

Children's homes - interim inspection

Inspection date	23/02/2016
Unique reference number	SC486398
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Inspirations Leicestershire Limited
Registered person address	2 Rosemead Drive, Oadby, LEICESTER, LE2 5SE

Responsible individual	Parminder Basra
Registered manager	Vacant
Inspector	Katarina Djordjevic

Inspection date	23/02/2016
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 judge that it has declined in effectiveness. The home has gone through a period of instability since the last inspection. The registered manager, who was also the responsible individual, resigned late last year. A failure to address a number of the requirements and recommendations made at the previous inspection have resulted in the judgement of declined effectiveness. The requirement made at the last inspection relating to care plans and risk assessments has not been addressed. These documents lack important information which has the potential to affect the delivery of safe care and place young people and others at risk of harm. Also, some staff do not always sign and date records which does not address the previous recommendation made. Changes in the staff team have continued which includes staff being moved to and from the registered provider's other children's home. This does not provide continuity of care, or enable the staff team to develop. The registered provider has failed to address the requirement made at the last inspection. The management of complaints remains poor and does not comply with the home's own policy. Records are not always kept of the original complaint and the outcome of the investigation. Records relating to one complaint also demonstrated a lack of robust action taken. For example, although discussions took place with individual staff members, there was no documentary evidence that any records had been scrutinised to support the findings. The requirement made at the last inspection has not been addressed. Failure to manage complaints robustly does not give confidence to young people and other stakeholders that the registered provider will deal with their concerns effectively. Staff have failed to address the recommendation made at the last inspection regarding room searches, as they have not followed the home's procedures. For example, there is no recorded evidence that discussions have taken place with young people prior to, and after a room search; two staff are not always present during the search.	

The statement of purpose has been amended and now contains accurate details about services provided in the home. This has addressed the previous requirement made. It also means key stakeholders have accurate information to inform their decisions about young people moving into the home.

Improvements have been made to the security of the home and the physical environment and gardens which means that young people are safer and live in a more comfortable environment. This addresses the requirement and recommendation made at the last inspection.

Some progress has been made in meeting the previous requirement relating to the competency and training of staff. The new management team have demonstrated a commitment to ensuring staff have the relevant skills and training. Staff have recently received training facilitated by external agencies in challenging behaviour and anger management, restraint, and safeguarding. This helps to ensure that they have the relevant skills and knowledge to safeguard young people. The management team is currently overhauling the staff induction programme to ensure new staff receive a robust induction. Staff are in the process of completing their personal development plans which identifies strengths and areas for development. The management team are also in the process of introducing a new staffing structure which encourages staff development.

The young person living at the home continues to make steady progress in some areas. He feels safe and secure at the home and sees it as 'his home'. His attendance and engagement at school is good. This helps to increase his opportunities to achieve his potential. The number of significant incidents of aggressive behaviour have reduced considerably since moving into the home which is real progress for this young person. He has developed good relationships with those staff who have worked with him since the home was registered.

The young person's emotional well-being declined in November due to his anxieties about future significant events. This has resulted in poor eating habits and a lack of engagement in regular exercise. Staff are working closely with other agencies to look at strategies to encourage and motivate him to eat healthily and take regular exercise.

Some of the young person's behaviours place him and others at risk. For example, he continues to smoke in his bedroom. Strategies used so far by staff have failed to stop him from smoking in his room. These strategies include regular discussions in key work sessions and an officer from the local Fire and Rescue service visiting the young person. Additionally, in agreement with the placing authority, staff have recently imposed financial penalties when he smokes in his bedroom. However, this is a prohibitive sanction and a requirement has been made to address this.

A new manager and a new responsible individual were appointed late last year. They have demonstrated a commitment to work with the regulator during this

inspection. The manager has sent an interim action plan to Ofsted outlining how they intend addressing the shortfalls identified during this inspection.

The manager has introduced some new monitoring tools which helps to monitor young people's care and progress, and staff practice. For example, she has introduced a weekly health and safety check list and, it was evident from this inspection, that she is checking these forms and identifying shortfalls in staff practice. This helps to keep young people and staff safe. The company commissioned a new independent visitor after the last inspection. Their reports demonstrate improved monitoring which identifies shortfalls as well as good practice. Improvements in monitoring of care practices has addressed the previous requirement made. However, the registered provider has not sent the six monthly review of the quality of care report to Ofsted within the expected timescale. This has the potential to hinder the regulator's ability to monitor practice in the home.

Information about this children's home

This privately owned children's home is registered to provide care for two children with emotional and behavioural difficulties. The home's statement of purpose indicates that the age range will be between 7 and 17 years of age.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/07/2015	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
12. The protection of children standard In order to meet the protection of children standard the registered person must: (2) (a) (i) ensure 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.	31 March 2016
13. The leadership and management standard 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.	30 April 2016
The registered provider must ensure that staff do not impose financial penalties as a disciplinary measure, other than a requirement for the payment of a reasonable sum (which may be by instalments) by way of reparation. (Regulation 19 (2) (f))	31 March 2016
The registered provider must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. This is with specific reference to ensuring records always give full details of actions taken and the outcome. (Regulation 39 (3))	31 March 2016
The registered person must supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (4) (a))	31 March 2016

Recommendations

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

- Ensure that staff only search bedrooms if the child has been informed and that staff follow the home's policy regarding searching children's rooms. (The Guide to the Quality Standards, page 17, paragraph 3.20.)

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. Inspectors 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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