

# SC362965

Registered provider: Five Rivers Child Care Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is operated by a private national company which provides a care and education service. The home provides care for one child.

The manager registered with Ofsted in April 2014.

### Inspection dates: 5 and 6 December 2022

|                                                                                           |             |
|-------------------------------------------------------------------------------------------|-------------|
| <b>Overall experiences and progress of children and young people,</b> taking into account | <b>good</b> |
|-------------------------------------------------------------------------------------------|-------------|

|                                                             |      |
|-------------------------------------------------------------|------|
| How well children and young people are helped and protected | good |
|-------------------------------------------------------------|------|

|                                           |      |
|-------------------------------------------|------|
| The effectiveness of leaders and managers | good |
|-------------------------------------------|------|

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

**Date of last inspection:** 17 December 2019

**Overall judgement at last inspection:** sustained effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement    |
|-----------------|-----------------|-------------------------|
| 17/12/2019      | Interim         | Sustained effectiveness |
| 30/04/2019      | Full            | Good                    |
| 25/07/2018      | Full            | Inadequate              |
| 29/06/2017      | Full            | Good                    |

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

The child receives support from a consistent and stable team of staff. They get to know the child well and understand their life experiences and how they have affected the child. Staff are child focused and child led. They show interest in children's play and suggest activities that might interest them. The child enjoys time out of the home on bicycle rides or visiting the beach and arcades. Staff support the child to explore different interests, such as horse riding and dancing. Staff identify opportunities for the child to spend time with children the same age. This is through chance meetings at the park or through more-structured visits with children from other homes.

The child attends school part time. Staff support and foster the child's interest in learning and explore creative opportunities for them to learn. Leaders and managers have escalated their concerns with the local authority around the lack of full-time education.

Staff recognise the importance of the child's family relationships. This has led to the establishment of regular communication with family members. This helps the child to understand their past and their life story.

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

The child has regular conversations with staff, which helps to improve their safety. The child can talk to staff about their thoughts and worries. The child is comfortable with key, familiar staff and will seek reassurance from them when they are uncertain. Staff understand when the child struggles, and clear plans help them to know how to best support them. Staff provide the child with clear and consistent boundaries. This helps to reduce the number of incidents in the home. Staff capture the positive progress the child makes in managing their own feelings.

Staff use physical intervention as a last resort. Records of incidents show clearly how staff try different approaches to avoid needing to use restraint. Leaders and managers regularly review incidents and identify trends. However, managers do not always carry out staff debriefs. This is a missed opportunity for critical reflection and learning.

Staff identify and understand safeguarding concerns. Leaders and managers identify where additional training and support are needed following concerns. Staff monitor the child's use of the internet to ensure that the content is suitable for their age.

Safer recruitment processes are used to employ staff.

## **The effectiveness of leaders and managers: good**

An experienced manager leads the home with strong oversight from the responsible individual. The manager has a good understanding of the staff team's strengths and areas for development. Leaders and managers have a clear understanding of the care in the home.

Staff say that they enjoy working in the home. There is a particular focus on the child, and they are proud of the progress the child makes. Regular supervision offers staff the opportunity to reflect on their practice. Managers support regular peer review processes, which leads to an open culture in the home that is focused on learning. Team meetings are child focused and explore and unpick the care and support offered. These are further strengthened by clinical consultation with therapeutic practitioners. This leads to an embedded therapeutic model evident in staff practice. The child's social worker commented on the skill and experience of the staff team to meet the child's needs.

Records and documents which help staff know how to care for the child are up to date. However, in written records, there is a reliance on clinical and institutional language. These words used are unclear in meaning. This is also seen when staff speak about the child.

Leaders and managers have met with the independent person to discuss their expectation of the monthly reports, to ensure that the quality of care is sufficiently scrutinised. The impact of this meeting remains to be embedded.

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

### **Recommendations**

- The registered person should ensure that staff debriefs after incidents of restraint are carried out by someone independent of the incident, to maximise opportunities for learning and clinical reflection. ('Guide to the Children's Homes Regulations, including the quality standards', page 49, paragraph 9.59)
- The registered person should ensure that they review the language used by staff when speaking about or writing about the child to ensure that this is clear and avoids institutional or clinical phrases. ('Guide to the Children's Homes Regulations, including the quality standards', page 62, paragraph 14.4)
- The registered person should ensure that reports by an independent person provide them with the information they need to understand the quality of care in the home. ('Guide to the Children's Homes Regulations, including the quality standards', page 65, paragraph 15.5)

### **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:** SC362965

**Provision sub-type:** Children's home

**Registered provider:** Five Rivers Child Care Limited

**Registered provider address:** 47 Bedwin Street, Salisbury, Wiltshire SP1 3UT

**Responsible individual:** Timothy-John Matthews

**Registered manager:** Zoe Ratcliffe

## Inspector

Clare Nixon, Social Care Inspector

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