

SC069474

Registered provider: Anderida Adolescent Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. It is registered to provide care for up to three children who experience social and emotional difficulties.

The post for a registered manager has been vacant since February 2022.

Inspection dates: 14 and 15 March 2023

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected requires improvement to be 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: 2 February 2022

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/02/2022	Full	Outstanding
09/07/2019	Full	Good
27/02/2019	Interim	Declined in effectiveness
04/06/2018	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Children are making progress in this home. Committed staff support children's individual needs based on the knowledge of their vulnerabilities and behaviours. Staff provide clear, consistent and appropriate boundaries to children. As a result, children have developed skills and strategies to manage their own conflicts and difficult feelings.

Children are confident to express their thoughts and feelings because there is an established culture in the home where children's opinions are encouraged and valued. Therefore, children have built secure trusting relationships with staff. However, some use of language in records is not child centred and is therefore not helpful should children wish to review their files as an adult.

The inspector witnessed children approach staff for advice, guidance and support. For example, one child asked a member of staff for ideas to reduce their anxiety about a pending job interview. Staff stopped the task they were doing and took time to talk to the child and provide reassurance. The child's interview was a success.

All children attend education. One child, who was not previously in education, has been successful in securing a place at college. This will help to increase their independence skills and confidence when moving on to the next chapter of their life.

Professionals say that the care children receive is holistic, structured and child led. Furthermore, communication is good and provides a thorough and detailed oversight to inform the care planning for children. One child, who experienced numerous placement endings previously, is now settled, engaging, and attending appointments and meetings about their future. Therefore, their health and well-being have significantly improved.

All staff understand the model of care which supports the ethos of the home. Motivated staff work consistently and proactively with children and their parents to support positive outcomes. As a result, one child is returning to live with their family, and another child is having time with their family without the supervision of staff.

How well children and young people are helped and protected: requires improvement to be good

An incident left a child feeling unsafe. Specifically, a member of staff transported a child in a vehicle that was not roadworthy. Staff did not follow the home's own processes and procedures. This was not identified until the inspector reviewed the handover records that day. Therefore, the child could have suffered harm as a result.

Children know how to raise a complaint. The children's guide provides relevant information to enable them to do this. Staff support children to make formal

complaints when necessary. However, on one occasion, the acting manager did not take effective action to assist a child to understand the outcome and their feelings following a complaint. This could prevent a child from any further disclosures to an adult when they see or hear something that is not appropriate.

Children's risk assessments are cumbersome, repetitive and do not clearly identify the triggers to negative behaviour or immediate strategies to manage these. Positively, all staff know the children well and help them to develop their knowledge and understanding of how to keep themselves safe. As a result, children can take informed, age-appropriate risks to build positive experiences and confidence in the choices they make.

When incidents occur, the acting manager ensures that all relevant agencies are notified promptly. This enables a multi-agency approach to meet the needs of the children and inform timely decision-making. Group sessions with staff provide them with the opportunity to reflect on the management of incidents. However, the internal review of incidents is not timely. Therefore, learning from incidents or poor practice is not identified swiftly.

All staff have received the necessary training to inform the care they provide to children. Staff are confident and knowledgeable in the use of restraint practice, which is used when necessary and as a last resort. Therefore, the management of children's behaviour is informed and consistent.

Administration of medication is thorough. Managers have ensured that learning from previous errors has been thought about and a new system has been implemented. As a result, there have been no further errors. The administration of medication is well recorded, and all documentation is signed accordingly.

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

The monitoring systems and quality assurance by managers have not identified the shortfalls found during the inspection. Therefore, senior leaders have not ensured effective management and monitoring of the home in the absence of a registered manager.

Not all staff receive practice-related supervision or annual appraisals in line with the home's policy. This prevents the management team from identifying staff's training and development needs. However, supervision sessions that have been carried out are well recorded and there is a good focus on staff's well-being and development.

All staff and managers are well supported by the therapy team. This helps staff to understand children's behaviour, agree strategies and consider the impact on them emotionally. As a result, the staff team provides consistency, routine and stability to children.

The delegation of tasks in the absence of a registered manager has not been routinely reviewed and scrutinised by the senior leadership team. Therefore, shortfalls in compliance have not been identified.

Despite the shortfalls identified, the arrangements for monitoring children's progress are effective. Children's progress is well recorded and their views are considered by managers to assist with decision-making and care planning for the future. Senior managers are visible to the children and staff. This supports staff feedback that they are well supported by the leadership team.

The independent visitor is experienced and challenges practice. However, the shortfalls in management oversight were not identified. Likewise, the provider is given the opportunity to meet the recommendations prior to the report being submitted to the regulator.

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 the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(b)) In particular, ensure that staff follow processes and procedures to keep children safe from harm.	1 July 2023
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) In particular, ensure that monitoring and review systems are effective.	31 August 2023
The registered provider must appoint a person to manage the children's home if— there is no registered manager in respect of the home. (Regulation 27 (1)(a))	1 May 2023

In particular, the acting manager must submit a completed application for registration with Ofsted.	
The registered person must ensure that all employees— undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(b)(c)) In particular, ensure that staff receive regular supervision and an annual appraisal.	1 August 2023

Recommendation

- The registered person should ensure that any individual appointed to carry out visits to the home as an independent person must make a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care. ('Guide to Children's Homes Regulations, including the quality standards', page 65, paragraph 15.1)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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: SC069474

Provision sub-type: Children's home

Registered provider: Anderida Adolescent Care Limited

Registered provider address: Anderida Adolescent Care Limited, Neville Mews,
6a Neville Road, Eastbourne BN22 8HR

Responsible individual: Erica Castle

Registered manager: Post vacant

Inspector

Jill Sephton-Wright, Social Care Inspector

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