

## Children's homes inspection - Full

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|----------------------------------|-----------------------------------------------------------------------|
| <b>Inspection date</b>           | <b>17/07/2015</b>                                                     |
| <b>Unique reference number</b>   | <b>SC412296</b>                                                       |
| <b>Type of inspection</b>        | <b>Full</b>                                                           |
| <b>Provision subtype</b>         | <b>Children's home</b>                                                |
| <b>Registered person</b>         | <b>Springfield Road Children's Homes Ltd</b>                          |
| <b>Registered person address</b> | <b>5 Cornfield Terrace,<br/>Eastbourne, East Sussex, BN21<br/>4NN</b> |

|                               |                         |
|-------------------------------|-------------------------|
| <b>Responsible individual</b> | <b>Ms Paula Jarrett</b> |
| <b>Registered manager</b>     | <b>Ms Paula Jarrett</b> |
| <b>Inspector</b>              | <b>Paul Taylor</b>      |

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|-------------------------------------------------------------------------------------------------|--------------------------------|
| <b>Inspection date</b>                                                                          | <b>17/07/2015</b>              |
| <b>Previous inspection judgement</b>                                                            | <b>Improved effectiveness.</b> |
| <b>Enforcement action since last inspection</b>                                                 | <b>None.</b>                   |
| <b>This inspection</b>                                                                          |                                |
| <b>The overall experiences and progress of children and young people living in the home are</b> | <b>Good.</b>                   |
| The children's home provides effective services that meet the requirements for good.            |                                |
| <b>how well children and young people are helped and protected</b>                              | <b>Good.</b>                   |
| <b>the impact and effectiveness of leaders and managers</b>                                     | <b>Good.</b>                   |

**SC412296**

## **Summary of findings**

### **The children's home provision is good because:**

- Young people enjoy excellent and trusting relationships with the adults who care for them.
- Young peoples' attendance at school is excellent, especially when bearing in mind their starting points. They also develop confidence and emotional resilience due to the support they receive.
- Bespoke care plans of a high standard guide members of staff to support and nurture the young people in their care.
- Parents and other professionals, such as social workers, speak highly of staff and the positive impact the home has had on the young people.
- Good safeguarding systems and sound staff knowledge of these means that young people are safe.
- A settled staff team who are well supported by their managers, provide stability and consistency to the young people.
- Shortfalls identified relate to staff needing to improve the quality of some paperwork such as missing persons' protocols and ensuring that the statement of purpose contains the details of the Office of the Children's Commissioner. These shortfalls do no impact on the safety of the young people.

## 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   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <p>12: The protection of children standard</p> <p>In order to meet the protection of children standard, with regard to checks of electronic devices and the links to young peoples' access to social websites, the registered person must:</p> <p>12 (2) (a) (v) understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person</p> | 30/10/2015 |
| <p>14: The care planning standard</p> <p>In order to meet the care planning standard the registered person must:</p> <p>14 (2) (f) help each child to access and contribute to the records kept by the registered person in relation to the child.</p>                                                                                                                                               | 30/10/2015 |
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### Recommendations

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

Ensure that children are informed of how to contact the Office of the Children's Commissioner for advice and assistance about their rights and entitlements (The Guide to the Quality Standards, page 23, paragraph 4.19)

The registered person must specify the procedures to be followed and the roles and responsibilities of staff when a child is missing from care or away from the home without permission and how staff should support the child on return to the home. (This is with regards to ensuring there is an individual protocol in place for each child which specifically outlines at which point a child will be reported as

missing as opposed to absent without permission.) (The Guide to the Quality Standards, page 45, paragraph 9.28)

## Full report

### Information about this children's home

The home is privately owned and is registered to accommodate up to three young people who have emotional and behavioural difficulties.

### Recent inspection history

| Inspection date | Inspection type | Inspection judgement   |
|-----------------|-----------------|------------------------|
| 26/03/2015      | CH - Interim    | improved effectiveness |
| 30/10/2014      | CH - Full       | Good                   |
| 26/11/2013      | CH - Interim    | Good Progress          |
| 16/04/2013      | CH - Full       | Good                   |

## Inspection Judgements

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| <b>The overall experiences and progress of children and young people living in the home are</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Good.</b>    |
| <p>There are excellent trusting relationships between members of staff and young people. Clear routines and staff consistency in implementing these give the young people stability and safety.</p> <p>Detailed, good quality individual care plans and knowledge of each young person developed over time, means that members of staff know how to meet the complex needs of the young people. As a result, young people make significant progress.</p> <p>Although the care plans are detailed, there is no evidence that young people have been offered the option to read them or other records pertinent to them. This has not impacted upon their progress but it is good practice that there be evidence that the young people are made aware of relevant reports and have had the opportunity to contribute and peruse them.</p> <p>Young people have a number of adults they can talk to if they are unhappy about any aspect of their care. These include independent advocates from outside of the home and a number of help lines, the details of which are in the young peoples' handbooks. The home has omitted to include the contact details of the Office of the Children's Commissioner and although this has not had an impact, it is an important line of contact which should be made available to the young people.</p> <p>There is a clear complaints process if the young people wish to use this. It has not been used since the last inspection. Young people address any minor concerns in discussions with members of staff and managers and this effectively resolves issues.</p> <p>Young people achieve excellent attendance at school. This has been assessed as 100% in reports from the schools they attend. This is remarkable, especially when bearing in mind young people's histories and previous struggles with school attendance.</p> <p>The young people have also made excellent progress with regards to developing emotional resilience. For example, incidents of self-harm and aggressive outbursts are now very rare and this is a significant improvement.</p> <p>Additionally, young people are benefiting from close support and carefully planned programs to broaden their social experiences and friendship circles. This has been acknowledged as being difficult for the young people concerned but members of</p> |                 |

staff have enabled them to attend clubs and to mix with groups of people outside of the home. They have become less isolated and now have interests external to the home as a result of this sensitively planned support.

Staff promote young people's health care needs very well. Each young person has a bespoke health plan which identifies specific needs and how the staff are to help them meet these. Good liaison with health care professionals, such as the Looked After Children Nurse and children and adolescent mental health service (CAMHS), ensure that all appointments are attended and intervention plans followed to the young people's benefit.

Promotion of contact with families is supported to an excellent standard. One of the cornerstones of practice in the home is to enable young people and their families to engage with members of staff with a view to resolving historical issues. The home works closely with families and arranges family therapy when appropriate. 'The change they have achieved for my daughter and I is fantastic' says a young person's parent. 'The improvements keep coming and coming'.

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| <b>How well children and young people are helped and protected</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Good.</b>    |
| <p>Arrangements for protecting young people are good. Members of staff clearly know the vulnerabilities of each young person and ensure their safety. All members of staff receive training in areas such as child sexual exploitation, internet safety and safeguarding. This ensures they have the knowledge to recognise symptoms of abuse and whether the young people are at risk. Young people say that they feel safe living at the home.</p> <p>The organisation has good links with placing social workers and police community support officers. There have been no child protection issues which have needed to be passed on to local safeguarding authority.</p> <p>Young people who have access to the internet have their electronic devices checked by members of staff on a regular basis to ensure that they have not been accessing inappropriate web sites. Although members of staff are very clear that this is achieved on a routine basis, there is no written evidence to support this. This needs to be in place so that there is evidence that this safety measure is an embedded routine.</p> <p>While none of the young people at the home have a history of going missing, there are guidelines to follow in the event that this might happen. The written guidelines are not specific as to the time when staff will report the young people missing.</p> |                 |



Although this has had no impact on the welfare of the young people, the individual protocols need to be clearer. This would assist the police in their response especially if the protocol stresses each young person's vulnerability.

There are clear individual protocols in place regarding the risk of self-harm. These include regular checks on the young people when they are at a point of crisis. However, the protocols do not specify what checks need to be carried out at nights and this is down to the individual staff member. Risk assessments therefore need to be set out clearly the criteria for checks to cease at night.

There are clear rules and routines in the home and the young people respect these. Individual daily routines are in place for each young person and these are tailor made to meet their needs. These include individualised behaviour management plans which are detailed and of a good standard. Strategies implemented have led to marked improvements in behaviour. Young people are able to recognise when they are becoming upset and anxious. This has meant they have used the strategies effectively and there have been no significant incidents or outbursts of anti-social behaviour.

There have been no incidents of physical intervention used for over a year. This reflects the strength of the positive relationships and the knowledge and skills of the staff.

Sanctions are occasionally imposed for negative behaviour. These are based on individual behaviour and are assessed for effectiveness by the staff team and managers. This ensures they are fair and relevant. Young people's views are sought every time a sanction is used and this enables them to express their opinions about how they feel they have been treated.

The recruitment process is thorough and ensures that all necessary background checks are carried out before a new member of staff commences work. This means that only adults with appropriate backgrounds work with the young people.

The physical environment is maintained to a good standard. The home is comfortable and well-furnished. Fire safety checks and fire drills are carried out to ensure that staff members and young people are familiar with the emergency fire arrangements.

|                                                                                |                 |
|--------------------------------------------------------------------------------|-----------------|
|                                                                                | Judgement grade |
| <b>The impact and effectiveness of leaders and managers</b>                    | <b>Good.</b>    |
| The Registered Manager has been in post since the home opened in 2010. She has |                 |

over 35 years' experience in working with young people in various roles. She is suitably qualified and provides clear and strong leadership.

The Registered Manager and senior members of staff ensure that staff numbers at all times is sufficient to meet the needs of young people. Staff members are experienced and suitably qualified. Those that are not yet qualified are completing their Level 3 Children and Young People Workforce Diplomas within agreed timescales.

The management team actively monitors the quality of care in the home to ensure that young people are receiving the care and support they need. Stakeholders views are valued and encouraged so that communication is open and any shortfalls can be addressed. External monitoring of the home by an independent visitor provides further quality assurance checks and ensures that practice is reviewed and reflected on.

Professionals speak positively about their experience of working with members of staff. 'I am very impressed, I would certainly place another child with them' says a Social Worker. A Looked After Nurse said 'I am very impressed by the staff knowledge of each individual; they know all their health needs'.

The home's statement of purpose provides good and accurate information. It sets out clearly the home's aims and objectives and the range of services to young people. These are delivered in practice by the staff team who are aware of the document and the principles on which the home is run.

All members of staff receive regular supervision of good quality. The supervision sessions actively explore the impact of working with the young people and provide an opportunity for staff to examine their practice and performance. All members of staff also attend group supervisions with a psychotherapist. These sessions also help the team to reflect upon how they are caring for the young people and how they can maintain consistency. This approach not only supports staff but also reinforce the work they do with young people.

All members of staff have access to a range of training that supports them to deliver good quality care. Training completed includes physical intervention, first aid, fire safety, and internet safety.

There is prompt reporting of any significant incidents to the relevant agencies. As a result, the safety and welfare of the young people is further promoted and protected.

## What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

## **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 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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