

Children's homes - interim inspection

Inspection date	01/10/2015
Unique reference number	SC486167
Type of inspection	Interim
Provision subtype	Children's home
Registered person	South West Childcare Services Ltd
Registered person address	The Business Centre, Cattedown House, PLYMOUTH, PL4 0EG

Responsible individual	Angela Glynn
Registered manager	Josie Warne
Inspector	Tracey Ledder

Inspection date	01/10/2015
Previous inspection judgement	Requires improvement
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 requires improvement at the full inspection. At this interim inspection, Ofsted judges that it has declined in effectiveness. Leaders and managers have failed to ensure that all of the requirements identified at the previous inspection have been dealt with. The Registered Manager is not in day-to-day control of the home at all times. This results in the care of young people not always being prioritised appropriately and a reactive approach to their care. Incidents where the young people and staff are hurt and property is damaged are escalating, both in terms of frequency and severity. Incidents are not always well managed. On occasions, staff resort to using the emergency services to support their management of young people's behaviour. There is a lack of sufficient staff and as a result, staff are not always able to intervene to prevent issues escalating. Not all staff know and understand the full range of risks in any given situation. Risk assessment and risk reduction plans do not provide staff with the information required to care for young people in a safe and consistent way. This leaves young people and staff at risk of harm. Due to significant behaviour incidences involving self-harm within the home, a number of strategies have been adopted to try to manage risk. However, the Registered Manager has failed to effectively assess the impact of these strategies in a timely way. The arrangements in place to monitor and manage medication are not effective. A number of medication errors were identified during the inspection. The independent visitor had highlighted this potential shortfall in practice prior to some of these errors occurring. The registered manager had failed to address this issue. As a result, medication in the home is not managed safely. The Registered Manager has failed to ensure that staff are provided with appropriate training and support. This compromises staff's ability to care for the young people. The Registered Manager does not routinely receive supervision. As a	

result, there is limited opportunity for her to reflect on practice.

The statement of purpose does not reflect the service provided by the home, a requirement was set at the previous inspection. This results in commissioners and social work teams not being provided with accurate and up-to-date information about the home.

Visits undertaken by the independent person are not fully effective. This is due to the lack of action by the Registered Manager in respect of all of the issues raised. These reports are not being provided to Ofsted in line with regulation. This results in a further lack of external scrutiny being in place for the home.

Improvements have been made to the internal decoration of the home since the previous inspection. Young people have chosen new items that make the environment more homely and welcoming.

Information about this children's home

This section should outline:

The home is registered to look after one young person with emotional and behavioural difficulties.

The home is part of a private organisation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/07/2015	CH - Full	Requires improvement

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

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 (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*. The registered person(s) must comply with the given timescales.

Requirement	Due date
35: Behaviour management policies and records shall 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 the name of the child, details of the child's behaviour leading to the use of the measure, the date, time and location of the use of the measure and a description of the measure and its duration. ensure that details of any methods used or steps taken to avoid the need to use the measure,)the name of the person who used the measure ("the user"), and of any other person present when the measure was used. ensure the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; 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; has spoken to the user about the measure; and has signed the record to confirm it is accurate; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure (Regulation 35 (3) (a) (i)(ii)(iii)(iv)(v)(vi)(vii)(viii) (b) (i)(ii) (c))	16/11/2015
13: The leadership and management standard * In order to meet the leadership and management standard the registered person must (2)(a) lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; (2)(b) ensure that staff work as a team where appropriate; (2)(c) ensure that staff have the experience, qualifications and skills to meet the needs of each child; (2)(d) ensure that the home has sufficient staff to provide care for each child;	16/10/2015

(2)(e) ensure that the home's workforce provides continuity of care to each child; (2)(f) understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; (2)(g)(i)(ii) demonstrate that practice in the home is informed and improved by taking into account and acting on research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and (2)(h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home	
16: Statement of purpose the registered person must keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision (Regulation 16 (c)(a)(b))	16/11/2015
36: Children's case records shall maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry (Regulation 36 (1) (a)(b)(c))	16/11/2015
12: The protection of children standard In order to meet the protection of children standard the registered person must ensure (2)(a)(i) that staff assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child; (2)(a)(ii) help each child to understand how to keep safe; (2)(b) ensure 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.	16/11/2015
23: Medicines 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 the registered person must ensure that medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them (Regulation 23 (1) (2)(a))	16/11/2015

33: Employment of staff ensure that all employees undertake appropriate continuing professional development; receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year (Regulation 33 (4)(a)(b)(c))	16/11/2015
44: Independent person: visits and reports The independent person must provide a copy of the independent person's report to HMCI. (Regulation 44 (7) (a))	16/11/2015

* These requirements are subject to statutory requirement notice.

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. Inspector 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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