

# 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 of care and education services. It is registered to provide care and accommodation for one child or young person.

As a result of the inadequate judgement at the full inspection in July 2018, Ofsted undertook a monitoring visit in August 2018. Because of the improvements made, the home was judged as requires improvement.

The current manager was registered with Ofsted on 19 February 2014.

**Inspection dates:** 30 April to 1 May 2019

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

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:** 25 July 2018

**Overall judgement at last inspection:** inadequate

**Enforcement action since last inspection:** none

## Recent inspection history

| Inspection date | Inspection type  | Inspection judgement   |
|-----------------|------------------|------------------------|
| 23/08/2018      | Monitoring visit | Requires improvement   |
| 25/07/2018      | Full             | Inadequate             |
| 29/06/2017      | Full             | Good                   |
| 16/02/2017      | Interim          | Improved effectiveness |

## 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   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <p>35: Behaviour management policies and records</p> <p>The registered person must ensure that—</p> <p>within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes—</p> <p>time of the use of the measure;</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ('the authorised person')—</p> <p>has spoken to the user about the measure; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(iii)(b)(i)(c))</p> | 31/05/2019 |

### Inspection judgements

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

Staff have developed positive and trusting relationships with the child who lives at this home. Staff are nurturing and show him genuine warmth and affection. They have the skills to ensure that he feels safe and secure.

The child says that he enjoys living here, that he is happy and is receiving good-quality care and support. He lives in a home that is homely and welcoming. The atmosphere in the home is positive and nurturing. Staff demonstrate good parenting skills. For example, they read bedtime stories and instil appropriate routines.

The registered manager ensures that there is an effective assessment process that clearly identifies the needs of a child before they come to live at the home. This ensures that the provision can meet the child's needs.

Staff ensure that the child accesses a wide range of leisure activities and pursues his hobbies and interests. He is excited and enthusiastic when taking part in these and regularly goes to local clubs and societies with other local children. He says that he loves the activities and lots of photographs capture his enjoyment of these.

The child is attending school full-time and he is doing well. Staff support him to access a variety of education resources that meet his specific learning needs. He says that he likes to go to school. This is an extremely positive outcome for him, as he was not accessing education before he moved in.

Staff ensure that the child's healthcare needs and emotional well-being are supported, and specialist support is provided when needed.

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

The arrangements to safeguard children are good. Staff receive regular safeguarding training and demonstrate a good awareness of safeguarding processes. Since the last inspection, there have not been any referrals made to the designated officer or children's services.

Positive behaviour is promoted. The child receives effective help and support to manage his emotions and feelings. His behaviour is managed well, and boundaries and expectations are maintained. He has a good awareness and understanding of the reward system that is in place. He was keen to share this with the inspector and became very excited and happy when he received a number of rewards for managing his emotions well. This promotes his self-esteem.

Staff are provided with a comprehensive behaviour support plan and risk assessments that guide them in how to meet his individual needs. Staff have a good awareness of the known risks, and how these are to be managed and reduced.

Physical intervention is used as a last resort only to keep the child and others safe. Recently, there has been a significant reduction in incidents and the use of physical intervention. The registered manager thoroughly evaluates these incidents and looks for triggers, trends and the appropriateness of the intervention. However, the actual time of an intervention is not recorded. In addition, discussions held with the child and staff following an intervention have not always been recorded.

A comprehensive location assessment includes the impact of the local amenities on the home and the children it provides for and the appropriateness and suitability of the location of the premises.

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

An experienced, well-trained and qualified manager manages this home.

Since the last inspection, the registered manager has improved the monitoring and management oversight of the quality of care. As a result of this, she has a good understanding of the strengths and weaknesses of the home.

The registered manager has undertaken a comprehensive review of the quality of care provided. She has identified realistic targets for improvement. She responds effectively to recommendations made by the independent visitor.

The registered manager ensures that the child's risk assessments and plans are regularly reviewed and updated. Risk assessments clearly identify the risks and how these are to be managed and reduced. Staff have a good awareness of these.

Staff ensure that the child's social worker is regularly informed of his care and the support that he receives. This is through regular telephone conversations, emails and two-weekly summaries. His social worker is very complimentary of the care he receives and the effective communication with the team. This demonstrates good working together.

The registered manager ensures that all staff receive regular and reflective one-to-one supervision. Staff speak positively of the support that they receive. They benefit from a wide range of training, including both mandatory training and specific training, to equip them to support the child well.

Leaders and managers ensure that there is an effective recruitment and selection process that safeguards children. Since the last inspection, agency staff have not been employed to work in the home.

The two requirements made at the last inspection have been met.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

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 SP1 3UT

**Responsible individual:** Sarah Stefano

**Registered manager:** Zoe Ratcliffe

## Inspector

David Kidner, social care inspector

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