

## Children's homes - interim inspection

<b>Inspection date</b>	<b>27/05/2015</b>
<b>Unique reference number</b>	<b>SC038719</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Secure Unit</b>
<b>Registered person</b>	<b>Hampshire County Council</b>
<b>Registered person address</b>	<b>Hampshire County Council, The Castle, WINCHESTER, Hampshire, SO23 8ZB</b>

<b>Responsible individual</b>	<b>Mrs Susan Lomax</b>
<b>Registered manager</b>	<b>Mr John Stacey</b>
<b>Inspector</b>	<b>Mr Shaun Common</b>

<b>Inspection date</b>	<b>27/05/2015</b>
<b>Previous inspection judgement</b>	<b>Good</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b>	
<p>This home was judged <b>Good</b> at the full inspection. At this interim inspection Ofsted judge that it has <b>Sustained Effectiveness</b>.</p> <p>At the last inspection of the home in December 2014, two statutory requirements and nine recommendations were made. Four recommendations related to the education provision and will be assessed at the next full inspection. The two statutory requirements and three of the remaining five recommendations have been fully met. This demonstrates the home's commitment to improve the quality of care provided to young people. External monitoring reporting is more evaluative and robust, complaints records show a clear outcome, room search records show any actions taken and are conducted by staff of same gender as the young person, and staff have undertaken training in fire safety and equality and diversity. Of the two remaining recommendations, both have been progressed but not fully completed. The plans for new furnishings and décor are underway but there have been delays and these are not complete. There is some evidence that staff are utilising a more restorative approach with young people, but this remains limited. A statutory requirement and a recommendation will be raised in this report about these matters.</p> <p>The manager was registered with Ofsted in May 2014. He is very experienced and qualified. He has a clear vision for the home and a development plan that sets out strengths and areas for improvement. The home continues to have a reduced number of placements, currently to a maximum of eight. The plan to increase service provision is being implemented and progressed. At the time of the inspection, recruitment for new staff was well underway and commendably, young people were fully involved in this process. Young people spoke about the kinds of things they would be looking for in new staff and the manager added that young people's views are a very important aspect of the recruitment and selection process.</p> <p>Young people are admitted to the children's home in a supportive manner that helps them to settle in. Staff spend time talking with young people about what the home is like and what to expect. Information is also shared with young people that tell them all about life at the home. Staff ensure that all relevant information about a young person is accessed before or upon admission and used to devise a care or</p>	

sentence training plan and a risk assessment. These are understood well and implemented by staff to care for young people effectively and to help to keep them safe.

Young people continue to make good progress. Young people speak about the home positively and have good relationships with staff. There are occasions where negative behaviour is not consistently addressed by some staff, leading to for example, inappropriate language going unchecked.

Young people receive good support in preparing them for moving back to the community. Clear plans are in place that are followed, such as, approved mobility or release on temporary licence to enable young people to re-familiarise themselves with community living and to engage in important visits to education provision or new placements.

Young people know how to complain and can access the home's processes for raising any concerns they may have. All complaints are dealt with quickly and managers meet with young people to talk through the findings of any investigation so young people understand what has been done to address the matter. Young people always add their comments or sign the records to show they are satisfied with the outcome.

There have been some child protection concerns since the last inspection. The home's procedures have been followed for the most part, with all issues being referred to the local authority, and managers liaising with relevant professionals and agencies. One matter was delayed in being referred to the local authority and was not notified to them until five days after it came to staff's attention. Additionally, managers had not identified this delay through internal quality assurance processes. This matter was dealt with appropriately when referred to the local authority and there was no impact upon the care, safety or wellbeing of a young person. All other matters were managed appropriately.

Incidents of physical restraint are all recorded by staff and very quickly afterwards are monitored by managers. Managers examine records and closed-circuit television (CCTV) to ensure practice is appropriate and in line with procedures and government guidance.

The home has embedded and established working relationships in place with relevant professionals, agencies and services that support staff to care effectively for young people. There are good links with local authorities, the Youth justice Board, police and health services.

Since the last inspection, the home has made a number of improvements and staff and managers demonstrate a commitment to continue to further improve with the support of the local authority. For example, the five-a-side area has been totally resurfaced and young people spoke highly of how much they enjoy using that area for exercise and enjoyment. A new quality assurance process has been introduced

that will support managers to identify any shortfalls in provision quickly and take action to improve the service provided to young people.

## Information about this children's home

This section should outline:

This secure children's home is managed by a local authority. It is approved by the Department for Education to restrict young people's liberty. As well as the living accommodation, education is provided on site in dedicated facilities. The children's home can accommodate up to 16 young people, who are aged between 10 and 17 years. Up to four young people can be placed at this home by the Youth Justice Board. Other young people are the subject of Section 25 of The Children Act 1989 and placed by local authorities. Admission of any young person under section 25 of The Children Act 1989 who is under 13 years of age requires the approval of the Secretary of State.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/12/2014	CH - Full	Good
23/06/2014	CH - Interim	improved effectiveness
19/03/2014	CH - Full	Adequate
22/01/2014	CH - Full	Inadequate

## 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
ensure that the premises used for the purpose of the home are designed and furnished so as to meet the needs of each child; specifically, ensure all living areas are suitably and appropriately furnished and decorated (Regulation 6 (2)(c))	31 August 2015
<p>ensure that children are helped to develop, and to benefit from, relationships based on:</p> <p>(a) Mutual respect and trust            (b) An understanding about acceptable behaviour            (c) Positive responses to other children and adults</p> <p>Specifically, ensure that staff consistently communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding (Regulation 11 (1)(2)(a)(v))</p>	30 June 2015
maintain the system for monitoring, reviewing and evaluating the quality of care provided for children and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children; specifically, ensure the system promptly identifies any shortfalls in implementing the child protection procedure and sets out what actions will/have been taken to improve practices and procedures (Regulation 45 (2)(a)(c))	30 June 2015

### Recommendations

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

- ensure that sanctions used to address poor behaviour, where appropriate, are restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community (The Guide, page 46, paragraph 9.38)



## **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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