

Children's homes - interim inspection

Inspection date	24/02/2016
Unique reference number	SC487165
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Serenity Care Home Ltd
Registered person address	Greenacres, Silver Street, Hordle, LYMINGTON, Hampshire, SO41 0FN

Responsible individual	Deborah Lymbery
Registered manager	Emma Partington
Inspector	Amanda Maxwell

Inspection date	24/02/2016
Previous inspection judgement	N/A
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 full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness. Young people continue to make good progress with staff providing good quality consistent support when young people are experiencing challenge. Those young people engaged in education have plans which have been regularly reviewed and amended to reflect their changing needs. Young people not in education have been supported to seek employment. Staff provide high quality support and encouragement to young people. One young person has benefited from this support, and he has been able to explore employment opportunities. This has had a positive impact on his confidence and aspirations for his future. Health care plans have been reviewed with young people accessing basic health care services to meet their needs. Young people have accessed services which they have not done for a significant period of time, and this is addressing long-established needs. Staff regularly encourage them to explore their lifestyles and to consider making more positive choices. Staff talk openly about the impact of decisions regarding their health and how to seek advice and guidance. Staff make referrals to specialist medical professionals when needed and they are persistent in encouraging those who have refused medical intervention previously to now consider engaging with services. Young people are beginning to access services and seeking support and this is having a positive impact for them. Staff have robust positive links with specialist agencies gaining support for those identified as being at risk. Staff encourage and motivate young people to comply and follow plans in place. Staff facilitate sessions with specialist workers and support young people to attend specialist activities. Some young people are reflecting upon and reviewing their behaviours and its consequences. Staff promote positive routines in the home, encouraging young people to follow daily plans, with those not in work or employment taking part in planned activities. Staff have reflected on the benefits of young people having structure and so have	

established routines for each young person. Young people are encouraged to complete basic household chores and develop their independence skills. Young people are fully engaged in all aspects of food preparation, shopping and menu planning.

The home is well maintained with a comfortable feel to it; several areas have been recently decorated with any damage being swiftly repaired.

The voice of young people is regularly sought and evident within the home and plans. Young people are encouraged to attend weekly house meetings with staff using a variety of strategies to gain engagement. Monthly amended placement plans are also shared with young people; staff continue to explore ways to evidence the engagement gained.

Episodes of missing have been well managed with a coordinated response from staff. Missing plans provide basic details and key management strategies to support staff. Staff recently reviewed a plan and made changes to their responses and strategies following a change in a young person's behaviour. Staff changed their response but did not update the plan to reflect these changes.

Currently no young people have an identified risk of child sexual exploitation. Young people's plans and risk assessments do explore and consider it and strategies are provided to minimise risk.

Due to the size of the home and the small staff team there are robust daily communication systems and handover processes and much detail is verbally shared. Recording to evidence changes made to plans is not consistent.

Those who are misusing substances and alcohol have been advised and educated about the risks associated with these behaviours. Staff have sought external support and information from agencies. Key work sessions have explored risky behaviours and the impact of these with advice and information being provided to young people. Plans and risk assessments reflect strategies and techniques to minimise risks posed. There are robust links with statutory agencies managing risk with a collaborative approach to planning. Regular contact with local police, education providers, placing authorities and other key stakeholders has reinforced this approach.

Behaviour has been well managed, staff have implemented clear boundaries and expectations alongside behaviour support plans detailing the approach and de-escalation strategies. Physical intervention has not been used within the home. All young people are offered debrief following any behavioural incident and are they encouraged to contribute their comments. Staff also receive debrief following incidents. A recent internal review has identified that further detailed recording is

required to provide a more explicit overview of incidents, outcomes and remedial actions.

Staff have been reflective regarding their practice and impact within incidents in which they have sustained injury. Staff have reviewed risk within the home following a recent incident and have amended plans to further minimise risk factors and support staff in managing behaviour. Staff have been provided with de-escalation training and managers have now sourced physical intervention training.

Allegations and complaints have been investigated and recorded with evidence in the home reflecting a robust approach; on one occasion referral was not made to all required agencies in line with the home's policy. Staff have reviewed and altered systems to avoid re-occurrence with staff learning from this incident.

Few sanctions have been applied, and those used link to the trigger behaviour or cause; staff have found it challenging to establish sanctions which are effective. Financial sanctions have been applied to cover cost of damage to property or fines. Staff struggle to implement these due young people not earning sufficient funds to cover the cost of sanctions. Staff continue to explore effective ways to apply sanctions, implementing a different approach for each young person. Staff have supported and encouraged young people to engage in orders and restrictions.

A recent admission was pre-assessed with consideration to compatibility and the homes ability to meet need. Support plans and a transition plan were created prior to a planned transition for the young person.

Leaders and managers have implemented and acted on the requirements and recommendation set at the previous inspection with ongoing work still embedding some systems into practice.

A locked cupboard has now been introduced to store chemicals within the home with young people continuing to have access to daily required items to promote their independence skills within the home.

Recruitment processes have been altered and improved to meet required safer recruitment standards. The new systems are not yet embedded with key documents and information still to be obtained. Robust review and monitoring is required to ensure standards are met.

Staff receive regular supervision and have had their practice appraised yearly. Support for staff has been robust and positive for those who have experienced significant challenge, however the help offered and reflection on their practice and interventions has not been recorded.

The current induction programme provides learning and development opportunities.

Staff have accessed on-line training in key areas, a face-to-face behaviour management session was sourced and offered, with managers now identifying that physical intervention training is also required for all staff. Managers have gained funding for other required training with plans in place for all staff to be enrolled on the statutory training.

Manager review and oversight is being applied via monitoring and evaluation systems, the independent monitoring visits are completed monthly, reports for these are not being received by the regulator in a timely fashion.

New systems and procedures are beginning to embed within the home; the home has been open for a year with staff becoming more experienced and knowledgeable regarding their roles and responsibilities.

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 last year.

The home states they will offer care with a therapeutic emphasis.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/10/2015	Full	Good

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
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. (Regulation 32 (1))	31/03/2016
The independent person must provide a copy of the independent person's report to HMCI promptly. (Regulation 44 (7))	31/03/2016

Recommendations

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

- Staff should continually and actively assess the risks to each child and the arrangements in place to protect them. Where there are safeguarding concerns for a child, their placement plan, agreed between the home and their placing authority, must include details of the steps the home will take to manage any assessed risks on a day to day basis specifically to update plans to give a true reflections of response and interventions applied. (The Guide to the Quality Standards, page 42 paragraph 9.5)

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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