

Children's homes - interim inspection

Inspection date	04/01/2017
Unique reference number	SC412296
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Springfield Road Children's Homes Ltd
Registered provider address	5 Cornfield Terrace, Eastbourne, East Sussex, BN21 4NN

Responsible individual	Paula Jarrett
Registered manager	Paula Jarrett
Inspector	Paul Taylor

Inspection date	04/01/2017
Previous inspection judgement	Improved effectiveness
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 last full inspection. At this interim inspection Ofsted judges that it has improved in effectiveness. At the inspection carried out in August 2016 three requirements were made. These have all been addressed. Since the last inspection the registered manager has ensured that qualifications of new members of staff have been verified. This ensures that all necessary checks as required by regulation are carried out prior to a new employee commencing work. As a result, the recruitment process is robust and only adults with appropriate employment histories and background checks are employed. Supervision arrangements since the last inspection have improved. All members of staff have regular supervision sessions and these are recorded and signed by the supervisees. This has ensured that all members of staff have their performance assessed regularly and that any issues relating to performance or practice are now formally addressed and recorded. The records of complaints made by young people now includes how the complaint has been resolved and whether the young person is satisfied with the outcome. This ensures that the young person's voice is listened to during the process and that their views are both recorded and acknowledged. Formal complaints are rare in this home, there being only one since August 2016. Nevertheless, they are treated seriously and followed through to resolution by the registered manager. Additionally, themes collated from a complaint have been followed through. For example, a complaint with regards to bullying was not only addressed with the young people's group but training from an external source was arranged involving both the young people and staff team. This ensured that the issue was seen as one impacting on the whole community and that shared responsibility and mutual respect is a cornerstone of living together. The home continues to promote the schooling and education of young people rigorously. Members of staff advocate on behalf of the young people to support their attendance and achievements and liaise effectively with teachers so that key information is shared promptly. This has ensured excellent levels of attendance and praise from the head teacher and members of staff regarding a young person's	

engagement, attitude and behaviour. This is excellent, especially bearing in mind the young person's previous poor outcomes in other educational settings.

Incidents of young people going missing have reduced dramatically. No young person has been missing from the home since August 2016. On the last occasion that two young people were absent without permission members of staff followed them and ensured their prompt and safe return. Police officers complimented the staff on their proactive approach which ensured the incident was swiftly and effectively managed.

Incidents of physical restraint are recorded appropriately and include details required by regulations. Additionally, any incidents are followed through with key work sessions with the young people so that they are given a meaningful opportunity to reflect upon their behaviours and consider how future incidents can be avoided.

Members of staff continue to support young people sensitively during arranged supervised contact with family members. This ensures that the young people are suitably prepared for the contact and that they know they have immediate support both during and after the visits. This well planned and good quality support is especially important if the young people experience these occasions as anxiety provoking and emotionally challenging.

No requirements or recommendations have been made as a result of this inspection.

Information about this children's home

This is a privately owned children's home which is registered to accommodate up to three young people who have emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/01/2016	Interim	Improved effectiveness
17/07/2015	Full	Good
26/03/2015	Interim	Improved effectiveness
30/10/2014	Full	Good

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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