

Inspection report for children's home

Unique reference number	SC452713
Inspector	David Kidner
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Greenfields Adolescent Development Limited
Registered person address	5th Floor, Metropolitan House 3 Darkes Lane POTTERS BAR Hertfordshire EN6 1AG
Responsible individual	Robert Yetzes
Registered manager	Jason Stuart Hitchins / Robert David Vaughan Jones
Date of last inspection	23/07/2014

Inspection date	16/12/2014
------------------------	------------

Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **declined in effectiveness**.

This home was judged good at the last full inspection. At this interim inspection, Ofsted judges that it has declined in effectiveness. This inspection found shortfalls in terms of leadership and management. Only one of the five requirements that were made at the last inspection has been met.

The Registered Manager undertakes monthly monitoring and has evaluated a number of restraints, safeguarding concerns and instances of young people going missing. There is no three-monthly summary report to provide an overview of the home's progress.

The Registered Manager has failed to supply Ofsted with the home's Statement of Purpose and internal and external monitoring reports, as required by regulation. Although this has no direct impact on young people, the manager has not demonstrated that he has identified and addressed shortfalls in the quality of care. Ofsted does not have sufficient management monitoring information to evaluate the home's effectiveness between inspections.

Some young people have recently taken part in high risk activities and have damaged parts of the home. The number of incidents and the use of restraint significantly increased in October 2014. Leaders and managers identified these matters as a concern and took action to review triggers and causes of this increase.

In addition, the Registered Manager has taken appropriate action to explore new approaches in behaviour management. For example, he met with a clinical psychologist to consider behaviour policy developments. However, the home was unable to show the inspector the outcome of these reviews, so there is no evidence

that the plans are in place.

The home maintains a record of the use of restraint, but does not always include the location of the incident. This was a requirement at the last inspection. In addition, the restraint record does not detail the young person's behaviour leading to the intervention. This information is recorded in another format in the home's recording procedures, but this does not meet regulatory requirements.

A recommendation at the last inspection was to ensure that the home records children's views in respect of sanctions and restraint. Leaders and managers have not implemented this recommendation. Incidents and the use of restraint have dramatically reduced in recent weeks.

In response to a significant event at school, the Registered Manager has taken appropriate action to promote the young people's safety and well-being. He has liaised with the local authority designated officer and other professionals. However, Ofsted has not been notified of all significant events.

Leaders and managers ensure that placement plans and risk assessments are reviewed to reflect the care and support required. Statutory reviews are undertaken but the outcome of all reviews are not on young people's files.

Leaders and managers have failed to provide staff with comprehensive guidance on how to address young people's behaviours. This means that there is not always a consistent response to provide continuity of care. Senior managers said that they are developing and implementing behaviour support plans to address this. However, this is not yet embedded in practice for all young people.

Placing authorities speak very well of the care and support that is provided at the home. One social worker said that 'they had no concerns about the quality of care provided', and that the home 'has been creative and has adapted their approach to meet the needs of the young person'.

The Registered Manager ensures that placing authorities are regularly informed of the care and support that is provided and are sent copies of incident forms and the details of the use of restraint. One social worker said 'they send me copies of incidents and the use of restraint, we also have regular contact'.

Young people say they feel safe in the home. They said that they like the activities, the food and the staff. One young person said that they do some cooking and go shopping. They said they are really looking forward to Christmas. They are hoping for lots of presents and were keen to say what they wanted for Christmas.

Some young people find engaging in education challenging. Staff are proactive in ensuring that they are provided with extra education support. As a consequence, outcomes are steadily improving.

The manager has made some improvements to provide a homely environment. This was a requirement at the last inspection. For example, the home is clean and reasonably decorated. Staff said that a number of areas have been redecorated and that all young people have had replacement mattresses for their beds. A senior manager said that further improvements are planned, to include new flooring to the kitchen and minor works around the home.

At the time of this inspection, the home was decorated and well prepared for Christmas. This provides an attractive and homely environment for the festive period.

Information about this children's home

The service is operated by a private company and is registered to provide care and accommodation for up to four young people who have emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/07/2014	Full	good
17/03/2014	Interim	satisfactory progress
10/12/2013	Full	good
29/01/2013	Full	good

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

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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
4 (2001)	ensure that the registered person shall provide a copy of the statement of purpose to HMCI (Regulation 4 (2))	31/01/2015
33 (2001)	ensure that the independent person shall produce a written report about a visit (referred to in this regulation "the independent person's report") and provide a copy to HMCI (Regulation 33 (9) (a))	31/01/2015
34 (2001)	ensure that the registered person shall supply HMCI a report in respect of any review conducted by him for the purposes of monitoring matters set out in Schedule 6 at least once in every three months (Regulation 34)	31/01/2015
17B (2001)	ensure that within 24 hours of the use of any measure of control, restraint or discipline in a children's home, a written record is made in a	18/01/2015

	volume kept for that purpose and of which shall include the location and duration of the measure of restraint and a description of the behaviour (Regulation 17B 3 (b) (d) 4 (a))	
30 (2001)	ensure that any events listed in column 1 of the table in Schedule 5 takes place, the registered person shall without delay notify the persons indicated in respect of the event in column 2 of the table (Regulation 30).	18/01/2015

Recommendations

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

- ensure that methods to de-escalate confrontations or potentially violent behaviour are used wherever appropriate to avoid the use of physical restraint. In particular, implementing effective behaviour support plans that guide staff in addressing specific behaviours resulting in promoting continuity and consistency (NMS 3.13)
- ensure that where any sanctions, disciplinary measures or restraint are used, children are encouraged to have their views recorded in the records kept by the home (NMS 3.18)
- ensure that results of all statutory reviews are recorded on the child's file (NMS 25.8).

What inspection judgements mean

At the interim inspections 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

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.