

Children's homes - interim inspection

Inspection date	15/03/2016
Unique reference number	SC389698
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Oracle Care Limited
Registered person address	Unit 54 Wrest Park, Silsoe, Bedford, MK45 4HS

Responsible individual	Amanda Knowles
Registered manager	Post Vacant
Inspector	Natalie Burton

Inspection date	15/03/2016
Previous inspection judgement	Requires improvement
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 Requires improvement at the full inspection. At this interim inspection Ofsted judge that it has Sustained effectiveness.	
At the last inspection six requirements and two recommendations were set. Since the last inspection, the young person living at the home, transitioned to another home within the organisation, and the home was not operating for a period of time. The provider has appointed a new manager, who is in the process of registering with Ofsted, and a new staff team is caring for the young person newly admitted to the home. The provider has implemented a system to provide stability and consistency within the service, ensuring that when the manager is absent from the home, a locality manager will oversee the management of the home. The staff provide the young person with structure, routine and boundaries to their day. They help the young person, who previously struggled to attend and engage in education, with the appropriate support to help them to overcome the barriers they have to education. This individualised approach enables the young person to engage in the organisation's educational provision. This is significant progress from their starting point and the young person is achieving well. The staff enable the young person to have their views and wishes heard. They spend quality time with the young person, and there are a number of systems within the home to gain young people's views. For example, key work sessions, young people's meetings, and informal conversations. Through these systems, the young person has been involved in the development of the home, in aspects such as décor, menu choices and activities. This has helped the young person to feel listened to and to start to see it as home. The staff support the young person with their behaviour, through implementing a detailed behaviour management support plan. This helps to develop new strategies to manage the young person's times of frustration and anger. On occasion, the staff have needed to physically intervene; this has been appropriate. The staff provide the young person with an opportunity to reflect on the incidents and to have their views recorded. This helps to identify potential trends and patterns in	

behaviour, to reduce incidents.

Although the young person has only been at the home for a short period, the staff have already ensured that they have memorabilia, through photographs, of his time at the home. This enables him to have memories of his time in the home and to look back on his life journey.

The staff spend time with the young person, doing activities inside and out of the home. During the inspection, the young person was cooking a meal with staff, and planned to go to play golf after. Through these engagements, he develops positive relationships with staff.

The organisation has not met one of the requirements. Some staff have come from other homes within the organisation. However, for some new staff, the management has not fully inducted them into the home and, on occasions, these staff have worked together while in their probationary period, with no experienced member of staff. In addition, supervision, while provided, lacks in-depth reflection of practice and development of staff. Therefore, some staff fail to fully understand the practice and ethos of the home. Some lack comprehensive awareness of the young person's previous experience and how to manage their behaviour in line with the home's behaviour management policy. Overall, some staff lack the skills and experience to fully meet the young person's needs, and at times, become frustrated at the strategies implemented by management to help manage the young person's behaviour.

The young person is registered at the doctors, dentist and opticians. The staff promote healthy eating and healthy lifestyle and encourage him to partake in active activities and broaden their horizons. However, the management have failed to make arrangements for him to attend additional health appointments requested by health professionals. As a result, the young person's health needs are not consistently met.

The staff involve the young person in choosing the décor and some of the furnishings in the home. This has provided a homely and welcoming environment. However, the garden requires some improvement. There is a small tree that has fallen over and debris in the garden. As a result, the young person is finding it difficult to play football in the garden.

The management assessed the needs of the young person prior to admission. While the home is, in general, meeting his needs, the manager has failed to ensure that all staff are fully trained in all areas. For example, the young person has a history of self harming behaviour. While there have been no incidents currently at the home, the manager has not ensured that all staff have undertaken the training in case of an incident. While this currently has minimal impact on the young person, this does not ensure that all staff have the skills to meet all of his needs.

Some individual paperwork lacks all the required information. For example, the placement plan fails to identify all of the young person's needs and how to meet them. This does not support fully effective care.

The provider is aware of the majority of the shortfalls identified within this report and has taken action to address them. This is through providing the manager and staff with the additional management support of a locality manager. This has already benefited the team, implementing clearer strategies, setting expectations of the staff and providing effective monitoring of the care.

There have been no complaints. The young person is aware of how to make a complaint, he has a children's guide informing him of the information and the staff ensure he is aware of this. The young person said: 'I am happy here. The staff are nice.'

The young person has made sufficient progress while living at the home. There have been no missing incidents since his admission. While there are concerns of child sexual exploitation, the young person is highly supervised and not permitted out of the home without staff, due to his vulnerability. This keeps him safe. He has made improvements in educational attendance and achievement, healthy eating, and engaging in activities.

The rapport between staff and the young person was noted during the inspection to be warm, respectful and caring. He has a sufficient understanding of his future plans and feels consulted about his care.

Information about this children's home

This home is operated by a private organisation and is registered to provide care and accommodation for two young people with emotional and/or behavioural difficulties. The organisation provides a registered school.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/06/2015	Full	Requires improvement
06/03/2015	Interim	Declined effectiveness
14/11/2014	Full	Good
12/09/2013	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 with the given timescales.

Requirement	Due date
10: The health and well-being standard In order to meet the health and well-being standard the provider must ensure that: (1) (b) children receive advice, services and support in relation to their health and well-being.	22/04/2016
11: The positive relationships standard In order to meet the positive relationship standard, the registered person is required to ensure that staff: (2) (ix) understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children; (x) are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same.	22/04/2016
13: The leadership and management standard In order to meet the leadership and management standard, the registered person is required to ensure that staff: (2) (c) ensure that staff have the experience, qualifications and skills to meet the needs of each child.	22/04/2016
The registered person must ensure that each employee completes an appropriate induction. (Regulation 33 (1) (a))	22/04/2016

Recommendations

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

- Ensure that the home is a welcoming environment in all areas. This is with particular regard to the garden. (The Guide to the Quality Standards page 15 paragraph 3.9)
- Ensure that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. (The Guide to the Quality Standards page 61 paragraph 13.2)
- Ensure all children's case records are kept up to date. This is with particular regard to children's placement plans. (The Guide to the Quality Standards page 62 paragraph 14.3)

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 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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