

SC490365

Registered provider: Bayis Sheli Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

A private limited company with charitable status provides this service. The home may accommodate up to eight children who may have a physical and/or learning disability. This includes up to four children under short-break arrangements and up to four children permanently. The home's statement of purpose emphasises meeting the needs of Jewish children, in ways which are consistent with their culture and faith.

Inspection date: 2 January 2018

Judgement at last inspection: good

Date of last inspection: 22 June 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 this interim inspection, Ofsted judges that it has declined in its effectiveness.

Six breaches of regulations and four recommendations relating to the quality standards for children's homes have been identified at this inspection. Some aspects of care that children and young people receive are not of the quality expected from a good children's home. The children and young people have had a varied quality of experiences and outcomes since the last inspection. Some children and young people have continued to make progress while the outcomes for other children and young people have declined.

Both requirements that were raised at the last inspection are restated. These requirements relate to the leadership and management standard and the failure to achieve consistently good behaviour management practices and record-keeping. Although the registered manager took a good range of improvement actions, sustained compliance has not been achieved. The home's slow progress has resulted in repeated

negative experiences for some children and young people who need help to manage their behaviours better.

One child alleged that they had been 'pushed' by a member of staff. The registered manager appropriately shared this concern with the placing authority's social worker and the allegations manager. In collaboration with them, the registered persons are using the home's disciplinary procedures to address the staff member's continued poor de-escalating skills in managing children and young people's challenging behaviours, despite the comprehensive training, guidance and support given.

At the inspection, another young person talked about some staff being unkind and saying things that are upsetting. The registered manager stated that they will investigate this and take actions as appropriate. In the recent months, this young person's level of anxiety and negative behaviours have regressed to what they had been before coming to live in this home. This has had a negative impact on the young person's experiences and ability to engage in educational and recreational activities.

The home's records of physical interventions do not always include the required information. On one occasion, staff failed to record the duration of a physical intervention. In addition, the reasons for staff having to intervene physically are not always recorded. For example, one record indicates that the staff members lifted an 18-year-old person from the floor and carried them into the young person's bedroom. The record showed that staff explained to the young person that they did this so that the young person was not seen by other people to be on the floor. When the inspector asked the registered manager about this at the inspection, the registered manager explained that by being on the floor the young person had created a tripping hazard. However, this was not mentioned in the record. This raises questions about the appropriateness of the use of the behavioural management measure and also about the staff's ability to manage young people's behaviour effectively without having to resort to using a physical intervention.

The current arrangements regarding who speaks to a child or young person and staff who have been involved in a physical intervention are ineffective. For example, apart from the registered manager, nobody else had spoken to a young person or staff about an incident that happened on 10 November 2017. The registered manager's direct involvement in the incident itself undermined their ability to scrutinise the behaviour management practices of staff and the subsequent recording of the incident objectively.

The home fails to notify Ofsted of significant events as required. For example, a young person sustained an unexplained head injury. The injury was noticed by the school on 19 December 2017. Staff took the young person to hospital and to the local surgery for follow-up appointments. Staff kept the young person's mother and the social worker informed and took appropriate actions. However, not informing Ofsted of significant incidents negatively impacts on Ofsted's ability to monitor the home.

The registered persons have failed to follow the recommendation from the full inspection regarding the availability of training for staff. Staff have not had any training on

communicating with children who have communication difficulties or on countering the risk of child sexual exploitation and radicalisation. Since the last inspection, staff have had training on behaviour management and on supporting children and young people who go missing. Further staff training is planned. The registered persons have purchased online training for staff on many subjects. However, issues with the home's information technology equipment and systems have affected negatively the staff's access to this training.

Due to staff turnover, there are a number of vacancies on the staff team, including a senior position. The information on one staff member's recruitment file shows that the registered persons did not follow a robust procedure when they recently recruited this staff member. This person had worked occasionally at the home through an agency. When the registered persons decided to appoint this agency staff member on a permanent basis, they did not carry out any checks themselves. The registered persons have, and without a risk assessment, accepted the vetting information that this staff member's previous employer gathered two years previously. In addition, they have not obtained an up-to-date check from the Disclosure and Barring Service or a reference from the last employer, which was the agency. In 2016, the registered persons were issued with a statutory enforcement notice regarding their failure to recruit staff in line with the regulations. This notice was lifted on 15 August 2016 but the weaknesses have re-emerged.

Despite comprehensive arrangements for dealing with medication, errors still occur. Erroneously, a staff member gave one young person one extra double dose of medication. This medicine is available to buy over the counter and there has been no negative impact of this error on the young person. The young person's mother and the social worker have been informed. However, the records do not specify if a staff member sought advice from the health services to ensure that the error would not cause harm to the young person. The staff member has been suspended from medication duties until being able to demonstrate having the level of competence that is required.

The home has admitted one young person since the last inspection. However, the home's register of children does not include information about the statutory provision under which this young person is accommodated.

This children's home currently provides care and accommodation to two young adults. One of them is 19 years old and the other one will be 19 soon. No clear transitional arrangements are in place for the young adults who currently live in this children's home. The lack of planning or working with the placing authorities to help these young adults to transition effectively to adult services is poor.

The home accommodates children and young people who do not meet the conditions of registration. The home's registration is for children and young people with disabilities. However, in one instance there is a child accommodated without a formal diagnosis. This situation had existed for five months and means that this child is inappropriately placed. The registered manager is liaising closely with the relevant placing authority; however, a more appropriate placement has not been identified. Not knowing when the move will

happen and where they will live longer term has had a negative impact on this child's sense of stability.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/06/2017	Full	Good
13/09/2016	Full	Requires improvement
22/06/2016	Full	Inadequate
22/03/2016	Interim	Not judged

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 leadership and management standard In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(2)(h)) In order to meet the leadership and management standard, the registered persons must, in particular, improve the monitoring of the records of the physical interventions and ensure better quality behaviour management practice.	01/04/2018
The care planning standard The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are	01/04/2018

within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1) (b) (2) (a)) In order to meet the care planning standard, the registered person must, in particular, demonstrate more effective planning in relation to enabling children who are not disabled and young people who are 18 years old or older to move on from this home to adult services that are better equipped to look after them.	
Fitness of workers The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (3) (d))	01/04/2018
Behaviour management policies and records The registered person must ensure that— 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; a description of the measure and its duration; 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; 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 ("the authorised person")— 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) (iv) (b) (i) (ii) (c)) This requirement in particular related to the recording of the	01/04/2018

duration of the measure, the user of the measure being spoken to and the child being spoken to by a person other than the person who used the measure.	
Other records The registered person must— maintain in the home the records in Schedule 4; ensure that the records are kept up to date; and retain the records for at least 15 years from the date of the last entry. (Regulation 37 (a) (b) (c) Schedule 4.1 (f)) The registered person must, in particular, record the statutory provision (if any) under which the child is accommodated in the register of children.	01/04/2018
Notification of a serious event The registered person must notify HMCI and each other relevant person without delay if— there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4) (e)) This is in particular for the registered person to review their threshold for what they consider to be a serious event; for example, if a child has sustained a head injury.	01/04/2018

Recommendations

- Regulation 23 requires the registered person to ensure that they make suitable arrangements to manage, administer and dispose of any medication. These are fundamentally the same sorts of arrangements as a good parent would make but are subject to additional safeguards. Where the home has questions or concerns about a child's medication, they should approach an expert such as a General Medical Practitioner, community pharmacist or designated nurse for looked-after children. ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.15)
- The capacity and competence of staff to build constructive, warm relationships with children that actively promote positive behaviour, provides the foundations for managing any negative behaviour. Staff should have the skills to respond to each child's individual behaviour. Where necessary they should manage conflict, maintain constructive dialogues and react appropriately if challenged by a child in their care. ('Guide to the children's homes regulations including the quality standards', page 39, paragraph 8.14)
- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs, and should understand the key role they play in the training and development of staff in the home. ('Guide to the

children's homes regulations including the quality standards', page 53, paragraph 10.11) In particular, staff should have training on communicating with children who have communication difficulties and countering child sexual exploitation and radicalisation.

- The registered person should monitor and review the patterns and trends of turnover of staff, whether agency or directly employed, and be able understand and where possible, address any negative trends. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.19)

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: SC490365

Provision sub-type: Children's home

Registered provider: Bayis Sheli Limited

Registered provider address: New Burlington House, 1075 Finchley Road, London, NW11 0PU

Responsible individual: Jacob Sorotzkin

Registered manager: Philip Craig

Inspector

Seka Graovac, social care inspector

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