

Children's homes – Monitoring visit

Inspection date	04/07/2016
Unique reference number	SC452713
Type of inspection	Monitoring
Inspector	David Kidner

This monitoring visit

The home was judged as inadequate at the full inspection in May 2016. Following this inspection two compliance notices were issued. One compliance notice was issued in relation to Regulation 12: the protection of children standard. The action taken to address this notice was assessed at this monitoring visit.

Following the previous inspection, the registered person provided Ofsted with an action plan that was updated weekly. This plan described the action that the leaders and managers had taken to keep young people safe from harm, and to remedy the weaknesses.

The provider identified that they could not meet the needs of the two young people who were living at the home at the time of the full inspection. Both young people have since moved and no young people were living at the home at the time of this visit.

Leaders and managers have taken robust action to ensure that the home is designed, furnished and maintained so as to protect each young person from avoidable hazards to their health.

Leaders and managers reviewed and updated the young people's risk assessments and behaviour support plans as required. The behaviour support plan is comprehensive and complements the risk assessment. Together these documents provide staff with detailed guidance about how to respond to and to manage the young people's behaviours. Staff are better informed and prepared. One staff member said, 'They now tell us how to deal with things, the risks, things to look out for, it's important that we use de-escalation. The plans are clearer now.' However, not all staff have signed their awareness of the plans as they have been updated.

Two staff members have not yet received training in supporting young people that self-harm. The quality improvement manager confirmed that this training is planned to take place on 12 July 2016 and the two staff members will be attending this training event.

Leaders and managers have reviewed the policies and procedures for the administration of medicines. In addition, they have ensured that all staff have received training in the administration of medicines. At this visit the medicine administration records were found to be accurately maintained. The process to notify Ofsted of all serious incidents remains weak. Leaders and managers have not ensured that there is an effective system to recognise what needs to be notified and who will do this when managers are on leave.

Overall the inspector found that the registered person has taken sufficient steps to protect young people. The second compliance notice and the remaining requirements will be assessed at the next full inspection.

Information about this children's home

This service is operated by a private company which is part of the CareTech group, a national social care agency. It is registered to provide care and accommodation for up to four young people who have emotional or behavioural difficulties.

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

Statutory requirements

This section sets out the actions that 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 within the given timescales.

Requirement	Due date
Engaging with the wider system to ensure children's needs are met 5. In order to meet this quality standard, the registered person must, and ensure that staff— (c) if they consider a placing authority's or a relevant person's performance or a response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. In particular, to challenge providers of education to ensure that children receive their assessed educational needs.	30 June 2016
The quality and purpose of care standard 6. In order to meet the quality and purpose of care standard, the registered person must— (2)(c) ensure that the premises used for the purposes of the home are designed and furnished so as to— (i) meet the needs of each child. In particular, ensure that all areas of the home are homely, well maintained and decorated to a good standard.	31 July 2016
The education standard 8. In order to meet the education standard, the registered person must ensure—	30 June 2016

(2)(a)(i) that staff help each child to achieve the child's education and training targets, as recorded in the child's relevant plans; (viii) help a child who is excluded from school, or who is of compulsory school age but not attending school, to access educational and training support throughout the period of exclusion or non-attendance and to return to school as soon as possible.	
The protection of children standard 12. In order to meet the protection of children standard (with respect to following missing from home protocols), the registered person must ensure that— (2)(v) staff understand the roles and responsibilities in relation to protecting children. In particular, that each young person has an individualised missing from home protocol that has been agreed by the local police.	31 July 2016
The leadership and management standard* 13. In order to meet the leadership and management standard, the registered person must ensure that— (2)(c) staff have the experience, qualifications and skills to meet the needs of each child. This includes training in safeguarding, restraint and de-escalation, self-harm, first aid, management of medicines, fire awareness, attachment disorders, e-safety and food hygiene.	28 July 2016
The leadership and management standard 13. In order to meet the leadership and management standard, the registered person must— (2)(e) ensure that the home's workforce provides continuity of care to each child; (h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home. In particular, to undertake a management review of events that led up to two young people going missing from the home without staff's knowledge, and to act upon the finding of this review to ensure that young people are kept safe.	30 June 2016
Statement of purpose 16. The registered person must—	31 July 2016

(3)(b) notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.	
Restraint and deprivation of liberty 20. (2) Ensure that restraint in relation to a child must be necessary and proportionate. In particular, ensure that restraint is not used to enforce young people to comply.	30 June 2016
Monitoring and surveillance 24. (1) The registered person may only use devices for the monitoring or surveillance of children if— (d) the monitoring or surveillance is no more intrusive than necessary, having regard to the child’s need for privacy. In particular, ensure that bedroom door alarms are not used unnecessarily and that this is kept under constant review.	30 June 2016
Appointment of manager 27. (1) The registered person must appoint a person to manage the children’s home.	15 July 2016
Policies for the protection of children 34. (1) The registered person must prepare and implement a policy which— (a) is intended to safeguard children accommodated in the children’s home from abuse or neglect. In particular, to refer any safeguarding concerns in respect of child-on-child safeguarding concerns to the local multi-agency safeguarding hub and the placing authority in a timely manner.	30 June 2016
Behaviour management policies and records 35. (3)(a) 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— (iii) the date, time and location of 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 consequences of the measure.	30 June 2016

Notification of a serious event 40. (4) The registered person must notify HMCI and each other relevant person without delay if— (e) there is any other incident relating to a child which the registered person considers to be serious.	30 June 2016
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* These requirements are subject to a statutory requirement notice.

Recommendations

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

- Ensure that any child who has been restrained should be given the opportunity to express their feelings about their experience of the restraint as soon as practicable, ideally within 24 hours of the restraint incident, taking the age of the child and circumstances of the restraint into account (Guide to the children's homes regulations including the quality standards', page 50, paragraph 9.60).

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

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