

Children's homes – Interim inspection

Inspection date	15/03/2017
Unique reference number	SC363268
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	New Forest Care Ltd
Registered provider address	Bartley Cross Office, Chinham Road, Bartley, Southampton SO40 2LF

Responsible individual	Michael Ferne
Registered manager	Post vacant
Inspector	Jacqueline Georghiou

Inspection date	15/03/2017
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 sustained effectiveness. At the last inspection in November 2016, two requirements and six recommendations were made. The first requirement related to the appointment of a person to manage the home and the required notification of this to Ofsted. This requirement has been met. The provider has appointed a permanent manager and an application has been submitted to Ofsted. The second requirement relates to behaviour management policies and records. The manager has ensured that behaviour management plans for all of the children have been reviewed and that strategies to avoid the use of restraint have been devised. Where staff do utilise restraint as a behaviour management technique, they do so only to safeguard the child. Detailed records are made of the child's behaviour leading up to, and throughout the use of the restraint. These enable the manager to scrutinise staff practice and to monitor the effectiveness of these strategies. The first and second recommendations relate to the actual use of restraint; in particular, the need to ensure that the force used is proportionate and administered for the shortest time possible. Improved behaviour management plans detail clear staged approaches of de-escalation for each child, and for each type of situation. Staff know what to do. Following such use, staff members' records demonstrate the minimal and proportionate use of restraint techniques because de-escalation is frequently successful. The manager's evaluation includes meetings with the child to allow them the opportunity to discuss and reflect on their behaviour leading to the use of restraint and its impact. The manager ensures that any actions required are carried out in full and in a timely manner. The third recommendation relates to the qualifications of staff. This recommendation has been met. Staff training records demonstrate that all staff are enrolled upon and engaged in the level 3 Diploma for Residential Childcare. The fourth recommendation relates to the responsibility of the manager to maintain good employment practice. This recommendation has been met. The manager has ensured that all staff have undergone a rigorous recruitment process	

and that all required checks have been undertaken. The manager ensures that staff receive regular supervision which is child focused and ensures that their practice safeguards the children. Supervision focuses effectively upon progress being made by each child in addition to providing support and guidance to the staff member. Detailed records of supervision meetings are maintained for all staff members.

The fifth recommendation relates to the identification of any risks associated with the home's location, including strategies for addressing these. This recommendation has not been met. The location risk assessment has not been reviewed. It does not fully consider the risks within the local community, such as main roads and local crime rates. Consequently, a lack of relevant information inhibits effective safeguarding strategies from being developed. This recommendation is repeated.

The final recommendation relates to conducting assessments to fully consider the impact of any new children moving into the home upon those already living there. No new children have moved into the home since the last inspection. Therefore, this recommendation remains and will be explored at the next inspection.

Children live in a warm and homely environment. They are well supported by suitably experienced and qualified staff who know them well. Positive and trusting relationships blossom and it is these which form the basis of effective work with the children on the areas identified in their individual plans.

Staff are keenly interested in the children and want them to have enriching experiences. To this end, staff identify children's strengths, talents and interests and provide a wide variety of activities. Examples include attending football clubs, table tennis, model builders' club, and helping on a farm.

Staff undertake high levels of direct work with the children, which ensures that they are encouraged and supported in all areas of their lives. One child had been out of education for almost a year before moving in. His attendance is now 100% and the supportive staff enhance his learning through the provision of learning activities and helping him with homework. He is making excellent progress, far beyond what was expected of him.

Children report that they feel safe. Staff undertake key working sessions with children that focus on their assessed needs and complement the individual therapy they receive. This has resulted in a reduction in the risk-taking behaviours of one child in the home, and has supported another child to gain a better understanding of his own behaviours and feelings.

Staff regularly consult with the children on their views about the home. Children contribute their ideas about the menu and the activities that they like to be engaged in. They also know how to complain and the manager consults with them regularly about their views and wishes in relation to how they are cared for. One

child said that, 'Staff are good and kind. They are nice and look after us well.'

Staff and managers have developed excellent relationships with other professionals involved in the children's lives. They work very closely with education staff, sharing daily feedback on the children's behaviour and achievements. Staff communicate well with the placing authorities. The manager has ensured that all required consents have been obtained for each child and that regular progress reports are shared with the child's social worker. This joined-up approach achieves consistency for the children while ensuring that their care plans remain relevant and up to date.

Valuable life lessons are taught and role-modelled by the staff. Tolerance, patience and respect for others are developed over time by the children. Through staff members' patient guidance, children who did not previously get along are now developing friendships. They are sharing and taking turns appropriately. Staff celebrate and reward this progress by engaging the children in positive activities together.

Information about this children's home

The home is owned by a private company which also owns several other homes in the local area and a school. It is located on the edge of a rural area. It is registered to provide care and accommodation for up to three children and young people who have emotional and/or behavioural difficulties and/or learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/11/2016	CH – Full	Good
29/03/2016	CH – Interim	Sustained effectiveness
26/11/2015	CH – Full	Outstanding
25/03/2015	CH – Interim	Sustained effectiveness

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

Statutory requirements

This section sets out the actions that 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.

Requirement	Due date
Regulation 46 (1) The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12 (2)(c) (the protection of children standard)	01/06/2017
The protection of children standard 12 (1) The protection of children standard is that children are protected from harm and enabled to keep themselves safe. (2) in particular, the standard in paragraph (1) requires the registered person to ensure – (b) that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm; (c) that the premises used for the location of the home are located so that children are effectively safeguarded.	01/06/2017

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

- When establishing the home, the registered person must ensure that it is suitably located so that children are effectively safeguarded and can access services to meet needs identified in their relevant plans. Under regulation 46, the registered person should review the appropriateness and suitability of the location and premises of the home at least once a year. The review should include the identification of risks and opportunities presented by the home's location and strategies for managing these. Providers should refer to the non-statutory advice about the location assessment process. ('Guide to the children's homes regulations including the quality standards', page 64, paragraph 15.1)

- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the children's homes regulations including the quality standards', page 56, paragraph 11.4)

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 that 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 whom 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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