

Children's homes inspection - Full

Inspection date	19/10/2015
Unique reference number	SC487165
Type of inspection	Full
Provision subtype	Children's home
Registered person	Serenity Care Home Ltd
Registered person address	Greenacres, Silver Street, Hordle, LYMINGTON, Hampshire, SO41 0FN

Responsible individual	Mrs Deborah Lymbery
Registered manager	Mrs Emma Partington
Inspector	Mrs Maxwell

Inspection date	19/10/2015
Previous inspection judgement	N/A
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Requires improvement
the impact and effectiveness of leaders and managers	Good

SC487165

Summary of findings

The children's home provision is good because:

- The home is providing good quality of care to young people and they are making good progress.
- There has been a reduction in some risk taking behaviours, with young people learning more positive life and independence skills equipping them for their futures.
- Staff provide a wide variety of activities for young people to access and enjoy, some are activities which contribute to the local community whilst developing young people's interests and strengths.
- Young people contribute to the running of the home assisting with household chores e.g. Hoovering and cleaning the car.
- All young people are supported to engage in education and employment. Young people have been supported to seek employment and explore a variety of educational opportunities.
- Young people have good relationships with those that care for them and they have a key person they trust and can seek additional support from.
- The voice of the young person is present in several aspects of the home from house meetings, key sessions and daily activity.
- Staff are knowledgeable about young people's needs and have insight into issues that have impacted on them and their experiences.
- The home is in its infancy having only been registered in the spring and some aspects of recording and practice require embedding into systems.
- Staff have positive robust working relationships with key parties involved in young people's care.
- The home is cosy and comfortable with a variety of areas to choose to relax in whilst also offering a pool table in its family room which is enjoyed by all young people.

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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
Statement of purpose : The registered person must keep the statement of purpose under review and, where appropriate revise it. (Regulation 16(3)(a))	01/12/2015
Monitoring and surveillance : The registered person may only use devices for the monitoring or surveillance of children if: the child's placing authority consents in writing to the monitoring or surveillance or so far as reasonably practicable in the light of the child's age and understanding, the child is informed in advance of the intention to do the monitoring or surveillance. (Regulation 24 (1)(b)(c))	01/12/2015
Fitness of workers: The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. (Regulation 32 (1))	01/12/2015

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- The children's guide should help children to understand how they can access advocacy support or independent advocacy if eligible. (The Guide to the

Children's Homes Regulations page 24 paragraph 4.22)

- The registered person should have a system in place so that all serious events are notified, within 24 hours, to the appropriate people. (The Guide to the Children's Homes Regulations page 63 paragraph 14.13)
- The locking of external doors, or doors to hazardous materials, may be acceptable as a security precaution if applied within the normal routine of the home. (The Guide to the Children's Homes Regulations page 50 paragraph 9.62)
- Staff should continually and actively assess the risks to each child and the arrangements in place to protect them, specifically using informed risk assessments. (The Guide to the Children's Homes Regulations page 42 paragraph 9.5)

Full report

Information about this children's home

- The home is registered for up to 4 children with emotional and or behavioural difficulties.
- The home is a small privately owned home which is located in a community within easy access of community services.
- The children's home is within its first year of registration, opening in the Spring of this year.
- The home states they will offer care with a therapeutic emphasis.

Recent inspection history

Inspection date	Inspection type	Inspection judgement

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
Young people are making good progress, learning self-care and independence skills which positively impact on their opportunities in preparation for when they leave the home. Young people present risky behaviours but with support these are reducing, staff encourage young people to make more positive choices. The home has a homely feel with young people having access to all areas. The pool table on the ground floor is a focal point to the home with young people socialising with staff and peers. The home is a loud busy environment which is currently male dominated. Staff provide clear boundaries and expectations for young people to follow; negative behaviour is addressed in a calm manner with the use of distraction and de-escalation techniques being used. Young people are either in education or employment with individual programmes in place offering varied timetables. Staff promote attendance by attending with young people if needed. They also have robust effective relationships with education providers with open lines of communication. Staff provide a variety of activities for young people to take part in including trying out new things not previously experienced. House meetings and key sessions provide opportunity for young people to voice their views about what they would like to do and skills they wish to develop. One young person is improving their knowledge of gardening and plants through part time work, a community gardening project and researching plants. Young people have input into menus making choices about food available. Basic food preparation and cooking is encouraged with young people assisting daily and developing independence and life skills. Key sessions occur but frequency is variable, when the sessions do occur they are focused on reviewing the 'ups and downs' of the previous month. Young people's achievements are celebrated and photographs and memories are kept in 'memory books' for each young person. Young people may benefit from having a regular session to have focussed one-to-one time with staff to explore their thoughts, feelings and plans. Young people are supported and encouraged to seek medical advice when required. Persistence of staff enables young people to attend reviews of basic health care needs. Young people are supported to book and attend healthcare	

appointments and they are encouraged to understand the importance of this.

Contact with families is facilitated in and out of the home. With staff providing varying levels of support to meet each young persons needs within the constraints of plans in place. Staff request review of contact plans when required and also when young people have made requests.

An easy to use 'Young Persons Guide' is in place but some key areas required are missing from it, specifically advocacy and the use of CCTV within the home.

	Judgement grade
How well children and young people are helped and protected	requires improvement
Staff have understanding and knowledge supporting them to keep young people safe. Young people report feeling safe and having a trusted adult they can confide in when needed. Relationships between staff and young people are positive enabling young people to seek support and assistance when needed. The home is safe with documentation and recording requiring further development to raise levels to the standard required. Behaviour is well managed with no physical intervention having occurred to date. Staff prefer to use de-escalation techniques to manage situations and avoid restraint being used. Some staff are trained in behaviour management techniques but to date the home has not committed to a training package for all staff. The homes behaviour management strategy as detailed within the statement of purpose is also under review. Accidents and incidents are recorded with managers identifying that staff require further development to improve the quality of recording and review. Incidents of missing are well managed and recorded with robust detailed plans in place. Staff act positively to avoid episodes of missing by talking through with young people their plans and expectations. When a situation arises they will look for young people and use their knowledge of the young people's habits and	

behaviours to locate them. A positive working relationship with statutory organisations ensures a collaborative approach to management and review of risk.

Young people know how to make a complaint with the use of complaint forms and being able to vocalise issues and worries. These have been acted on and investigated with young people given feedback regarding outcomes.

Risks associated with child sexual exploitation are assessed with intervention plans and strategies in place if required. Currently no young people are considered to be at risk within the home.

Safeguarding concerns and allegations about staff have been appropriately explored and investigated with referral to others when needed. Policy and procedures are in place which staff follow. Notification to HMCI has not occurred in line with regulation.

Young people have access to chemicals, for example cleaning materials, within the home, none of which are locked away. Risk assessments in place do not consider young people using chemicals or how to minimise or manage risks which are present.

Environment checks are completed for some areas but not all, specifically legionella. The home have identified this was needed and have plans in place to address. Fire drills and emergency lighting checks have been completed but recording and documentation lacks clarity.

Risk assessments are present, clear and easy to understand but some key areas of risk have not been assessed and addressed, for example young people's access to lighters and matches.

Staff recruitment documentation lacks evidence that it is compliant with safer recruitment checks. References are not available on records and lack verification also gaps in employment history being explored is not documented.

The home has CCTV in place in the communal internal and external areas. Consent from placing authorities and young people has not yet been sought.

	Judgement grade
The impact and effectiveness of leaders and managers	good
Leaders and managers are effective with robust review and evaluation in place identifying key areas requiring development and improvement. Development plans create an action plan for them to work towards and timescales in which to achieve these targets. Managers are reviewing the ethos of the home whilst also embedding the aspired ethos into practice. The statement of purpose does not reflect the changes and review is needed. An independent visitor attends the home and completes a report regarding their review which then feeds into the manager's action plans. Managers have good knowledge and insight into the young people in their care. They are child focused inputting into care planning and review. They attend multi-disciplinary review meetings that take place as well as requesting them if the need arises. Care plans are reviewed and updated monthly with regular feedback to young people about achievements and areas to develop. Robust and effective working relationships with others positively impacts on plans for the young people with all parties openly communicating about young people's needs. Others have made positive comments regarding the support and care given to young people to assist them in achieving positive outcomes. Relationships with parents and carers are in its early stages of development but positive aspects are being seen with parents in regular contact with the home regarding the care of their young person. Links within the community are present through development of relationships with local services and businesses. Links with local statutory organisations is also present with good working relationships with police, health care and education providers. Team meetings take place regularly with a variety of topics explored and reflected upon; these appear to be promoting staff development and knowledge. An educational psychologist contributes to these meetings exploring strategies used within the home and review of their effectiveness. The team appear to work well together providing a supportive working environment of developing practice. An induction is in place for new staff, this applies to the whole staff team due to the home being so new. This incorporates a mixture of face to face learning and	

on line learning within a variety of subject areas.

Review of this is due and the manger intends to complete probation reviews for all staff. Staff supervision is regular, effective and well recorded with key areas of performance being explored and addressed currently no staff have received appraisals.

To date the manager has not committed to a specific behaviour management training package due to the ethos of the home being under review. Likewise a provider of a further development and learning package for staff has not been agreed. The manager has plans in place to address this.

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 looked after children 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 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 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 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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