

Children's homes – Interim inspection

Inspection date	15/03/2017
Unique reference number	SC374640
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Crossways Care Ltd
Registered provider address	Unit B2, Elmbridge Court, Cheltenham Road East, Gloucester GL3 1JZ

Responsible individual	Christine Cameron
Registered manager	Vacant
Inspector	Wendy Anderson

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. Since the last inspection the registered manager has been promoted and as a result, has resigned his registered position in this home. A new manager has been appointed and has applied to register with Ofsted. The manager has a National Vocational Qualification (NVQ) Level 4 and is currently undertaking a Level 5 qualification. At the last inspection one requirement and two recommendations were made. These are both now met. The manager has reviewed the location risk assessment and lone working risk assessments are now updated and implemented. The use of sanctions within the home now has a stronger focus on restorative work. This helps young people to understand the impact of their behaviours on others as well as themselves. Young people said that they liked this approach. The recruitment process falls short of the expected standard in two staff files that were examined during this inspection. In one case there was a failure to ensure that references were obtained before the member of staff started work at the home. Young people continue to make good progress at the home. Since the last inspection a new young person has moved in. This was well managed by the team, which enabled the young person to settle quickly. The staff are skilled at working with young people who are at risk of child sexual exploitation. They are supporting young people to make safer choices by using reflective techniques. This helps them to understand the risks associated with their previous decision-making. The team has good working relations with other agencies outside of the home, to help staff to protect and support young people. Young people's engagement in education is good. Staff work closely with school and college staff to support young people to make progress and achieve. Some young people also attend an after-school club, which helps them to build self-confidence and social networks. Staff manage young people's behaviours at the home well. Young people's involvement in incidents has decreased since they moved into the home. Staff help young people to understand their behaviours and the impact that negative behaviours have on themselves and those around them. Records of restraint are	

appropriately maintained.

There has been several new staff recruited, including the new manager. All new staff undergo a two-week induction programme prior to undertaking shadow shifts at the home.

Staff receive regular supervision. The records of this evidence that the sessions cover all the required areas. However, some of these records have not been signed by either the supervisor or the supervisee. Information for these sessions is used to identify and develop the training programme. The current training programme is comprehensive.

Records of significant notifications are detailed and include updates to Ofsted. These records provide a clear picture of events and subsequent actions.

Information about this children's home

This privately-owned home is registered for up to three young people of either gender, who may have emotional or behavioural difficulties, or learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/06/2016	Full	Good
21/12/2015	Interim	Improved effectiveness
21/07/2015	Full	Good
21/01/2015	Interim	Improved effectiveness

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

Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meet(s) the Care Standards Act 2000, the 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
32: Fitness of workers The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The requirements are that the individual is of integrity and good character; the individual has the appropriate experience, qualification and skills for the work that the individual is to perform; and full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. In particular, the registered person needs to explore and record the outcome of these explorations where an applicant has stated that they have worked in a care provision and their reasons for leaving, written references should be obtained prior to an applicant commencing employment and records of interview should clearly state the decision to employ or not. (Regulation 32(1)(3)(a)(b)(d))	31/05/2017

Recommendations

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

- Contingency plans should be prepared in the event of a shortfall in staffing levels. If it is likely that there might only be one member of staff on duty at any time, the manager should make a formal assessment of the implications for children's care, including any likely risks. In particular, these risk assessments need to be reviewed and updated when a member of staff has successfully completed their probationary period. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.18)
- A record of supervision should be kept for staff, including the manager. The record should provide evidence that supervision is being delivered in line with

Regulation 33(4)(b). In particular, these records should be signed by the supervisor and supervisee to evidence that they are a true representation of the supervision session. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.3)

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 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 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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