

Children's homes - interim inspection

Inspection date	12/02/2016
Unique reference number	SC417031
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Pathways Care Group Limited
Registered person address	Station Road, Addlestone, Surrey KT15 2PS

Responsible individual	Colin Farebrother
Registered manager	David Grayson
Inspector	Michele Hargan

Inspection date	12/02/2016
Previous inspection judgement	Good
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 full inspection. At this interim inspection Ofsted judge that it has Sustained Effectiveness. The log used to detail any sanctions is now amended so that in the event of any measures being taken the effectiveness and any consequences can be recorded. This promotes staff accountability by ensuring they carefully consider if their decision has had a positive impact on the young person's behaviour. This action meets a previous requirement. There have been no sanctions since the last inspection. The home has recently been redecorated throughout and young people have chosen the colours and some of the soft furnishings. Ensuring good quality surroundings values young people and promotes a sense of belonging and ownership. A member of staff said, '(Name) chose the colours in the dining room.' The registered manager has worked hard to ensure the agreement of further much needed improvements including replacement of the lounge floor, re-carpeting and new windows. As the home is in a conservation area securing permission to change all of the windows has been a challenging. About the estimated completion dates for the windows a senior member of staff said, 'By the time we get all the quotes and get the work done it will probably be finished by about May.' Young people no longer have to sign documents to indicate taking part in routine aspects of daily living such as receiving their allowances. This is in keeping with the homes approach, which is about building trusting relationships with young people. Ofsted surveys are distributed to all young people, staff, parents and professionals. This ensures that those who live at the home, those who place young people, and parents or carers can make their views known to the regulator. All young people now receive a visit from an independent person in the event of their going missing. One young person's placing authority ensures a police person with responsibility for vulnerable missing young people carries out these visit. The aim of this is to complete a thorough interview and to identify any underlying concerns. Even if the young person refuses to talk about what happened they are offered appropriate advice and guidance. Sensitive persistence to engage young	

people who may appear reluctant to talk is an important step in helping them become safer and gives a clear message that their welfare and safety is of paramount importance. These improvements meet the four recommendations made at the previous inspection.

One young person's missing is a significant concern. It is clear that the registered manager and staff work closely with all the professionals and family members involved aimed at trying to keep the young person safe. For example, strategy meetings have taken place and there is effective joint working with neighbouring police authorities. This results in swift action to return the young person to the home. This proactive approach helps mitigate this type of risk taking. A senior member of staff said, 'It was really good to see how quickly the police passed on the concerns and the response we got.'

Three low level restraints have taken place since the last inspection. Generalised terms and jargon are used within the homes restraint log to describe young people's behaviour. While there is no concern as to how restraints were carried out, the records do not tell the story of what actually happened or make clear who was present. This makes identifying any themes or triggers untenable and records would not stand up to any retrospective scrutiny in the event of any investigation.

Young people can raise concerns with the staff and these are taken seriously and addressed through effective joint working with placing authority social workers. As a result, young people learn that staff are genuinely invested in their welfare and know what action to take in young people's best interests. This builds trust and helps young people feel an increased level of security. A young person said, 'I have been able to tell my social worker what I wanted to.'

Young people are making good progress in a range of areas. One young person is doing very well in vocational training at college; another young person is taking more personal responsibility and continuing her participation in the performing arts; while a third young person is resuming school full time and their excellent scootering skills has led to the young person receiving sponsorship of this activity. Providing good support and practical assistance to pursue training and meaningful pastimes is immensely beneficial to young people aiding their overall development. About their plans for the day at inspection a young person said, 'I am off to the shops.' About preparation for a drama class a young person said, 'I've been memorising a passage from a book that I have to recite.'

Young people receive more effective support from staff who have a deeper understanding of their communication needs. This is because staff are undertaking level two training about autism and they receive input from a consultant clinical psychologist. Ensuring staffs understanding about the impact of autism builds empathy and confidence about how best to support young people and reduces the likelihood of their being disadvantaged in any way. A member of staff said, 'We are completing the two assessments books and we have an assessor.'

Staff continue to receive effective support from the registered manager including regular supervision and appraisal. This level of support helps staff feel valued and sustains their motivation to provide young people with similarly good support. A member of staff said, 'I treat young people just like I would if they were my own children. So when I picked (name) up from her boyfriend's we had 'the talk' in the car about being careful and safe. She didn't get out of the car and she could have, when she came back into the house she told everyone, she's given me the talk.'

Information about this children's home

The home may only provide care and accommodation for four young people with emotional and or behavioural difficulties. The home is owned and operated by an independent provider.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/11/2015	Full	Good
03/03/2015	Interim	Improved Effectiveness
10/12/2014	Full	Good
17/03/2014	Interim	Good Progress

What does the children's home need to do to improve?

Recommendations

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

- Records of restraint must be kept and should enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure it meets the needs of each child. In particular that records clearly describe what the young person did and how staff responded making clear the full names of all those involved. (The Guide to the Quality Standards page 49 paragraph 9.59)

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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