

Children's home – Interim inspection

Inspection date	16/02/2017
Unique reference number	SC362965
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Five Rivers Child Care Limited
Registered provider address	47 Bedwin Street, Salisbury SP1 3UT

Responsible individual	Mausumi Maulik
Registered manager	Zoe Ratcliffe
Inspector	Heather Chaplin

Inspection date	16/02/2017
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 judges that it has improved effectiveness. Since the full inspection on 12 October 2016, the children's home has continued to provide a high standard of child-centred care. Consequently, the child has made good progress and has achieved a number of new milestones. The registered manager is well aware that it was very difficult for the child to cope with four days a week with a lengthy drive to school, a journey of an hour and a half each way. Consequently, the structure of his educational provision has been reviewed. The child now goes into school for two days only, with the remaining time designated for educational enrichment projects. As many of these activities take place locally, the school week is now much easier for the child to manage. So far, this tailored project work has been successful. For example, the child was given the task of buying an antique item to sell on and make a profit. This fits well with the child's interest in antiques, so he did well at this task. He has also passed a drumming exam at school, and has a certificate on his bedroom wall to prove it. The child is able to manage periods of free time. He uses this time to meet his friends at a youth club, which is a short walk away from the home. Staff initially went with him, but when he requested that they did not attend the club, they agreed to provide him with more space. The child has coped very well with these new responsibilities and has usually returned home on time. As a result of attending the youth club, the child has made some new friends in the neighbourhood. He has also re-established contact with other children with whom he played before coming into care. The staff have worked very well with these children and their parents in order to allow the young person to enjoy the benefits of natural friendships. The child has expressed a wish to have sleepovers in the near future. There is a plan in place to make this happen, subject to suitable safeguards. This enables the child to enjoy normal activities for his age. The staff continue to offer interesting and worthwhile activities which help the child to develop his own hobbies. He also enjoys the home's close proximity to the sea and surrounding countryside. There are plans to develop the garden and build a	

cabin there, to provide additional space for the child as he grows up.

The child continues to be consulted on a daily basis to help him to participate in the life of the home. Although not all of his requests can be met, they are always listened to, and whenever possible the home accommodates his wishes.

For example, the child has recently negotiated for a small extension of his bedtime. He has recently contributed to his bedroom redecoration, which reflects his age and increasing maturity. Children's posters have been replaced with pictures that are more suited to a young teenager. The colours and wallpaper chosen are contemporary and provide the child with a good foundation for further decoration with items of his own choice.

The child's behaviour has improved since the previous inspection. There have been only three incidents in the last four months, which is due to him being increasingly able to regulate his own emotions. This has enabled the staff to reduce some of the more restrictive practices that were in place, such as having an adult sitting with the child in the back of the car to ensure the driver's safety. The child requested that this policy was reviewed. The manager agreed to the plan and the staff now sit in the front of the car. This has been successful, in that there have been no further incidents.

The home uses financial consequences to help the young person to learn from any incidents. He has not gone missing from home, although he has walked off for a short period to 'cool off'. There is also a good system of rewards to help encourage positive choices.

The child has made one complaint since the previous inspection. This was due to a misunderstanding about the administration of a liquid medication. The registered manager investigated the incident and the young person was happy with the resolution.

The registered manager is very experienced and leads her team very effectively, using a variety of monitoring systems to ensure that high standards of practice are maintained. The staff continue to be very well supervised, managed and supported within the home and externally, through regular professional consultation from a clinical psychologist.

The registered manager has continued to challenge the lack of consistency in social work provision. This has now resulted in a new social worker for the child, who has visited at statutory intervals.

There were no requirements made at the previous inspection. Three recommendations were made. Two of the recommendations have been fully actioned. As a result, the home's tumble drier is now properly ventilated, which reduces the risk of condensation damage to the utility area.

The second recommendation was to seek medical advice with regard to the use of sunscreen creams for children of Black African-Caribbean/White heritage. Medical advice has been sought appropriately. The manager has an effective risk assessment in place to help ensure that the child's exposure to direct sunlight is carefully managed.

The third recommendation, concerning the quality of recording, has been repeated. The value of the staff's direct work with this child is not in question, but records of key-working sessions continue to be variable. Some are well recorded, but others are extremely brief. Consequently, the records do not do justice to the work completed and they require improvement. Records of the child's daily summaries have improved since the previous inspection, so there has been some progress.

The registered manager is well aware of the shortfalls and is acting to help the staff concerned to understand the quality of recording required. The manager herself is well aware of the importance of clear and accurate recording, so that it may benefit the child if he chooses to access this information in the future.

Information about this children's home

This privately owned home is operated by a national organisation which operates six children's homes, a small specialist day school and an independent fostering service in the south west region. The home is registered to provide care and accommodation for one child who may have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/10/2016	Full	Good
02/02/2016	Interim	Improved effectiveness
24/11/2015	Full	Good
16/02/2015	Interim	Sustained effectiveness

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

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 within the given timescales.

Recommendations

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

- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. Information about the child must always be recorded in a way that will be helpful to the child. In particular, ensure that staff evidence the quality of the direct work undertaken with children in their recording. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4).

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'.

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