

SC487165

Registered provider: Serenity Care Homes Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for four children who have emotional and/or behavioural difficulties. A private company owns and operates this home plus one other in the vicinity. The home is located in a semi-rural location within easy access of the local services and community.

Inspection date: 8 January 2018

Judgement at last inspection: Declined in effectiveness

Date of last inspection: 6 February 2017

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 good at the last full inspection. At the interim inspection, Ofsted judges that it has declined in effectiveness.

Leaders and managers have not sustained a consistent approach in how they manage and support young people placed in the home. The manager has not routinely reviewed, evaluated and monitored incidents in the home to identify whether the home's policy and procedure have been followed or whether staff interventions have been effective.

A young person has moved on from the home since the previous inspection. Leaders had identified that the home was not able to keep him safe or meet his needs, so he has moved on to an alternative setting. One young person has arrived at the home; he has settled into the home and is now engaging with education and daily routines.

Staff manage incidents of missing through a coordinated approach and appropriate referral to others. They follow plans which detail required actions and interventions to minimise risk. However, one young person's plan is not clear about required actions and

interventions from staff during a missing episode, and does not detail when to report him missing. In addition, there was an incident in which two young people were missing from the home and staff did not report this for several hours, contrary to one young person's plan.

Risk assessments are regularly reviewed and reflect current risk and management strategies to minimise risk. A specific strategy of 'room searches' is used to manage risk but the plan does not detail the parameters or frequency for this action. During inspection, items were located in the bedroom of a young person under the legal age for their possession. There is no plan, protocol or agreement with those have parental responsibility for the young person regarding these items.

The manager completes pre-admission risk assessments prior to any admission to the home. The risk assessment viewed explores some risk factors but was not detailed enough or robust enough to clearly evidence that all risk factors are fully explored.

Staff are trained in the home's preferred method of behaviour management. Staff complete records following an incident, but the records do not fully explore the detail of actions of staff. Staff speak to young people following an incident, but records do not evidence that staff have open and honest conversations with young people, or that staff encourage young people to explore or review their behaviour or consider the impact their behaviour has. Young people are not routinely given sanctions or consequences for their negative behaviour. Staff have given financial sanctions when costs have been incurred by the home but there is little or no evidence of staff talking to young people about the impact of this.

The manager has not consistently made notifications to Ofsted following serious incidents in the home.

Leaders and managers are developing relationships and networks with professionals outside of the home, and in recent weeks this has had a positive impact on care plans and the collective approach to risk management.

Staff have supported young people to address complex health needs. They have robustly supported young people in times of crisis, providing higher levels of support and monitoring to manage risk.

The young people who currently reside in the home are engaged in daily routines and a timetable of education and meaningful activities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/02/2017	Interim	Declined in effectiveness
08/08/2016	Full	Good
24/02/2016	Interim	Sustained effectiveness
19/10/2015	Full	Good

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
The positive relationships standard The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on— an understanding about acceptable behaviour; In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— help each child to develop socially aware behaviour; encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding. (Regulation 11(1)(b)(2)(a)(ii)(iii)(v))	01/04/2018
The protection of children standard The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to 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; help each child to understand how to keep safe; have the skills to identify and act upon signs that a child is at risk of harm; and 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; (Regulation 12(1)(2)(a)(i)(ii)(iii)(b))	01/04/2018
The leadership and management standard In particular, the standard in paragraph (1) requires the registered person to—	01/04/2018

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; ensure that the home's workforce provides continuity of care to each child; use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(2)(a)(e)(h))	
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Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC487165

Provision sub-type: Children's home

Registered provider: Serenity Care Homes Ltd

Registered provider address: Greenacres, Silver Street, Hordle, Lymington, Hampshire SO41 0FN

Responsible individual: Deborah Lymbery

Registered manager: Matthew Langran

Inspector

Amanda Maxwell, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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