

Inspection report for children's home

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<b>Unique reference number</b>	SC430320
<b>Inspector</b>	Chris Scully
<b>Type of inspection</b>	Full
<b>Provision subtype</b>	Children's home

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<b>Registered person</b>	The Vine Residential Services (TVRS) Ltd
<b>Registered person address</b>	Studio 4, 1st Floor The Granary, 80 Abbey Road Barking Essex IG11 7BT
<b>Responsible individual</b>	Audrey Joseph
<b>Registered manager</b>	Sharon Maureen Williams
<b>Date of last inspection</b>	13/03/2014

<b>Inspection date</b>	07/01/2015
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Previous inspection	inadequate progress
Enforcement action since last inspection	none

<b>This inspection</b>	
<b>Overall effectiveness</b>	<b>good</b>
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

## Overall effectiveness

Judgement outcome	<b>good</b>
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The home provides enjoyable short breaks and long term care in a caring, stimulating environment for young people with physical and learning disabilities. The support and opportunities that they receive enables them to have fun and become more independent. They are safe and are protected from significant harm.

Young people enjoy positive, trusting relationships with staff. The home is making a difference to young people's lives and provides them with the tools and opportunities to achieve good outcomes. Parents and social workers are very complimentary about the home. They say young people have increased confidence in their own abilities, are much more independent and enjoy the social opportunities afforded to them during their stay. Parents say their children 'love' coming here and are always excited about their stays.

Care planning is personalised well. Staff have realistic aspirations for young people and work effectively to promote social and emotional development. Consequently, young people feel safe and are more able to manage difficult situations.

Young people's views are respected and valued. Their views are actively sought by staff through various formats, such as discussions with young people and their parents. Parents say that the staff listen to them and their children and ensure

young people's needs are met.

The Registered Manager, staff and organisation have taken effective steps to address the statutory requirements and the recommendations raised at the last inspection. A range of new documentation and a computerised recording system has been implemented, which has improved upon the standard of recording. This now needs to be fully embedded in practice.

The home is led by an enthusiastic Registered Manager and staff team. The Registered Manager is realistic about the challenges the last months have brought and is aware of the strengths and areas for improvements within the setting. There are some shortfalls identified at this inspection with regards to notifications to Ofsted and the clarity and sufficiency of recording in some areas. The Registered Manager has already taken steps to address these shortfalls and they do not impact negatively on young people.

## Full report

### Information about this children's home

The Vine Respite Service is operated by a private company. The home is registered for three short break places and two long term placements. The short break aspect of the service generally operates between Friday and Monday and in school holidays.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/03/2014	Interim	inadequate progress
13/11/2013	Full	good
26/02/2013	Full	good
16/10/2012	Interim	satisfactory progress

### What does the children's home need to do to improve further?

### 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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
30 (2001)	ensure if any of the events in column 1 of the table in schedule 5 takes place the registered person shall notify without delay the persons indicated in respect of the event in column 2. (Regulation 30 (1))	06/02/2015

### Recommendations

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

- ensure young people have access to independent advice and support from adults who they can contact directly and in private about any problems or concerns which is appropriate to their age and understanding (NMS 1.5)
- ensure the monitoring by the manager identifies any concerns about specific incidents, identifies patterns and trends and the action taken in light of these concerns (NMS 21.2)
- enhance the systems for monitoring the quality and adequacy of record keeping and take action when needed in particular records contain sufficient detail, for example, the narratives in the restraints record, risk assessments and also consider the use of the word absconding in records (NMS 22.1)
- ensure the records pertaining to young people missing from care are sufficiently detailed and provide a clear chronology of the event and the action taken in particular young people risk assessments are updated (NMS 5.10)
- promote and facilitate appropriate forms of contact for each child, specifically enhance the risk assessments in place to clearly identify any specific risk during the visit. (NMS 9.1)

## Inspection judgements

### Outcomes for children and young people **good**

Young people are happy and settled in the home. They enjoy positive relationships with staff which are built upon trust. Social workers say that young people receive very good care and support, which enables them to feel settled and to engage with staff. Parents are complimentary about the progress their children are making since attending the setting. They say, 'the opportunities they (staff) give the children are excellent.' As a result, young people grow in confidence and self-esteem. This means that they are more able to engage with staff and the opportunities around them.

Young people develop a good awareness of healthy lifestyles. They are enabled to make informed choices about what they wish to eat as they are consulted about the meals provided. For example, young people enjoy the opportunities to purchase their own meat from specific butchers which they know is prepared to their specifications. They then use this to cook their favourite curries. Staff say these are really good, but are very hot! Other young people relish the opportunities to bake. Some young people are renowned for their baking. Although, staff do ask if this is from a known recipe or one of the young person's own creations, as they like to use unusual ingredients.

Staff are attentive to the diverse dietary needs of young people. They purchase specific branded items for individual young people to meet their cultural and religious needs. Young people are encouraged to try new foods to broaden their dietary repertoire.

Young people's attendance at school is good. They are collected each morning by their transport providers and taken to school. This effective and smooth transition is achieved because of the clear routines in place, which enable young people to prepare for the school day.

Children and young people respond positively to the opportunities to become more independent in ways appropriate to their age, level of understanding and disability. For example, learning to cross the road safely. As a result, young people are able to take more responsibility for their personal care and safety. Parents and social worker's say that this is a real strength of the provision. Consequently, parents say young people are more able to deal with different situations and this means they are more able to enjoy outings with their families.

Young people are active in the local community and take pleasure in attending local youth clubs where they can meet with their friends. They enjoy a wide range of self-chosen activities to parks, beaches, museums and cinemas. Parents say this is 'massive' for their children as they are now experiencing things they could not do before.

Contact with families is well supported. Families enjoy positive relationships with staff and they are confident that they can contact them to discuss their child. Parents and carers are consulted and included in all aspects of their child's care. Their views are respected and valued and are as far as possible acted upon. Social workers say the home provides good support to families; they keep in regular contact which means families are reassured that their child is safe and well.

### **Quality of care**

**good**

Young people enjoy their time here because they stay in a nurturing and supportive environment. Staff build positive relationships with young people, which helps them to relax in their company and enjoy their stay. Parents say their children know when they are coming to stay and get very excited. They say they do not even get a wave goodbye from their child as 'they are off as soon as they arrive'. Parents say 'I know my child loves it here by the expression on their face.' Social workers say the communications they received from the home enables them to make decisions about changes to young people's care packages. This is because staff provide them with 'a true report, of how the young person, is doing'.

The ethnic, religious, cultural and linguistic diversity of all young people is fully recognised, valued and promoted. Imaginative and creative steps ensure that they do not experience any barriers in being able to participate in activities within the home or community. Staff work well with parents to ensure young people's cultural and religious needs are fully met during their stay.

The home has recently introduced a computerised recording system which is currently being fully embedded into care practice. This means staff are able to update records quickly to meet the ever changing needs of the young people. Care plans are detailed and identify the personalities and needs of each young person. Staff work well with partner agencies, such as health care professionals and social workers to develop care packages that effectively meet the individual needs of the young people.

Young people's individual risk assessments are generally well recorded. On some occasions they do not provide sufficient clarity as to what the risks are, for example, not explaining what the challenging behaviour is. This is a recording issue and the effect of this is reduced as the staff working with young people have a good understanding of their specific needs and vulnerabilities. This means they are able to take appropriate action to support them.

This is also evident within the risk assessments for contact with family members. The impact of this is reduced as staff are clear about the contact arrangements in place and the levels of support to be provided to young people. Also, the action to take should young people become upset or distressed during the visit. This means young

people are more able to enjoy spending time with family members.

Staff who carry out health tasks are suitably trained for example, in first aid and the management and administration of medication. Staff ensure young people always receive suitable medical advice and treatment when they are feeling unwell or showing signs of distress. The arrangements for dealing with medication are safe and effective.

Staff understand how best to communicate with individual young people in ways that they easily understand. As a result, young people express their wishes and feelings and make choices. Young people's views are valued as they are listened to and know that any complaints would be taken seriously. Staff advocate well on behalf of young people, for example, when they are experiencing difficulties at school. Young people do not currently have access to independent advice and support. This means they do not have the additional benefit of an external advisor to help them to resolve issues.

Young people's education is well supported in the home. Staff attend school reviews and keep in regular contact with schools so that they can support children and young people's education within the home. This provides consistency for young people and ensures that they can communicate their wishes and feelings to staff. Social workers say the Registered Manager and staff are proactive in trying to remove barriers to young people's engagement in their education.

The home is warm, welcoming and designed to meet the young people's needs. It is well maintained, equipped and decorated to a good standard. Bedrooms are furnished to promote children's privacy and meet their specific needs. Staff ensure that bedrooms are prepared before young person arrives so their personalities and tastes are reflected. Consequently, young people feel at home here.

### **Keeping children and young people safe    good**

Staff ensure the welfare of children and young people is paramount. They live in a safe environment where they are protected from harm and have a secure sense of safety and well-being. Parents say that they are reassured as they know their children are happy and safe here.

Young people are safeguarded because staff have a secure understanding of the home's safeguarding and child protection procedures. This means they are clear on the action to take should they have any concerns. Recently a concern was raised, this was dealt with appropriately and the young person and staff were well supported throughout the process. All necessary persons were notified with the exception of Ofsted. This was an oversight on behalf of the home and did not impact upon the care provided to young people.

Young people do not go missing from the home. There have been a very small



number of incidents of a young person going missing from their educational placement. Records are in place with regards to these incidents, but the chronology of the events and action taken is not clearly recorded, for example, the updating of the young people's missing from care risk assessments. This is because information is held on different records making it difficult to follow the sequence of events.

Positive behaviour is consistently and effectively promoted. This is supported by the good understanding of staff about each young person's behaviours and their potential triggers. Staff are vigilant and respond quickly and efficiently to the young people's ever changing needs. Staff effectively address difficult situations which avoids the behaviour escalating. Independent reviewing officers say there is a marked decrease in the amount of incidents of poor or challenging behaviour. This is because of the clear consistent boundaries which are in place and also from the commitment of staff to work through issues with young people.

Children and young people live in a safe environment. They are protected from any hazards by a range of detailed health and safety procedures, risk assessments and checks. Staff carry out regular health and safety checks, including fire drills with children, to ensure the premises are safe and young people know what to do in case of an emergency.

The recruitment and selection of people working at the home is thorough to make sure young people are protected. The manager ensures that staff have the skills and competencies to meet the needs of individual children and young people. Following the last inspection additional safeguards are now in place to secure additional information when checks such as, staff's Disclosure and Barring Scheme (DBS) checks are not clear. This means managers are able to make secure judgments on the suitability of the staff based on the information provided. Young people are protected by the effective arrangements for vetting and supervising visitors.

## **Leadership and management**

**good**

The home is led by a committed and competent Registered Manager. The Registered Manager has been in post since 2014. The Registered Manager is suitably qualified to undertake her responsibilities, with a level five qualification in management and a social work qualification. Staff are well supported and have a good understanding of their roles and responsibilities.

Staff are held accountable for their performance and their individual development needs are identified through regular professional supervision. This means they are able to reflect upon their performance and consider ways of further enhancing this. Staff say they work well together as a team. They receive good quality training to help them develop their individual skills and knowledge relevant to the young people they care for. This includes training of supporting young people with Autism, restraint and behaviour management and self-harm.

The Statement of Purpose and young person's guide are shared with young people, their families and placing authorities. These are well written and are accessible in different formats which ensure they are available to all young people. They offer a clear picture of the home's aims and objectives. This means placing authorities, young people and their families are aware of the care and support young people can expect to receive.

Records and documentation are generally appropriately maintained. On some occasions there is a lack of clarity and detail in the recording. For example, some narratives around some physical interventions are not clear on where in the house the incident occurred as well as information in some risk assessments. Also the use of the word absconding in records is not appropriate given the needs of the young people being cared for.

Monitoring of the home by the Registered Manager and the independent person is undertaken regularly. However, reports by the Registered Manager lack any evaluation as to how well records are maintained. This means reports do not identify any shortfalls, the action taken to address this and any other emerging patterns and trends. The impact of this is reduced as the Registered Manager is aware of the strengths within the home and any identified issues are rectified either directly with the individual staff member or through reminders that are provided to the whole team during staff meetings.

The home has taken effective action to address the five requirements and five recommendations following the inadequate progress judgment at the last inspection. The recording of physical interventions has improved and provides clearer insight into the incident and action taken. Staff are trained in the use of physical interventions and these continue to be only used as a last resort.

Information is shared with social workers, parents and other professionals should staff have a concern regarding a young person, for example, any non-accidental injuries or incidents of self-harm, to ensure young people receive the right support. The recording on health care plans has improved which means staff are more able to identify any specific health care plan issues with regards to young people's weight or dietary needs. Overall the home has improved upon the health safety and well-being for all the young people who use the service.

Staff are competent, caring, and work well together to promote young people's welfare and development. The numbers of staff on duty are sufficient to meet the needs of young people in the best possible way; including the support they need for activities. Team meetings take place regularly to allow the staff team to discuss and reflect on young people's progress and how best to support them. They also offer good opportunity to consider how the home is operating and to look at ways to improve the service.

## What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

## Information about this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.