

Children's homes inspection – Full

Inspection date	3/08/2016 to 5/08/2016
Unique reference number	SC482872
Type of inspection	Full
Provision subtype	Children's home
Registered provider	Fairfield House Bishop Auckland Limited
Registered provider address	Fairfield Lodge, Evenwood Lane, Evenwood, Bishop Auckland, County Durham DL14 9NH.

Responsible individual	Richard Parker
Manager	Nicola Streat
Inspector	Guy Mammatt and Sharron Escott

Inspection date	3/08/2016 to 5/08/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Requires improvement
The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.	
How well children and young people are helped and protected	Requires improvement
The impact and effectiveness of leaders and managers	Requires improvement

SC482872

Summary of findings

The children's home provision requires improvement because:

- The manager's admission process requires improvement. Two young people have been recently admitted to the home without up-to-date care plans from their placing authorities. In addition, the manager and a young person do not know what the placing authority's expectations of the placement are or how long it will continue.
- The statement of purpose does not include all the information as required by the children's homes regulations 2015. The document does not describe how the home will manage emergency admissions, despite two recently having taken place. The statement of purpose contained incorrect information about the conditions of registration. The inspector alerted the manager to this inaccuracy before the inspection, and action was taken in response to document the correct information.
- An allegation made by a young person was investigated with staff before managers reported it to the local area designated officer. This action is not in line with the 'Working together to safeguard children (2015)' statutory guidance.
- The manager and staff do not store or record medication safely.
- The manager has not met one of the three requirements from the previous inspection. She has not conducted the six-monthly monitoring exercise in line with regulation 45 of the children's homes regulations (2015). As a result, leaders' and managers' understanding of the home's performance is not based on rigorous evaluation.
- The manager does not ensure that all young people's documents are kept up to date. In addition, one young person does not have a written care plan completed by the home in place.
- Restraint records do not show that young people are always engaged in discussions following the use of restraint. Two young people have not had independent return-to-home interviews in response to an incident of going missing from the home together. Young people do not have missing-from-home protocols in place. The manager demonstrated a weak understanding of the runaway and missing-from-home statutory guidance and the responsibilities assigned to each agency when incidents occur.
- On one occasion, a young person was held, to prevent her from leaving the home. The record does not describe clearly enough whether this action was necessary to keep the young person safe or whether it was used to comply with an instruction.

- The manager has told the inspectors that staff can remove the televisions and mobile phones from young people as sanctions. These sanctions are not always recorded. The manager said that this was because the items belonged to the home and were being lent to the young people. Because these incidents are not recorded, young people are prevented from being able to record their views about the sanctions. In addition, not all incidents of staff searching a young person's belongings have been recorded in the 'searching' records. It is a requirement of the children's homes regulations (2015) to record all behaviour management interventions used with young people.

The children's home strengths

- Two young people who have recently moved on from the home benefited from their time living there. The manager, staff and an independent advocate represented their wishes well during their move.
- One young person who has lived at the home for some time is making good progress. Her local authority is happy with her placement and she continues to develop her skills in many areas.
- Young people feel safe and they have good relationships with staff.
- Staff provide a fun, caring and homely environment for young people. Good emphasis is placed on healthy lifestyles for young people's minds and bodies.
- Staff feel supported and confident in their roles.
- The independent visitor prioritises speaking with children and young people during her visit.
- All external parties consulted with during the inspection provided positive feedback and praised the manager's and staff's inter-agency working.

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 persons 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 persons must comply within the given timescales.

Requirement	Due date
12: The protection of children standard In order to meet the protection of children standard, the registered person must ensure: (1) that children are protected from harm and are enabled to keep themselves safe. (2) In particular, the standard in paragraph (1) requires the registered person to ensure (a) that staff (vi) take effective action whenever there is a serious concern about a child's welfare and (b) that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. This relates specifically the management of allegations, missing-from-home protocols and independent return-home interviews.	30/09/2016
13: The leadership and management standard In order to meet the leadership and management standard, the registered person must ensure: (1) that they enable, inspire and lead a culture in relation to the children's home, in order to: (a) help children to fulfil their potential; and (b) promote their welfare. (2) In particular, the standard in paragraph (1) requires the registered person to (a) lead and manage the home in a way that is consistent with	30/09/2016

the approach and ethos, set out in the home's statement of purpose.	
14: The care planning standard In order to meet the care planning standard, children must: (1)(a) receive effectively planned care in or through the children's home; and (b) have a positive experience of arriving at or moving on from the home. (2) In particular, the standard in paragraph (1) requires the registered person to ensure (b) that arrangements are in place to (ii) manage and review the placement of each child in the home. In particular, they must ensure that up-to-date placing authority care plans are obtained in line with the care planning statutory guidance and that all young people have detailed care plans produced by the home.	30/09/2016
16: Statement of purpose (1) The registered person must compile in relation to the children's home a statement ('the statement of purpose') which covers the matters listed in Schedule 1. (2) The registered person must provide a copy of the statement of purpose to HMCI and make a copy of it available upon request to (a) a person who works at the home; (b) a child, or a child for whom accommodation in the home is being considered; (c) a parent of a child, or a parent of a child for whom accommodation in the home is being considered; (d) a child's placing authority; and (e) in the case of a qualifying school, the Secretary of State. (3) The registered person must (a) keep the statement of purpose under review and, where appropriate, revise it; and	30/09/2016

(b) notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.	
23: Medicines (1) The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular, they must ensure that medicines are kept in a locked cabinet and that a record is made of stock balances.	30/09/2016
35: Behaviour management policies and records (3) The registered person must ensure that (a) 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 (i) the name of the child; (ii) details of the child's behaviour leading to the use of the measure; (iii) the date, time and location of the use of the measure; (iv) a description of the measure and its duration; (v) details of any methods used or steps taken to avoid the need to use the measure; (vi) the name of the person who used the measure ('the user'), and of any other person present when the measure was used; (vii) the effectiveness and any consequences of the use of the measure; and (viii) a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; (b) within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ('the authorised person') (i) has spoken to the user about the measure; and (ii) has signed the record to confirm it is accurate; and (c) within five days of the use of the measure, the registered person or the authorised person adds to the record confirmation	30/09/2016

that they have spoken to the child about the measure. This regulation refers to all behaviour interventions including restraint, sanctions and searching.	
45: Review of quality of care (1) The registered person must complete a review of the quality of care provided for children ('a quality of care review') at least once every six months. (2) In order to complete a quality of care review, the registered person must establish and maintain a system for monitoring, reviewing and evaluating (a) the quality of care provided for children; (b) the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and (c) any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. (5) The system referred to must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff.	30/09/2016

Full report

Information about this children's home

The home is operated by a private company. It provides care and accommodation for up to three young people, who may have emotional and/or behavioural difficulties or a learning disability.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
8/01/2016	CH - Full	Good
14/10/2015	CH - Full	Inadequate

Inspection judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Requires improvement
The overall experience and progress for some young people is positive. However, weaknesses identified in the admission processes for new young people and in the help and protection offered to young people, and breaches in meeting the children's homes regulations (2015) and statutory guidance, mean that overall the home is judged to require improvement to be good. The shortfalls identified need to be addressed to fully support young people's experiences and to mitigate risk. The admission process is weak. The manager has not obtained up-to-date local authority care plans for two young people who moved into the home within the last month. As a result, the manager is not clear about the plan for one young person, has not written an internal care plan detailing her needs and has not yet arranged an education placement for her. The young person does not know whether she is staying at the home or returning to her local area. This does not demonstrate that young people are admitted with a view to limiting their placement moves. The manager's care planning for young people requires improvement. One young person does not have a written care plan in place. One young person's risk assessment does not detail the reason for searching her room and belongings or record the frequency with which this takes place. The current arrangements for storing and auditing medication do not provide sufficient safety to young people. The medication cabinet is not locked, although it is located inside the manager's office. Medication records do not include stock balance checks. Thus, it would be possible for medication to be taken or administered without it being noticed. Two children who have recently moved on from the home thrived during their time there. A headteacher reported that staff were particularly good at nurturing one of them and stated that she knows 'he has enjoyed being with all the staff'. A family member of the two children commented that staff took excellent care and attention with her great grandchildren and that 'the children were very happy living at the home'. Staff engaged well with external agencies to support the young people's wishes during a difficult transition period for them. They arranged an advocate for the children, who stated that staff were 'supportive and passionate about the children'. During their 12 months at the home, both children had good relationships with staff. They developed a more appropriate relationship with each other and reached important developmental milestones. They took part in lots of fun activities, which	

improved their confidence and physical health.

A young person who has lived at the home for 18 months continues to benefit from the stability that this has provided for her. She has good relationships with staff and thoroughly enjoys the access to horse riding that comes with living at the home. She continues to do well at school and takes part in activities with school friends and with staff. A social worker recently commented, 'The home has been a great success for her, and the way she has been supported by the staff has given her a period of significant stability which has been truly positive for her.'

A young person reported that she has learnt to control her emotions better when she is getting cross and has developed some coping strategies. It has been noted that she has improved her skills to build and repair friendships, which helps her to move on from a disagreement more quickly. The young person has had friends to visit her at the home and to stay for a sleepover.

Staff promote healthy and active lifestyles for young people and engage them in cultural and charity events. Staff provide a well-maintained, homely environment for young people to relax in and learn new skills, such as cooking for others. Young people are currently enjoying the summer holidays, which includes days out to leisure facilities and having their nails done with staff.

	Judgement grade
How well children and young people are helped and protected	Requires improvement
Leaders and managers did not respond to an allegation made by a young person in line with child protection procedures. The deputy manager questioned the two staff concerned about the allegation before the matter was reported to the local authority designated officer. There are no records provided to the inspectors to evidence that a robust investigation was completed or the decisions made by leaders about the outcome. This approach does not protect young people from potential abuse, and the reporting process followed is not in line with 'Working together to safeguard children (2015)' statutory guidance. The risks of young people going missing from the home are not effectively managed. Although staff did search for two young people who went missing together and reported them to the police, other important actions have been missed. The manager has not prepared individual missing-person protocols for two young people, as stated in the home's statement of purpose, despite this being	

highlighted as a risk in historical paperwork and their going missing together recently. In addition, the manager has not arranged independent return-to-home interviews to help identify the reason for their going missing.

Restraint has not been commonplace in the home. However, on one occasion, a young person's wrists were held to prevent her from leaving the home. The record of this incident is not clear enough to ascertain whether the intervention was used because the young person was at immediate risk of harm or to enforce her to comply with staff's instructions. Records provided to the inspector do not demonstrate that young people are always engaged in a discussion following the use of restraint. Thus, learning from each incident to reduce future occurrence is limited.

The records of all behaviour interventions require improvement. Consequences used, which are listed in young people's behaviour management contracts as a strategy, are not always identified as a sanction and therefore recorded in the sanction records. The manager stated that they were not recorded as sanctions because the items removed from the young people belong to the home and not to the young person. One young person has had her belongings searched. The reasons for this action are not evident in her risk assessment, and not all incidents of searching have been written in the searching records. Because records are not always kept, these interventions are not monitored, the effectiveness of the measure is not reviewed and the young people's views about the intervention are not documented.

A young person has completed courses on safe mobile phone use and stranger danger with the local police. She has also achieved numerous certificates of achievements from staff, which recognise her good behaviour and kindness towards others.

Recruitment records checked show that new staff are safely recruited and vetted by the manager before they start work in the home, which helps to prevent unsuitable people from working alongside vulnerable young people.

	Judgement grade
The impact and effectiveness of leaders and managers	Requires improvement
The manager does not run the home in line with the statement of purpose. There are weaknesses in the recording of behaviour interventions, missing-from-home	

protocols are not in place and not all young people have up-to-date care plans in place. The statement of purpose does not describe the process for young people admitted in an emergency, which has occurred twice in the past month, and does not contain staff's supervision arrangements. The manager has not provided full details of which staff are qualified to the level 3 diploma for residential childcare in the statement of purpose or to the inspector.

The manager has not met one of the three requirements made at the previous inspection. She has not conducted the monitoring exercise in line with regulation 45 of the children's homes regulations (2015). A review of the quality of care provided for young people has not taken place since January 2016. Weaknesses identified at this inspection have therefore gone unnoticed and not been rectified. Other requirements that have been met ensure that a young person has learnt about internet safety and that fire drills have been carried out as required.

Leaders' and managers' understanding and implementation of statutory guidance requires improvement. This inspection has identified weaknesses in child protection, care planning and missing from home.

The manager has been in post since April 2016. Her application has been submitted within the necessary timeframes, and at the time of this inspection her details were still being verified. The manager does not hold the diploma in leadership and management for care service and health and social care, but is currently working towards the new required qualification and is expecting to complete the award in December 2016.

Independent monitoring visits take place monthly. A strength of the visitor is the ability to develop relationships with children and young people and to have meaningful conversations with them about how they are feeling. This helps to ensure that their welfare is promoted and their views are listened to by someone independent of the home.

The manager notifies Ofsted about significant events relevant to the protection of young people. In addition, she maintains good communication with professionals to support young people's progress with their education and health needs.

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 children looked after 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 that 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 that 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 whom 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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance raising concerns and making complaints about Ofsted, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016