

Inspection report for children's home

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<b>Unique reference number</b>	SC055912
<b>Inspector</b>	Julia Wright
<b>Type of inspection</b>	Full
<b>Provision subtype</b>	Children's home

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<b>Registered person</b>	Verve Life Limited
<b>Registered person address</b>	1 River View Longmoor Road, Greatham LISS Hampshire GU33 6AE
<b>Responsible individual</b>	David Powell
<b>Registered manager</b>	POST VACANT / Anne-Marie Murray
<b>Date of last inspection</b>	13/08/2014

<b>Inspection date</b>	18/02/2015
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Previous inspection	declined in effectiveness
Enforcement action since last inspection	Ofsted issued two compliance notices. These were in relation to Regulation 28, and the maintenance of young people's records and Regulation 30, notifications to Ofsted.

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

## Overall effectiveness

Judgement outcome	<b>inadequate</b>
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## Full report

### Information about this children's home

This home is operated by a private provider and is registered to provide care and accommodation for up to of four young people with learning disabilities, two of whom may also have physical disabilities.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/08/2014	Interim	declined in effectiveness
30/07/2013	Full	adequate
18/04/2013	Full	inadequate
23/01/2013	Interim	inadequate 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
7 (2001)	ensure the appointment of an individual to manage the children's home (Regulation 7(a))	30/04/2015
24 (2001)	ensure that a written record is made of any complaint, the action taken in response, and the outcome of the investigation(Regulation 24(5))	06/04/2015
27 (2001)	ensure that all staff receive appropriate training, supervision and appraisal (Regulation 27(4(a))	06/04/2015
34 (2001)	supply to HMCI a report in respect of any review conducted by him for the purposes of paragraph (1) and make a copy of the report available on request to placing authorities where the placing authority is not the parent of a child accommodated in the	06/04/2015

	home. (Regulation 34(2))	
34 (2001)	establish and maintain a system for monitoring the matters set out in Schedule 6 at least once every 3 months. (Regulation 34(1)(a))	06/04/2015

## Inspection judgements

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

Young people make progress. They utilise the support of staff and develop self-help and independence skills. They enjoy making choices about menus, activities and helping with chores in the home. They learn to cook and value the opportunities to participate. They request more chances to develop these skills. Young people's learning is expanded and self-confidence increased. Young people say, 'I like it here, I do lots of things like going to youth club'.

Young people sustain relationships with their families. They have regular contact with important people in their lives. Where appropriate, young people welcome their families to the home. They talk positively to their family about their lives at the home. They observe staff talking to their family members and join in these discussions. Consequently, young people's emotional health and self-assurance is increased. They feel supported by family and staff.

Young people enjoy good health and attend regular medical appointments with the support of staff. Young people are confident to approach staff and let them know if they are unwell, or need any other attention. This ensures that their overall good health is maintained.

Young people talk to staff if they are worried about anything. They recognise how staff support them to learn to manage their behaviour. One young person said, 'It helps if staff take me out'. Consequently, young people learn to self-regulate their behaviour, and they develop insight.

Young people continue to attend full time education and their attendance and punctuality are good. This means that young people's educational opportunities are maximised and their learning enhanced.

### Quality of care **adequate**

The complaints procedure at the home is not robust. Whilst young people know how to make a complaint, some complaints are not fully addressed. The outcome of the investigation of the complaint is not discussed with the young person. There is no managerial oversight of the system. This means that young people do not always develop an understanding of how their complaint was dealt with, or how the complaint was resolved. Some young people do not understand why their wishes could not be acted upon. This results in confusion and misunderstanding.

There are shortfalls in the training of staff and this includes medication management.

This means that some staff may not have the necessary competence to administer medication safely, compromising the welfare of young people.

Staff know the young people well. Where there were difficulties in relationships between young people, staff are vigilant and anticipate triggers which may result in confrontations. Young people feel supported and a calm environment is achieved, enhancing welfare for all. Individual risk assessments have been updated to ensure that staff are aware of young people's specific needs and strategies required to meet these. This ensures consistent care. Appropriate boundaries are established and their welfare is enhanced.

Staff have positive relationships with parents, families and professionals. Staff liaise closely with parents, school and other professionals. Parents say 'I always feel welcome here. My child is doing well. Staff always let me know what is going on'. Social workers say, 'My young person is settled. Staff contact me regularly'. Staff support attendance at routine health appointments. Clear health plans are in place on young people's files and these identify their specific health needs. A schedule of appointments and outcomes means that staff are clear about young people's current needs. Young people's health is prioritised and their needs met.

The maintenance of young people's case files has improved since the last inspection. Where information is missing from files, staff have been proactive in obtaining this and escalating requests for outstanding reports. This has been partially successful, and means that staff have most of the necessary information they need to care for young people.

Where young people have moved to a new school, staff are vigilant in supporting them. Close liaison between home and school staff ensures that young people receive seamless care and support. Their emotional health improves.

The home is situated close to social and leisure amenities. Staff involve young people in choices about how to spend their leisure time. All young people attend a local youth club if they choose to. Other outings to the cinema, meals out together, sports and social activities are arranged. Staff spend individual time with young people, for example attending football matches. This ensures that young people enjoy a balance of activities and the quality of their lives is enriched.

The home is clean and comfortable and offers a pleasant environment to the young people, enhancing their self-worth.

**Keeping children and young people safe** inadequate

There are shortfalls in health and safety arrangements at the home. Most of the recommendations in an environmental health and safety report commissioned by the home have not been acted upon. Recommendations related to a wide range of issues pertinent to young people's safety. Young people may be exposed to risks and hazards in the environment which are hazardous to their welfare. A previous requirement relating to fire doors not closing properly has been met.

Since the last inspection, gaps in staff training about safeguarding have not been addressed. Consequently, it is not clear if all staff have the necessary knowledge, skills and confidence to fully protect each young person.

There have been no incidents of young people going missing since the last inspection. Staff have developed links with the local police force who have visited the home. Clearly identified staff ratios relating to individual young people ensures that supervision and support is maintained, enhancing safety for all.

Updated risk assessments and behaviour management plans mean that staff work to meet young people's needs in a consistent manner. Young people feel supported and understand boundaries and expectations. They learn to self-regulate their behaviour.

A new system is in place to record physical interventions. There have been no incidents of physical intervention since the last inspection.

No new staff have been recruited to the home since the last inspection. Staff are vigilant in ensuring visitors are escorted within the home. Visitors sign in and out of the home and, where appropriate, are fully supervised by staff. This contributes to a safe environment for young people.

## **Leadership and management**

## **inadequate**

The home remains without a Registered Manager. There has been no Registered Manager in post since May 2014. The current manager is not pursuing her registration with Ofsted.

There is a continuing failure to meet Regulation. Four requirements made at the last inspection have not been met. The home is not improving the quality of service offered to young people. Young people's safety and welfare is compromised.

The manager has not completed quarterly self-monitoring reports. Ofsted has not received a quarterly report from the manager since July 2014. This means that the regulator is unable to review how the manager responds to issues relating to young people.

There are continuing shortfalls in the supervision of staff. As a consequence, areas of strength and areas for improvement in staff performance have not been identified.

Staff have not completed annual appraisals. Consequently, staff may not be fully up to date with their knowledge and skills. Training and development needs have not been implemented. There are continuing gaps in staff training. This includes medication, health and safety and fire training. Young people may not be sufficiently protected as a result.

Whilst a recent notification was received by Ofsted, this related to an incident in December 2014. Notifications are not received by Ofsted in a timely manner and the regulator is unable to check whether staff have taken appropriate action to safeguard and protect young people.

A monitoring visit undertaken on 5th February 2015 regarding the adequacy of managerial arrangements found shortfalls in the staff rota. It was not clear which staff was on duty on a particular day.

There are monthly visits by an independent visitor and these reports are sent to Ofsted.

The manager has completed a development plan identifying the areas for development in the home. An area safe location assessment has been completed identifying environmental risks. This assists staff in promoting young people's safety.



## 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.