide clear guidance for staff on how to meet young people's needs and help protect them.

Managers and staff understand the needs of the young people. They are passionate advocates for young people, challenging other professionals to ensure that plans and decisions are made in young people's best interests.

Staff training is regular and appropriate. They receive regular supervision, which provides opportunities for reflection on their practice and discussion about safeguarding young people.

Through positive and meaningful relationships between the staff and the young people, issues that arise are resolved informally. On occasions, when this is not the case, young people use the complaints procedure appropriately. However, records do not show that the young person is satisfied with the response to their complaint.

Effective systems are in place to monitor the quality of care provided in the home. A detailed and child-focused development plan targets areas for improvement in a drive to achieve the best outcomes for the young people.

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: SC068827

Provision sub-type: Children's home

Registered provider address: Quadrant Court, 35 Guildford Road, Woking, Surrey GU22 7QQ

Responsible individual: Lisa Wade

Registered manager: Post vacant

Inspector

Jan Hunnam, social care inspector

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