

SC068827

Registered provider: Surrey County Council

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and run by a local authority. It provides care and accommodation for up to five young people who have emotional and/or behavioural difficulties.

Inspection date: 26 March 2018

Judgement at last inspection: good

Date of last inspection: 4 October 2017

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 last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

Since the last inspection, good progress has been made in meeting the previous requirements and recommendations. There are various audits in place which demonstrate a good management awareness of the strengths and areas for development in the home. The manager has a child-centred approach to management, and is involving young people in developments and decision making. The manager continues to ensure that staff are fully involved in the running of the home, and in the decisions made. As a result, staff are positive about their work and feel that there have been improvements in the culture created.

In recent weeks, the home has experienced a change in its group dynamics. Two young people have left since the last inspection; one of these was a temporary move. The staff team recognised that the young person was potentially being exploited by individuals in the community. The staff monitored episodes of missing to understand any patterns, and communicated with all of the necessary professionals to implement a safety plan. The

decision was to move him as a temporary measure, with a view to transitioning him back. This was a good example of proactive working to ensure that the young people are kept safe. The other move was planned, with a transition back home. Although there have been no new admissions, the impact risk assessments in place are not reviewed when young people's behaviours and vulnerabilities change. In addition, they do not take into account the staff's skills and experience, and the impact that any new admissions may have on the current group of young people. However, the statement of purpose has been revised; the manager ensures that all potential admissions are now in line with the criteria outlined in the statement of purpose.

Young people currently in placement have progressed as a result of living in the home. Young people now either have jobs or are engaging in education. The staff continue to create educational opportunities for the young person who is in employment, as he refuses to engage in formal education. Young people have appropriate boundaries in place to enable them to progress. Staff positively intervene to enable young people to learn from behaviours. This has been successful in reducing behaviours such as going missing from the home.

Care planning documentation has been revised with the introduction of daily care programmes. This now enables cross-referencing of all the necessary information about young people, including individual risk assessments. The strategies are now much clearer and information is easier to locate. This enables the staff to support the young people more effectively. All of the records are now signed and dated and the managers have a better oversight of these. Since the last inspection, staff have been advised on how to follow the room-search policy and complete the necessary paperwork. There have not been any room searches.

The home provides a homely and safe environment. The manager recognised that it was taking too long for contractors to repair the fire system. Therefore, they have ordered spare parts to reduce this waiting time considerably. This has ensured that young people are not at risk while waiting for these repairs.

The workforce development plan has been amended to remove training that is no longer provided by the local authority. The manager has recognised the need for additional training within the staff team, and is using team meetings to develop the staff's skills and ensure that staff are all aware of, and can support, young people's specific vulnerabilities. Staff undertake a range of training courses to reflect on their practice.

Referrals have been made to the necessary professionals in the local authority when there have been allegations made. The manager has followed the necessary procedures to ensure the safety of the young people. However, Ofsted has not been notified of the outcomes of investigations.

Staff report that they are well supported by the manager and the deputy, and records indicate that supervisions are regular. However, the documentation regarding the supervisions is not detailed and does not evidence discussions about safeguarding or reflections on practice. Therefore, this does not identify if any additional support for the

member of staff is required.

The whole staff team has developed strong links with external professionals and parents. One placing social worker who spoke with the inspector was very positive about the relationship she has with the staff, and how communication is effective in ensuring her young person is kept safe. The location risk assessment has been reviewed and consultation with the local police took place to share known information about concerns in the local area.

The number of physical interventions increased prior to a young person transitioning on. Staff recognised the emotional impact the transition was having towards the end of the placement. Staff had regular discussions with the young person to try and find alternative strategies for regulating his emotions.

Staff are confident in their roles and key workers are well informed about the needs and progress of their key children. The monitoring systems in place are used to good effect to identify shortfalls and take appropriate action. There is a commitment from the management and the staff team to further raise the standard of care provided for the young people who live in the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/10/2017	Full	Good
04/01/2017	Interim	Improved effectiveness
01/06/2016	Full	Requires improvement
09/11/2015	Interim	Declined in effectiveness

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

Recommendations

- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans, and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the children's homes regulations including the quality standards', page 56, paragraph 11.4)
- Ensure supervision for staff allows them to reflect on their practice and explore safeguarding practice. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)
- Ensure the registered person notifies Ofsted of the outcome following an incident relating to the protection, safeguarding or welfare of a child living in the home which the registered person considers to be serious. ('Guide to the children's

homes regulations including the quality standards', page 63, paragraph 14.10)

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.

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.

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 GU22 7QQ

Responsible individual: Ian Forbes

Registered manager: Colin Christensen

Inspector

Emeline Evans, social care inspector

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