

Children's homes – Interim inspection

Inspection date	07/02/2017
Unique reference number	SC386430
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Plus One (South West) Ltd
Registered provider address	The Mount, 21 High Street, Wellington, Somerset TA21 8QT

Responsible individual	Lou El Gilany
Registered manager	Amy Davey
Inspector	David Kidner

Inspection date	07/02/2017
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 sustained effectiveness. Young people continue to receive good care and support. Staff engage with young people in a positive and nurturing manner. They have a good understanding of the young people's individual needs, and they place them at the centre of their care. A young person said, 'I really like living here; it's like living in a normal home, and this is my home.' He added, 'I have been living here for over five years now; I like things as they are.' He said that staff respect his privacy and dignity, and that he feels safe and listened to. Young people continue to receive support for their educational needs. Both young people are going to school or college. One young person confirmed that staff remind him to do his homework, although he said, 'I don't need support to do it.' Staff continue to support young people with their hobbies and interests. A young person's placement plan provides staff with comprehensive guidance about how to meet her needs. There is a clear focus to ensure that staff, and the young person, are provided with specific information about her health and emotional well-being. The healthcare plan is clear and concise, and staff encourage the young person to attend her healthcare appointments. Good records are maintained of the outcomes of these appointments, and risk assessments are updated to reflect her current healthcare needs. A social worker said, 'I do not have any concerns about the quality of the care and support that is being provided.' Since the last inspection, there have been some incidents of one young person not returning to the home at the agreed time. Staff took appropriate action on each occasion to ensure that the relevant agencies and authorities were informed. This action included seeking support from the police when, on one occasion, the staff had concerns for the young person's safety. However, following this incident, the missing from home and absent without permission protocols have not been reviewed. The young person's social worker said, 'Staff send me regular updates, and communication with them is really good, and very helpful.' The social worker confirmed that she was aware of the most recent incidents.	

Some risk assessments, including those related to the risks of child sexual exploitation and free time, have not been reviewed or updated since the most recent incident of a young person being absent. The responsible individual acknowledged this, and swift action was taken during the inspection to address this. A recommendation was made at the last inspection to consider reviewing the format of the risk assessments to ensure that the review date is clear. The registered manager was not present at the home at the time of the inspection; therefore, this recommendation has been reinstated.

Restraint has not been used in the home, and no complaints have been received from young people, parents or other professionals. There have not been any matters to report to the designated officer of the local authority, or to children's services.

Three sanctions have been imposed on young people since the last inspection. The records pertaining to these are detailed, and the registered manager has evaluated the sanctions for their effectiveness and the appropriateness of the measure used. A member of staff confirmed that they are aware of the agreed sanctions that can be imposed. However, the registered manager has not demonstrated that all staff have been formally made aware of the agreed sanctions. This was a recommendation at the last inspection.

The registered manager ensures that there is a robust staff selection and recruitment process.

The registered manager ensures that there is regular external scrutiny of the quality of care provided. Any recommendations that are made by the independent visitor are acted upon. The registered manager has completed a comprehensive evaluation of the care provided. She has identified the strengths and areas for improvement, and has devised an action plan to make the improvements. This was a requirement at the last inspection, and has now been met.

The registered manager is very good at collaborating with the police, the placing authorities, parents, and school and college staff, to ensure there is continuity and consistency of care, and that identified concerns are shared and acted upon.

Information about this children's home

A private company operates this home, which provides care and accommodation for up to two young people who have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/11/2016	Full	Good
24/02/2016	Interim	Improved effectiveness
18/05/2015	Full	Good
21/01/2015	Full	Adequate

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) 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
12. The protection of children standard In order to meet the protection of children standard, the registered person must ensure that: (2)(i) assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and if necessary, make arrangements to reduce the risk of any harm. In particular, that all risk assessments are regularly reviewed and updated.	28/02/2017
12. The protection of children standard In order to meet the protection of children standard (with respect to following missing from home protocols), the registered person must ensure that: (2)(a)(v) staff understand their roles and responsibilities in relation to protecting children. In particular, that missing from home protocols are reviewed in relation to concerns when young people have been absent without permission and the potential risks this may pose.	28/02/2017

Recommendations

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

- Ensure that the behaviour management strategy is understood and applied at all times by staff, and must be kept under review and revised where appropriate. In particular, that staff are provided with clear guidance of the agreed sanctions that can be imposed to individual young people as and when necessary. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.34)
- Ensure that all staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. In particular, consider reviewing the format of risk assessments to ensure the review date is clear. ('Guide to the children's homes regulations including the

quality standards', page 62, paragraph 9.60)

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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