

Children's homes - interim inspection

Inspection date	02/02/2016
Unique reference number	SC362965
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Five Rivers Child Care Limited
Registered person address	Five Rivers Childcare, 47 Bedwin Street, SALISBURY, SP1 3UT

Responsible individual	Mausumi Maulik
Registered manager	Zoe Ratcliffe
Inspector	Heather Chaplin

Inspection date	02/02/2016
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 improved effectiveness.	
The home continues to provide high quality, child-centred care which meets children's needs effectively. Since the previous inspection, the child living in the home has continued to make progress in all areas of his life. For example, he benefits from strong, positive relationships with key workers and other staff. He is at the centre of all the home's plans, and is fully involved in this process. At the time of the previous inspection, the child was receiving education through home tutoring. Although this took place in local youth clubs rather than within the home, it limited his social interactions and he did not enjoy his lessons. The manager identified that the child may be more responsive to a different teaching style, and worked with other agencies to arrange a change of tutor. This has been successful, and the new tutor has helped him to engage with education and start to enjoy the learning experience. The child's new activity-based programme includes attendance at an education centre, where he is kept busy with climbing, rock-pool activities, kayaking and pot-holing. These activities are linked to specific educational targets and focus the child's energy in constructive ways. This helps him to concentrate more effectively on his academic work, so that the proportion of classroom-based subjects can be gradually increased. This is a significant achievement in comparison with the previous inspection, when the child had almost no capacity to tolerate formal education. Skilled key working helps the child to develop important interpersonal skills. As a result of the staff's targeted work on friendships, respect and following rules, he is now participating in local youth clubs, and has recently joined the Scouts. The child is now responding more appropriately to peers, which will make a major difference to his opportunities and enjoyment of life. He is already more confident as a result of his growing ability to participate in his local community. The child loves strenuous activities such as climbing, walking and swimming. He has learned to swim well since his arrival in the home, which has improved his health, fitness and personal safety. He explained that he likes to spend time at a	

therapeutic project involving basic horse care, where he grooms a horse and works on building mutual trust and communication skills. He is looking forward to learning to ride in the near future.

There has been a significant reduction in the level of physical intervention since the previous inspection. Over the course of the past two weeks, there has been a further decrease in serious incidents and physical interventions. This reduction has been possible because the staff have identified triggers to the child's behaviour, and are working positively with him to help him cope with difficult situations.

The staff reward positive behaviour through awarding stars in response to achievements against specific targets. The child is meeting his targets, and continues to improve. He is now regularly earning 30 stars per week, which means that he can choose a reward for his efforts. When consequences are given, they are fair and proportionate.

Since the previous inspection, there have been no complaints against the home, and the child has not gone missing. He is kept safe in the home, and the manager and staff support him to take age-appropriate, measured risks to help develop his confidence as he approaches his teenage years.

The experienced registered manager monitors the home effectively. She ensures that all the child's records are completed correctly. The home continues to receive monthly visits from an independent person. The reports are positive and provide valuable support for improvement.

The home continues to provide a warm and comfortable place to live. Although the development plan is still under construction in preparation for the new financial year, the manager has plenty of ideas for further improvements to the quality of the environment. The dining room has recently been repainted in an attractive and relaxing colour, and the manager is considering how to make best use of the spacious garden.

The registered manager has worked well with other agencies and parents to help promote the child's best interests. The home maintains close links with education professionals and the child and adolescent mental health service and with parents, to help ensure that he receives the most suitable service for his needs.

At the previous inspection, one requirement was made. The home was asked to ensure that the physical intervention records contain all the information required to promote safe and effective restraint practice. The registered manager has now introduced an improved format for the physical intervention log. This has ensured that all the necessary information on the reasons for the intervention, the type of hold and its duration is now available in a format that supports effective scrutiny.

Four recommendations were made, three of which have been met in full. The recommendation that has not been fully met concerns the telephone verification process for staff references. The verification was taking place, but the detail of the conversation was not being recorded on the recruitment files. The manager has

asked for this information to be recorded, to demonstrate that this important check has been completed. It was not possible to produce evidence during this inspection that this has been fully actioned. The recommendation is therefore repeated.

Information about this children's home

This privately-owned home is operated by a national organisation as part of a portfolio of children's services around the country. It is one of six children's homes in the south west region. The home is registered to provide care and accommodation for one young person who may have emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/11/2015	CH - Full	Good
16/02/2015	CH - Interim	sustained effectiveness
15/12/2014	CH - Full	Good
10/02/2014	CH - Interim	Good 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

Recommendation

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

Ensure that the company maintains good employment practice. The registered person must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. In particular, record detail of the reference verification conversation with the referee. (Guidance to the Children's Homes Regulations (April 2015) paragraph 13.1)

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*.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016