

Children's homes inspection - Full

Inspection date	01/12/2015
Unique reference number	SC415400
Type of inspection	Full
Provision subtype	Children's home
Registered person	Gloucestershire County Council
Registered person address	Shire Hall, Westgate Street, GLOUCESTER, GL1 2TG

Responsible individual	Amanda Henderson
Registered manager	Adrienne Elliott
Inspector	Nicola Lownds

Inspection date	01/12/2015
Previous inspection judgement	Improved effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home	Requires improvement
How well children and young people are helped and protected	Requires improvement
The impact and effectiveness of leaders and managers	Requires improvement

SC415400

Summary of findings

The children's home provision requires improvement because:

- Children and young people are not provided with a good quality environment in which to enjoy their short break in. Damage to the home is not always repaired in a timely manner.
- Bedrooms and en suite bathrooms are of poor quality, some have an unpleasant odour. Not all bedrooms have blinds or curtains that cover windows to provide privacy and a homely feel.
- Some young people use a 'safe space' a specialist piece of equipment. Their care plans fail to identify the reasons for this.
- Records do not provide a clear picture of children and young people's behaviour during an incident. In particular physical interventions are not accurately recorded.
- Children and young people's views are not consistently sought following an incident.
- Staff do not have effective oversight of the relationships between children and young people. Some children and young people are harmed during incidents. This is not always recognised and information is not consistently shared with parents and professionals.
- The registered manager fails to critically analyse the quality of care provided to children and young people. Monitoring has failed to identify weaknesses in the home.

The children's home strengths

- Children and young people access a wide range of activities in and out of the home during their short break.
- Staff are attuned to the needs of children and young people. Children and young people benefit from an identified person taking responsibility for their care needs during their stays.
- Staff understand how to communicate with children and young people using specialist techniques such as sign and picture exchange communication system (PECS).
- Targets are set with children and young people that enable them to progress in certain areas. Some of these focus on independence and preparing young people to move on.

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
6: The quality and purpose of care standard In order to meet the quality and purpose of care standard, with particular reference to the quality of the environment and detail in care plans, the registered persons must ensure: 2 (ii) protect and promote each child's welfare (iii) treat each child with dignity and respect (iv) provide personalised care that meets child's needs, as recorded in the child's relevant plans (vii) provide to children living in the home the physical necessities they need in order to live their comfortably (c) ensure that the premises used for the purpose of the home are designed and furnished so as to (i) meet the needs of each child	01/02/2016
12: The protection of children standard In order to meet the protection of children standard, with particular reference to peer relationships, the registered persons must ensure that staff: (iv) manage relationships between children to prevent them from harming each other	01/02/2016
13: The leadership and management standard In order to meet the leadership and management standard, with particular reference to monitoring of the home, the registered persons must ensure: 2(f) understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided	01/02/2016

(h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home	
35: Behaviour management policies and records 'The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes (ii) details of the behaviour leading to the use of the measure (v) details of any methods used or steps taken to avoid the need to use the measure (vii) the effectiveness and any consequence of the use of the measure (c) 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)(a)(ii)(v)(vii)(c))	01/02/2016

Full report

Information about this children's home

This children's home is registered to provide care and accommodation for up to six children and young people of either gender with physical disabilities and/or learning disabilities. The children and young people's placements are made under short break arrangements and the service is delivered and managed by a local authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/02/2015	CH - Interim	improved effectiveness
19/08/2014	CH - Full	Good
16/12/2013	CH - Interim	Good Progress
04/06/2013	CH - Full	Good
11/12/2012	CH - Interim	Good Progress
08/08/2012	CH - Full	Adequate

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home	Requires improvement
Parts of the home are in a state of disrepair. This has a negative impact on the experiences children and young people have in the home. Bedrooms are not homely and welcoming. Children and young people are sleeping in one bedroom without a fully functioning blind so their privacy is impinged upon. Some bedrooms have ensuite facilities that are rarely used. These spaces are left unaired and present with an unpleasant odour. One bedroom has a particular putrid smell and the registered manager recognises this room needs a deep clean. Damaged furniture and fittings are evident throughout the building. There is no indication when these will be replaced or repaired. Discarded furniture is piled in a corner of the garden that young people have access to. Some televisions are stored behind perspex to prevent children and young people damaging them. One lounge has a handmade wooden box secured by a padlock to protect the DVD player; this is not conducive with a homely environment. One room houses a soft space for children and young people to calm and relax however it is jointly utilised as a storage room. Predominantly care plans detail the needs of children and young people. Precise attention is given to collating information from families and professionals to establish individual needs. Some children and young people use a specialist 'safe space'. Care plans for each child do not detail the purpose of its use. They do not set out or how children and young people use this in a safe manner. Children and young people have an allocated member of staff for the duration of their stay. Staff get to know children and young people and embrace their individuality. They spend time with children and young people to support them to develop independence skills. Staff celebrate the progress and achievements made by children and young people. There is a good range of activities on offer for young people to enjoy. A parent said 'he gets to do activities that he can't do with me. Staff are tuned in to various communication methods that facilitate children and young people's choices and views to be heard. One to one sessions are held with children and young people that prompt discussions about the home and care they receive. Children and young people's health needs met. The registered manager has established links with health professionals. Medication systems are robust; staff are trained in and understand their responsibilities when administering medication.	

	Judgement grade
How well children and young people are helped and protected	Requires improvement
Some children and young people present with behaviours that are physically aggressive or destructive. Some children and young people have assaulted other children staying at the home. The staff team fails to recognise the physical and emotional impact of this. Families and social workers are not routinely informed of these occurrences. The registered manager does not recognise this behaviour as a concern when monitoring the quality of care provided. The quality of records detailing incidents and physical interventions is inconsistent. Staff do not clearly describe children and young people's behaviour in the record. Records to describe a physical intervention are not explicit. When a physical intervention occurs, the views of children and young are not regularly sought or recorded. The registered manager's review of the records fails to challenge practice, highlight effectiveness of the approach used or develop the approach through learning. All children and young people have risk assessments in place that are individual to their needs. Risk assessments provide strategies for staff to minimise the risk to young people. The shortfall is monitoring has failed to recognise difficulties around peer relationships as a risk therefore no strategies are in place to manage this. Systems in place to safeguard children and young people are not robust. Records describing injuries or bruises do not always cross reference to the registered managers monitoring tool for this. On one occasion the registered manager had no oversight of the record of bruises on a young person. This registered manager has monitored and reported concerns to external professionals appropriately. Children and young people have not gone missing from this home. High staffing ratios limits the opportunity for children and young people to go missing. Despite this clear protocols are in place for each child or young person should they go missing from the home. Staff understand their responsibility to protect children and young people from harm. The registered manager is clear about her responsibility as safeguarding lead. Links are built with the Local Area Designated Officer (LADO) and police in order to keep children and young people safe.	

	Judgement grade
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The impact and effectiveness of leaders and managers	Requires improvement
The registered manager is suitably qualified for the role and well established in the home. A senior manager in the local authority provides the registered manager with formal supervision on a monthly basis. The registered manager has professional support from colleagues in an identical role. Critical analyse of practice in the home by the registered manager is not effective. The registered manager fails to recognise the poor quality of the environment in the development plan or monitoring report. Learning from incidents and physical interventions in not evident in records. Poor records relating to incidents remain unchallenged. Staff receive support through a consistently frequent supervision systems on a monthly basis. The staff team says they feel supported. Staff do not routinely reflect on their practice in supervision. There is little evidence to establish when staff have the opportunity to reflect explicitly about the impact of their practice. Particularly when they are involved in an incident to manage children and young people's behaviour. A training package ensures staff receive training on mandatory subjects such as safeguarding disabled children. Staff report specialist training is not readily available such as autism training which the manager recognises as a shortfall. All staff have their development reviewed annually. The registered manager knows children and young people who visit this home well. Her presence in the home is notable including providing care to children and young people when they need additional support. A heartening progress book to show children and young people's experiences from their first visit provides a story of their journey. Staff are proud of this and enjoy highlighting children and young people's achievements. The registered manager works in collaboration with families and professionals. A social worker said 'communication is really good and they are really good at contributing to meetings about the care of young people'. Children and young people benefit from a multi-agency approach to their care. The registered manager acts swiftly when concerns arise regarding the ability to meet children and young people's needs. As a result multi agency meetings are convened which enable staff to share information and contribute to the care plan review.	

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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