

Children's homes inspection - Full

Inspection date	09/06/2015
Unique reference number	SC375540
Type of inspection	Full
Provision subtype	Children's home
Registered person	Rotherham Metropolitan Borough Council
Registered person address	Riverside House, Main Street, Rotherham, South Yorkshire, S60 1AE

Responsible individual	Ms Jane Parfremment
Registered manager	Ms Karen Kennedy
Inspector	Ms Richardson

Inspection date	09/06/2015
Previous inspection judgement	Adequate
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Inadequate
There are serious and widespread failures that mean children and young people are not protected and their welfare is not promoted or safeguarded. Their care and experiences are poor and they are not making good progress.	
how well children and young people are helped and protected	Inadequate
the impact and effectiveness of leaders and managers	Inadequate

SC375540

Summary of findings

The children's home provision is inadequate because:

- This home is inadequate because young people are not kept safe.
- Young people's risk assessments do not reflect their current risks. They lack detail of risk management and reduction. Young people continue to engage in criminal activity, substance misuse and going missing.
- Young people's plans do not include their current care or health needs. All young people continue to smoke in their bedrooms. They are restricted at certain times of the day from moving freely around their home by locked doors. Their behaviour is not effectively managed resulting in frequent calls to the police to assist staff to do this. Young people do not always have access to meaningful activities that motivate and build on their strengths.
- Staffing levels during the night shift are not sufficient to ensure young people are safeguarded. Night staff do not receive regular quality supervision. Not all staff are trained to meet young people's specific needs. Effective multi-agency working to support young people specialist needs is not in place.
- The home is not maintained to a suitable standard inside and out.

The children's home strengths

- There is a new manager in place who recognises the strengths and weaknesses of this home. He has plans in place to address the issues in this home.

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
<p>The leadership and management standard In particular, the standard in paragraph (1) requires the registered person to-lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>Uses monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (2)(a)(h)) Specifically ensure consistency and clarity in the recording of risk assessments and unauthorised absences</p>	24/07/2015
<p>Engaging with the wider system to ensure children's needs are met In meeting the quality standards, the registered person must, and must ensure that staff- seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended the children's home is to provide care and accommodation (Regulation 5(d)) Specifically in relation to working with other agencies such as psychology and therapeutic services in the best interest of young people</p>	24/07/2015
<p>The children's views, wishes and feelings standard The children's views, wishes and feelings standard is that children receive care from staff who- develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives (Regulation 7 (1)(a)(b)(c))</p>	24/07/2015
<p>The enjoyment and achievement standard The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural intellectual,</p>	

physical and social interests and skills (Regulation 9(1))	
<p>The protection of children standard</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure- that staff assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to child; (Regulation 12(2) (a)(i)). Specifically ensuring that young people's risk assessments are up to date. Staff are evaluating risky situations such as ligature and self-harm risks, young people under the influence of alcohol and substances and how this impacts with the medication they are taking. Arrangements are made, such as extra staffing to ensure young people's welfare is monitored to ensure they are safe.</p>	24/07/2015
<p>The leadership and management standard</p> <p>In particular, the standard in paragraph (1) requires the registered person to- ensure staff have the experience, qualification and skills to meet the needs of each child; (Regulation 13 (2)(c)). Specifically in relation to staff receiving training to meet young people's specific needs for example alcohol and substance misuse, Legal highs, self-harm and ligature training.</p>	24/07/2015
<p>Privacy and access</p> <p>The registered person must ensure that- any limitation placed on a child's privacy or access to any area of the home's premise- allows children as much freedom as possible when balanced against the need to protect them and keep them safe (Requirement 21(c)(iv)). This is specifically in relation to the kitchen being locked at night, unless it is in the specific plans for young people in order to safeguard them.</p>	24/07/2015
<p>Fire precautions</p> <p>After consultation with the fire and rescue authority, the registered person must- take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children's home; (Regulation 25(1)(a)). This is in relation to stopping young people from smoking in bedrooms.</p>	24/07/2015
<p>Fire precautions</p> <p>After consultation with the fire and rescue authority, the registered person must- ensure, by means of fire drills and practices at suitable intervals, that the person working at the home and, so far as reasonably practical, children are aware of the procedure to be followed in case of fire (Regulation 25(1)(d))</p>	24/07/2015

<p>The care planning standard</p> <p>The care planning standard is that children- receive effectively planned care in or through the children's home; (Regulation 14 (1)(a))</p>	<p>24/07/2015</p>
<p>*The protection of children standard</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure- that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm (Regulation 12 (2)(b)). Specifically this relates to; minimising the risk of fire by encouraging children and young people to reduce their use of cigarettes and ensuring that young people do not smoke in their bedrooms; ensuring that staff build positive relationships with young people enabling them to manage behaviour effectively; addressing the practice of locking doors and restricting access to parts of the home; ensuring that rationale for locking doors is recorded; and ensuring that the restriction of specific parts of the home is limited to those that young people should not have access to.</p>	<p>24/07/2015</p>

Full report

Information about this children's home

The children's home is run by a local authority. It is registered to accommodate up to six young people of either gender. The home provides care and accommodation to young people with emotional or behavioural difficulties on a long-term basis.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/02/2015	Interim	Declined in effectiveness
23/09/2014	Full	Adequate
11/02/2014	Interim	Inadequate progress

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	inadequate
<p>This home is not well maintained. The grass requires cutting and the garden gate has fallen off. Areas of the garden are littered with cigarette ends and rubbish. This conflicts with the home's Statement of Purpose which states, 'The property has a front, rear and side garden providing space for badminton, picnics and barbecues. Young people are encouraged to look after the garden'.</p> <p>Inside the property some décor is dated and certain paint work is damaged. Carpets are stained and the stairs light broken. This does not match the home's Statement of Purpose which states, 'the house is furnished to a high standard'. This does not provide the young people with a sense of value and belonging. It does not provide them with high standards to aspire to now or in the future.</p> <p>During the night the young people are prevented from going into the kitchen as the door is locked. This is not part of any young person's plan. It is not accepted by the management team, however some staff continue to lock the door. One young person commented, 'I cannot even get a drink. You would not have this in your home would you?'. This restricts young people from moving freely around their home. It does not fit with the home's Statement of Purpose which states, 'a homely environment comparative to any conventional family home'.</p> <p>There are basic activities in place for young people. Forty per cent of young people report they never take part in activities they like. One young person commented, 'we should get more things to do in the home on a night time'. Other young people commented, 'it's boring'. This does not promote young people's life experiences or adding to their skills. It does not build on their strengths and motivate them to engage with staff and other young people positively.</p> <p>Some young people continue to engage in risk taking behaviour such as smoking, substance misuse, crime and going missing from home. Some staff and young people do not have strong relationships. As a result, despite staff efforts to support young people, they are unsuccessful in doing so and this behaviour continues. One young person commented, 'some staff are good, some are not, some just come for the money, you can tell'. Three young people reported not feeling welcomed back by staff when they have been missing. They did not feel staff do not try and understand why this has happened. There is no independent organisation completing return home interviews at this time.</p> <p>Positive behaviour management strategies are not consistent in this home. Staff</p>	

frequently ring the police to assist them to manage young people's behaviour. Young people now expect this in times of crisis. This does not promote positive relationships between staff and young people. It is not helping young people to make positive changes to their behaviour.

	Judgement grade
How well children and young people are helped and protected	inadequate
<p>Young people's risk assessments do not reflect the current situation. For example, some individual's current level of alcohol and substance misuse is not clear. The assessments do not provide staff with strategies to manage or reduce the risk. This potentially leaves young people at risk of harm as there are no strategies in place to monitor young people who return under the influence of a substance.</p> <p>Not all staff are trained in meeting young people's specific needs. Six out of 14 staff have had no drugs and alcohol training or training in self-harm. None have had training in specific risks some young people present, such as use of ligatures or the dangers of legal highs. Consequently despite staff efforts to protect young people they are not equipped with the training to do so. This does not match with the home's Statement of Purpose which states, 'A management and caring team fully trained in keeping young people safe from harm'.</p> <p>Care plans, missing person records, health and risk assessments lack detail and information about young people. Information varies on each form. For example for one young person the sexual exploitation risks are briefly mentioned in his risk assessment but are not identified in his care plan or missing records. This does not allow staff to easily identify young people's needs to enable them to keep young people safe. This creates risk that key information such as a young person's risk of suicide may get missed. This could potentially result in a young person coming to serious harm.</p> <p>Staffing levels at night do not keep young people safe. When young people come home under the influence of substances or alcohol, no plans are in place to assess and monitor them. This does not ensure their safety through the night. Young people have accessed each other's bedrooms. This potentially leaves young people unsupervised for long periods of time when they could come to harm.</p> <p>Risk of fire is an issue in this home. All young people smoke in their bedrooms. Despite staff efforts this behaviour continues. The risks have not been robustly addressed. This leaves young people vulnerable to harm from fire. Three staff have never experienced a fire evacuation at this home. In the event of a fire not all staff have the experience to get young people and themselves out safely.</p>	

	Judgement grade
The impact and effectiveness of leaders and managers	inadequate
<p>Staff are not supported by effective regular supervision. Three out of four staff who have recently started have not received supervision in line with local authority policy. This leaves staff feeling unsupported by managers. Staff have little guidance on positive practice which leaves young people exposed to an inadequate quality of care.</p> <p>The staff team are not working together to support young people effectively. One professional commented, 'the staff team here do not necessarily support each other. They have the same goal but do things differently. They want the best for young people but there is no consistency. It does not feel that the team has been managed effectively. Difficulties have never been looked at or resolved'. This impacts of the effectiveness of staff to manage young people's behaviour. As a result continuous police calls are made to help manage challenging situations.</p> <p>Multi-agency working at this home is not effective. For some young people there is a lack of consultation with health professionals and their health needs are not addressed. For example, one young person is taking illegal substances but there has been no assessment of the effect on the prescribed drugs they take. Other services report finding it difficult to implement support for young people due to the lack of management encouragement. As a result, the staff team functions inconsistently and young people do not benefit from specialist support which could enhance their care and progress.</p> <p>There is a new manager in place in this home, he has been in post four weeks. He is suitably qualified and experienced to undertake this position. Despite the short time he has been in post he has a clear understanding of the strengths and weaknesses of this home. He has a clear vision and robust plans to support staff to assist young people to a good standard. He is enthusiastic about effecting change in the best interests of young people and strives to lead by example.</p>	

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

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 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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