

SC472485

# Assurance visit

## Information about this children's home

The home is part of an independent residential special school which is registered as a children's home. The school is run according to principles inspired by Rudolf Steiner. The home provides accommodation for up to 22 children who have a learning disability and/or physical disability. Children live in three homes within the extensive grounds.

The manager became the registered manager of the home in July 2020.

**Visit dates:** 13 to 14 October 2020

**Previous inspection date:** 25 February 2020

**Previous inspection judgement:** Sustained effectiveness

## Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

## Findings from the visit

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

## **The care of children**

Children are well cared for and say that they are happy living here. At this assurance visit, inspectors observed genuine and positive interactions between staff and children. This included lots of laughter and fun activities, and appropriate hugs for reassurance. Staff have a thorough understanding of the children's individual needs.

Children enjoy a wide range of activities. These include arts and crafts, cooking, building dens, visits to the beach, walks and sporting activities. These are captured in photographs and are recorded in children's individual memory books. During the lockdown period, staff supported children to keep in touch with their families.

Staff take effective action to provide children with information and guidance to keep themselves healthy and safe. In particular, in matters relating to COVID-19. Staff have been imaginative and provided children with child-friendly guidance about the importance of handwashing, the wearing of masks and social distancing. The guidance is presented in children's preferred method of communication, which includes the use of photographs and symbols.

Children live in a homely and welcoming environment. All areas of the home are well presented and are maintained to a good standard. Staff consult with children, and children are involved in personalising their bedrooms so that these reflect their needs, likes and preferences.

Since the interim inspection in February 2020, leaders and managers have ensured that all staff have received refresher training in the management and administration of medicines. In addition, leaders and managers take effective action when medicine errors occur. They thoroughly investigate and take steps to address poor staff practice. However, despite these actions, medicine errors continue to occur.

During the lockdown period, staff provided children with effective support and encouragement to continue with their education. In addition, leaders and managers worked in partnership with education colleagues, and a teacher was assigned to each house to provide support and guidance. This demonstrates the importance leaders and managers place on children's learning and working together to improve outcomes for children.

## **The safety of children**

Children are safe. This is echoed by parents and social workers. Leaders and managers respond effectively to safeguarding concerns. They take safeguarding matters seriously and work in partnership with placing authorities and safeguarding agencies. Staff have a good awareness of safeguarding protocols.

Behaviour is well managed. Staff are provided with detailed support plans and risk assessments that guide staff in how to respond when children become upset. Risk assessments are individualised and include clear strategies to manage and reduce risk. These documents are regularly reviewed and updated. This ensures that staff are well prepared and supported to assist children to manage their emotions and feelings effectively.

Leaders and managers ensure that children's accidents, injuries and unexplained bruises are well recorded and evaluated. On rare occasions when children go missing, staff take effective action to ensure that they return safely. These measures protect children.

Restraint is used as a last resort to keep children safe. Leaders and managers ensure all interventions are monitored, reviewed and evaluated to ensure the appropriateness of the restraint.

Leaders and managers ensure that effective staff selection and recruitment procedures safeguard children. This includes the employment of agency staff.

## **Leaders and managers**

This home is well managed and staff place the children at the centre of their practice. Staff speak well of the support that they receive from the responsible individual, leaders and managers. They say that they feel valued and listened to.

Leaders and managers have taken effective action in relation to COVID-19. They have undertaken a wide range of risk assessments and implemented detailed guidance to children, staff, parents and carers to manage and reduce risk. These are regularly reviewed and updated.

Leaders and managers respond effectively to recommendations made by the independent visitor. The registered manager has recently completed a review of the quality of care that is provided in the home. However, the report does not include the views of the children although these views are documented within other documentation.

Children's care and support plans are comprehensive, well written and clearly identify how the children's needs are to be met. These comprehensive documents guide staff in how to offer support, and are regularly reviewed. Parents, carers and social workers speak well of the care and support provided to children.

Leaders and managers respond effectively to complaints and concerns when there are matters raised over staff performance.

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

### Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <p>23: Medicines</p> <p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home.</p> <p>(Regulation 23(1))</p> <p>In particular, take steps to reduce and eliminate the incidence of medicines errors.</p>                                                                                                                                                                                                      | 31/12/2020 |
| <p>45: Review of quality of care</p> <p>The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it;</p> <p>(Regulation 45 (1)(2)(b))</p> | 29/01/2021 |

## Children's home details

**Unique reference number:** SC472485

**Registered provider:** The Sheiling Special Education Trust

**Registered provider address:** Horton Road, Ashley, Ringwood, Hampshire BH24 2EB

**Responsible individual:** Corine Van Barneveld

**Registered manager:** Heidi Holm Rasmussen

## Inspectors

David Kidner, Social Care Inspector

Wendy Anderson, Social Care Inspector

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