

Inspection report for children's home

Unique reference number	SC068827
Inspector	Janet Hunnam
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	Louise Warren
Registered manager	Hannah Katherine Phillips
Date of last inspection	14/05/2014

Inspection date	24/10/2014
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **sustained effectiveness**.

At the previous inspection in May 2014, the home was judged good for overall effectiveness. Three recommendations were made.

Two recommendations relate to incidents involving physical intervention. Incidents involving physical intervention at the home are rare. There has been only one such incident recorded since the last inspection. Records demonstrate that the young person was offered medical assistance and clearly record the reason for the restraint. Both these recommendations are met. Examination of incident reports, however, shows that there has been one incident that has not been appropriately recorded. Staff used low-level physical intervention as a response to a young person's challenging behaviour. This incident was not recorded in the physical intervention log and consequently impedes the manager's effective monitoring of staff practice.

The other recommendation relates to recording young people's progress clearly and this has been met.

Some young people are making significant progress at the home and benefit from highly individualised support and positive, trusting relationships with staff. Since the last inspection, a young person has moved from the home to supported accommodation with a well-planned, successful transition. There have been other young people, however, who have moved from the home in an unplanned way. This was due to an increase in their risk-taking behaviour and the consequent level of risk they presented to other young people at the home.

To ensure newly resident young people will be compatible with the existing group, managers have implemented an impact risk assessment prior to a young person being placed at the home. This enables managers to consider the specific risks

linked to the young person's behaviour and the potential effect on the welfare of young people already resident at the home. This ensures staff identify young people's specific vulnerabilities and that appropriate strategies are in place when a young person is newly resident. This process includes liaison with the police missing from home coordinator when necessary, to ensure effective measures are in place to protect young people.

Risk assessments and individual protocols for young people who may leave the home without permission and be at risk of harm are highly detailed and comprehensive. Staff review these risk assessments frequently and effective systems are in place to ensure all staff are aware of any increased risks and changes in strategies to safeguard young people. There have been occasions when young people have left the home without permission but the home implements effective procedures in line with local police protocols.

The home has made a recent notification relating to a young person disclosing sexual exploitation. This has been referred appropriately to the relevant authorities as a safeguarding incident ensuring that child protection processes are implemented to protect the young person. The home has managed this disclosure effectively ensuring safeguarding measures and updated risk assessments are in place focusing on preventive measures to keep young people safe. Staff receive training in safeguarding young people but not all staff have undertaken specific training in child sexual exploitation. Such training is necessary to ensure they are fully aware of their role and responsibilities in relation to keeping young people safe from sexual exploitation and they know how to respond appropriately when they suspect it may be occurring.

The home has received two complaints from young people since the last inspection. These relate to allegations against staff and have been appropriately referred to the local authority designated officer. They have not, however, been notified to Ofsted in line with regulations. Such omissions compromise the ability of the regulatory authority to monitor whether appropriate action is being taken following incidents that significantly affect the welfare of young people.

Effective monitoring systems are in place to maintain high standards of care. The Registered Manager undertakes monthly monitoring resulting in an action plan to address any shortfalls and improve the service. The Registered Manager submits quarterly reports to Ofsted. Monthly monitoring reports by an external visitor contribute effectively to this quality assurance system. The Registered Manager clearly understands the strengths and weaknesses of the service. She is developing new consultation processes for young people and new recording systems to inform individual care plans for young people and improve their care. The Registered Manager provides forward-thinking leadership and leads the committed staff team effectively in providing high quality care and promoting positive outcomes for young people.

Information about this children's home

The home accommodates up to five young people with emotional and behavioural difficulties. The home is owned and managed by a local authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/05/2014	Full	good
09/05/2013	Full	adequate
06/03/2013	Interim	inadequate progress
14/06/2012	Full	adequate

What does the children's home need to do to improve further?

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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
17B (2001)	ensure that within 24 hours of the use of any measure of control, restraint or discipline in a children's home, a written record is made in a volume kept for the purpose (Regulation 17B(3))	28/11/2014
30 (2001)	ensure that if, in relation to a children's home, any of the events listed in column 1 of the table in Schedule 5 takes place, the registered person shall without delay notify the persons indicated in respect of the event in column 2 of the table. (Regulation 30(1))	28/11/2014

Recommendations

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

- ensure that staff are equipped with the skills required to meet the needs of the children and purpose of the setting, and training keeps them up-to-date with professional, legal and practice developments, specifically in relation to child sexual exploitation. (NMS 18.1)

What inspection judgements mean

At the interim inspections 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

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.