

# SC399222

Registered provider: West Sussex County Council

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is run by the local authority, and is registered to provide care and accommodation for up to three children who have severe learning disabilities.

**Inspection dates:** 24 to 25 August 2017

**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 Requires improvement to be good

**Date of last inspection:** 9 March 2017

**Overall judgement at last inspection:** Sustained effectiveness

**Enforcement action since last inspection**

None

## Key findings from this inspection

This children's home is good because

- Young people make very good progress, especially considering their starting points.
- Effective partnerships with other professionals support the young people in developing their life skills, coping strategies and independence.
- Members of staff develop close caring relationships with the young people. This helps the young people to feel safe and secure.
- Members of staff are conscientious in ensuring that the young people are safe while they are given new and exciting opportunities to take part in activities.
- Effective systems are implemented by members of staff to make sure that young people's safety is protected and promoted.
- Parents are complimentary about the approachability of the manager and staff team and their willingness to listen.

The children's home's areas for development

- The home still has areas which need to be redecorated to ensure that it is domestic and child friendly.
- Some records lack detail, and monitoring of these has failed to ensure that they are of the required standard.
- Recording of complaints and how they have been resolved lacks depth.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement    |
|-----------------|-----------------|-------------------------|
| 09/03/2017      | Interim         | Sustained effectiveness |
| 23/11/2016      | Full            | Good                    |
| 01/03/2016      | Interim         | Improved effectiveness  |
| 15/12/2015      | Full            | Outstanding             |

## 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>13: The leadership and management standard.</p> <p>In order to meet the leadership and management standard, in particular paragraph (1), the registered person must:</p> <p>(2)(h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>This is with specific reference to managers ensuring that all aspects of recording are reviewed to ensure that they are accurate and up to date, including records of supervision, complaints and restraint.</p>                                                                                                       | 01/11/2017 |
| <p>The registered person must ensure that, 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"), has spoken to the user about the measure; and, 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)(b)(i) and 35(3)(c))</p> <p>This is with specific reference to ensuring that all incidents of physical restraint have been monitored by the member of staff responsible.</p> | 01/11/2017 |
| <p>The registered person must establish a procedure for considering complaints made by or on behalf of children. In particular, the registered person must ensure a record is made of any complaint, the action taken in response and the outcome of any investigation. (Regulation 39 (4))</p> <p>This is with reference to recording how issues have been explored and addressed and whether the complainant is satisfied with the response.</p>                                                                                                                                                                                 | 01/11/2017 |
| <p>The registered person must notify HMCI and each relevant person without delay if there is any incident relating to a child which the registered person considers to be serious. (Regulation 40 (4))</p>                                                                                                                                                                                                                                                                                                                                                                                                                         | 01/11/2017 |

## Recommendations

- For children's homes are to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. In doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression ('Guide to the children's homes regulations including the quality standards' page 15, paragraph 3.9). This includes redecorating and maintaining the home as required.
- A record of supervision should be kept for all staff, including the manager. The record should provide evidence that supervision is being delivered in line with regulation 33 (4) (b) ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.3). This is in relation to recording discussions that practice has been reflected on following a complaint about a member of staff's conduct.

## Inspection judgements

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

Members of staff genuinely care for the young people. There are warm, nurturing relationships and members of staff are seen to be extremely patient with and understanding of each young person's behaviours and idiosyncrasies. As a result of this high standard of commitment and support, young people make very good progress, especially considering their starting points.

Young people benefit from staff's understanding of their particular needs. Each young person's individual identity is valued and respected. The staff ensure that any plans for their care are tailored to keeping them safe and help them to develop their life skills and to broaden their experiences. Members of staff do not see the young people's disabilities as a barrier to their participating in enjoyable activities. They take extra time and have patience to make sure that the young people enjoy their time in the community. For example, careful planning by the staff enabled two young people to visit a wildlife park and to stay at a hotel overnight. This is an excellent achievement, especially when taking into consideration the young people's abilities and how challenging they find change to their routines to be.

The young people are supported closely to attend school. Members of staff effectively liaise with school staff and, if required, they will support them while they are there. This helps to ensure that all professionals, across both care and education settings, are consistent in their care. This approach creates stability for the young people and leads to a strong sense of collaborative working with other key professionals.





areas, for example a mural in the garden, have been partially covered. To date, there is no definite plan for this work to be finished. Additionally, the walls on the first floor landing are in need of repainting. This lack of progress detracts from the homeliness of the young people's living area and the comfort of the home.

Other shortfalls identified during this inspection are in relation to failures to monitor records thoroughly. For example, an incident of physical intervention had not been signed off in a timely manner by the member of staff identified to do so. Although this was a minor incident, there was not a follow-up debriefing or in-depth analysis, although it is the expectation of the service.

The recording of complaints does not show that the complainant is satisfied with the resolution. There is no formal feedback given to the complainant informing them of the outcome.

There is poor recording of supervision sessions, which have been held as a result of complaints about a staff member's conduct. Insufficient recording makes it unclear what discussions have taken place and whether any formal action regarding performance management has been necessary.

On one occasion, Ofsted was not notified of a significant incident for a week following its occurrence. While other key agencies were informed of the incident promptly and the young person's well-being was protected, there was a delay informing Ofsted, despite this expectation being clear in legislation.

There are enough members of staff to ensure that the young people are supported and protected, in the home and while out in the community. Members of staff report that they receive a wide variety of useful training and that they feel very well supported. The varied training in key areas, such as safeguarding and child protection, behaviour management and autism, ensures that they have the skills, knowledge and confidence to support the young people and to have good insight into their needs and behaviours. The cohesive planning and teamwork ensure that the young people make very good progress at this home.

Parents of young people who use this service stated that the manager and staff are open and approachable. 'He is easy to talk to and straightforward in what he says,' a parent reported about the manager. This demonstrates that young people's welfare and progress is discussed openly and that there is a genuine belief that everyone is working together so that the young people can benefit from their placements.

## **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 difference 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:** SC399222

**Provision sub-type:** Children's home

**Registered provider address:** Director of Social Services, West Sussex County Council, County Hall, Tower Street, Chichester, West Sussex PO19 1QT

**Responsible individual:** Caroline Lees

**Registered manager:** Post vacant

## Inspector

Paul Taylor, social care inspector

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