

Inspection report for children's home

Unique reference number	SC362965
Inspector	Jennifer Reed
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Five Rivers Child Care Limited
Registered person address	47 Bedwin Street SALISBURY SP1 3UT

Responsible individual	Mausumi Maulik
Registered manager	Zoe Adelaide Ratcliffe
Date of last inspection	15/12/2014

Inspection date	16/02/2015
------------------------	------------

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**.

The home has met the three requirements and the two recommendations made for improvement at the previous inspection.

The Registered Manager has reviewed and amended the home's statement of purpose. This document now contains up-to-date and comprehensive information about how the home is run on a daily basis. It is available to parents, young people and placing authorities to provide them with accurate and detailed information about the operation of this home.

The independent monthly visitor to the home is now making sure that during their visits, they speak with young people, their parents, social workers and staff, to gather their opinions about the quality of care provided to young people. These conversations have resulted in the visitor providing a more informed report about how well the home cares for young people, and assists the home in identifying areas for improvement in care practice, to benefit outcomes for young people.

The report format used by the Registered Manager to complete their quarterly monitoring of the operation of the home has been revised by the organisation to meet recent legislative changes. The Registered Manager has promptly and competently completed the revised report to ensure it is available to placing authorities to inform their decision-making. However, the format does not clearly include the monitoring of all points raised within the regulation, resulting in some matters not being included within the report and reducing its impact on improving the quality of care provided to young people. The shortfalls relate to: arrangements for promoting and supporting the positive behaviour of young people; arrangements for staff training in behaviour management and control and restraint techniques; commissioning therapeutic services and their effectiveness; the effectiveness of arrangements with the police and local authority for reporting missing young people;

and the effectiveness of guidance regarding police involvement in the home. A recommendation is made to improve this area of practice.

The standard of the home's recording practice is good. Files and electronic records provide young people with clear information about their progress while living in this home. Young people have their own dedicated computer and they can easily access information written by staff about them. The Registered Manager diligently monitors the home's records each month, identifying emerging behavioural trends, patterns and young people's progress by measuring the effectiveness of the care and support provided to them. The Registered Manager deals with any identified issues and this improves the standard of care young people receive and safeguards their well-being.

Young people benefit from the stability and longevity of their placement. Staff understand them very well and durable relationships exist between staff and young people. Staff know how best to effectively help and support individuals on a daily basis, resulting in young people feeling safe and secure, and thriving. Staff have high aspirations for the young people they look after and demonstrate a strong commitment to looking after them well.

Young people's health and welfare is given high priority within this home. Staff work collaboratively with the placing authority and local health agencies to make sure young people receive the support they need to promote and maintain their well-being and to plan for their futures. Young people appreciate the guidance and advice given and individuals are making good progress in taking more responsibility for their own welfare. For example, young people are taking steps to eat healthily, take regular exercise, give up smoking, and they have stopped drinking alcohol. Young people report that staff take good care of them and they are very happy living in this home.

As young people grow up, staff encourage them to develop their independent living skills. Young people are supported to make their own decisions, be more accountable for their actions and to develop their social and communications skills. Young people are contacting doctors and dentists to make their own appointments, and they are becoming more confident in dealing with professionals in the community. Their increased self-esteem and proven abilities will support them to move successfully into adulthood.

The home works cooperatively with placing authorities to help young people make positive transitions to and from the home. Staff sensitively support young people who are moving on to other settings, and also make sure young people have external advocates available to support them. These well-considered measures help individuals to more positively consider their options and to prepare for their next steps. The good standard of support and clear communication young people receive reduces their anxieties and helps them to feel more involved in and empowered about their futures.

Following recent recruitment and selection processes, the home has employed three new staff to supplement the core staff team. All new staff will complete the organisation's induction programme. A new responsible person for the home has been registered with Ofsted.

There have been no admissions or discharges since the previous inspection.

Information about this children's home

This home is owned by a private, national organisation which operates a number of children's homes. It is registered to provide care and accommodation for one young person at any one time who may have emotional and behaviour difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/12/2014	Full	good
10/02/2014	Interim	good progress
22/05/2013	Full	good
28/01/2013	Interim	satisfactory progress

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

Recommendations

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

- ensure all staff's work is consistent with The Children's Homes Regulations 2001 (Amendments 2013); in particular Regulation 34, Schedule 6 reporting. (NMS 21.3)

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.