

Inspection report for children's home

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<b>Unique reference number</b>	SC001452
<b>Inspector</b>	Jacqueline Malcolm
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Children's home

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<b>Registered person</b>	Five Rivers Child Care Limited
<b>Registered person address</b>	47 Bedwin Street SALISBURY SP1 3UT

<b>Responsible individual</b>	Mausumi Maulik
<b>Registered manager</b>	Carol Denise Perkins
<b>Date of last inspection</b>	19/12/2014

<b>Inspection date</b>	23/03/2015
Previous inspection	good
Enforcement action since last inspection	There has been no enforcement action since the last inspection.

## This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **sustained effectiveness**.

At the last inspection four requirements were raised. Three of them have been satisfactorily met. Recruitment files now include verification of the reason why an applicant's previous employment ended. This ensures an improved system that makes it harder for unsuitable people to have contact with vulnerable children and young people. Since the last inspection, staff have received training to raise their cultural and diversity awareness. This provides a positive introduction to stimulate staff members thinking about this important issue. More significantly, the learning enables the staff team to meet the needs of children and young people who originate from black and minority ethnic communities. The independent visitor to the home now confirms in their report that they are satisfied that young people at the home are effectively safeguarded. They also state that the conduct of the home promotes the wellbeing of the children accommodated there. The Regulation 34 report has been completed by the Registered Manager and it has been submitted to Ofsted. The Registered Manager makes reference in the document to young people's placement plans and staff recruitment. However, she has not demonstrated how the home consults with the other community services used by children accommodated at the home. The report does not indicate how the consultation arrangements specific to young people, parents and social workers improve young people's quality of care. A requirement has been raised to improve these shortfalls. An additional requirement and recommendation raised as a result of this inspection relates to the restraint documentation. The current records are maintained electronically. However, the records have not been barred to prevent amendments at a later date. In addition to this issue, the restraint records do not fully meet the regulations. This is because it does not include a section to indicate whether any medical treatment has been administered to a young person following any measure of control. These shortfalls do not impact on the safety and welfare of young people.

Two recommendations were made at the last inspection. One related to supervision records that now provide full details of supervision to the staff team, including the Registered Manager. This recommendation has been met. The second recommendation relates to there being a system in place to monitor the quality and adequacy of young people's records. Good work has been done with the staff team to affirm the expectations when recording information about young people. Recent staff training in recording, reporting and communication reinforces the importance of good record keeping. This recommendation has therefore been met.

One young person has moved into the home. This has to a greater degree improved the group dynamics because it helps the existing young people learn how to make concessions and compromise. This has not been without challenge due to some disagreements between young people. However, the support provided to young people through positive behaviour management strategies and staff interventions help them to resolve their differences and encourage them to amicably move on.

All young people attend school regularly and they are making steady progress from their starting points. Those young people who were struggling in school are experiencing fewer behavioural incidents and no exclusions. The staff take a keen interest in young people's education. Their strong representation in education meetings provides good advocacy. This protects young people's educational rights, provides a good oversight into their progress and ensures their educational needs are properly met.

The staff team demonstrates a good understanding of young people's personalities, strengths, talents and significant vulnerabilities. This good level of detail is acquired from social workers and from taking the time to get to know the young people. These views are incorporated into young people's care plans which inform the staff team about meeting their diverse needs. This includes the young people's immediate needs arising from their personal identity to help build their self-esteem so they can embrace their identity and heritage. Young people benefit from the positive relationships with existing and new staff which helps to build mutual trust and respect. Some young people have developed friendships outside of the home and they have started to attend the local youth club. Other young people already enjoy engaging in sporting activities. This helps young people to build their confidence, develop good social skills and explore their personal interests.

Young people are well cared for by staff who demonstrate a lot of positive regard for them. Staff talk about the young people with affection. They are aspirational for them to succeed in all aspects of their lives. Young people are supported to manage their behaviours in more socially acceptable ways. Staff work effectively with young people discussing how their behaviours may impact on others and cause them distress. For example, bullying, focussing on the behaviour and not the individual. Positive incentives are promoted to acknowledge good behaviour and consequences respond to negativity. These measures help young people to attract positive people and situations into their lives and to avoid anti-social incidents. As a result

challenging behaviours have started to decrease.

Risks to young people's safety and welfare is minimised by the protective factors implemented at the home. This actively promotes young people's safety and welfare. A social worker who said 'x feels safer and secure at this home.' A recent improvement to enhance the security of the premises involves the installation of close circuit cameras (CCTV) providing extra vigilance outside of the home. This measure strengthens the integrity of the existing safeguarding practices in the home. There are no incidents of young people going missing and no young people are at risk of child sexual exploitation.

## Information about this children's home

This is a privately owned children's home. The home is currently registered to provide care and accommodation for up to eight children with emotional and behavioural difficulties.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/12/2014	Full	good
06/03/2014	Interim	not judged
06/11/2013	Interim	not judged
15/03/2013	Interim	not judged

## 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
34 (2001)	ensure that the system referred to in paragraph (1) shall provide for consultation with children, parents and placing authorities and other community services used by children accommodated at the home (Regulation 34(1)(b)(3)) and Schedule 6 (27)	30/04/2015
17B (2001)	ensure that within 24 hours of the use of any measure of control, restraint or discipline, a written record is made in a volume kept for the purpose, which shall include any medical treatment administered. (Regulation 17B (3)(g))	30/04/2015

## Recommendations

To improve the quality and standards of care further the service should take

account of the following recommendation(s):

- ensure measures of discipline or restraint are recorded in a format that can not be tampered with after the event. (NMS 3 and Children Act 1989 Guidance and Regulations Volume 5. 2.91)

## **What inspection judgements mean**

At the interim inspections 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**

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.