

Children's homes inspection - Full

Inspection date	16/06/2015
Unique reference number	SC060327
Type of inspection	Full
Provision subtype	Children's home
Registered person	The Chiltern Centre for Disabled Children Limited
Registered person address	Chiltern Centre, Greys Road, HENLEY-ON-THAMES, Oxfordshire, RG9 1QR

Responsible individual	Mr Paul Barrett
Registered manager	Mr Keith Manning
Inspector	Mrs Melissa McMillan

Inspection date	16/06/2015
Previous inspection judgement	N/A
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Requires improvement
the impact and effectiveness of leaders and managers	Good

SC060327

Summary of findings

The children's home provision is good because:

- Staff have an excellent understanding of young people's unique needs and histories.
- Children and young people have positive experiences during their stay and make progress in their social and independence skills.
- Young people's support plans are comprehensive and provide staff with detailed guidance in how to care for each individual in a personalised way.
- Children and young people's views and welfare are central to all aspects of the service.
- Staff are adept at understanding children and young people's cues for indicating their wants and needs when they are unable to communicate verbally.
- Staff are very committed, experienced and skilled in supporting children and young people.

What does the children's home need to improve?

- The service must gain consent to any monitoring or surveillance by the placing authority, in writing, at the time of placement.
- Ensure the principles of the Mental Capacity Act 2005, its code of practice and Deprivation of Liberty Safeguards have been considered when assessing a young person's capacity.
- Ensure staff undertake training in e-safety and child sexual exploitation.
- Ensure risk assessments are in place for young people's use of the internet.

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
In order to meet the protection of children standard the registered person is required to ensure that staff: (i) 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 the child. (Regulation 12 (2) (a) (i))	18/08/2015
Ensure that the procedure to be followed in the event of an allegation of abuse or neglect must, describe the measures which may be necessary to protect children following an allegation of abuse or neglect; (Regulation 34 (2) (e))	18/08/2015

{an asterisk is added in the table above where Compliance = 'Y'}

* These requirements are subject to statutory requirement notice.

Recommendations

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

- Ensure the principles of the Mental Capacity Act 2005, its code of practice and Deprivation of Liberty Safeguards have been considered when assessing young person's capacity to make specific decisions and when deciding what is in the young person's best interests.
- Gain consent to any monitoring or surveillance by the placing authority, in writing, at the time of placement. This refers to obtaining consent specific to the use of monitoring devices. (Guide to the Children's Homes Regulations including the quality standards, page 16, paragraph 3.16).
- Ensure staff have the knowledge and skills to recognise and be alert for any signs that might indicate a child is in any way at risk of harm. In particular, ensuring staff undertake training in e-safety and child sexual exploitation. (Guide to the Children's Homes Regulations including the quality standards, April 2015, Page 43, paragraph 9.12)
- Ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. (Guide to the

Children's Homes Regulations including the quality standards, page 61,
paragraph 13.1).

Full report

Information about this children's home

The service provides short breaks for up to five young people with learning difficulties, sensory impairment or physical disabilities. It is provided by a local registered charity.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/02/2015	CH - Interim	sustained effectiveness
02/07/2014	CH - Full	Good
25/02/2014	CH - Interim	Good Progress
21/08/2013	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
<p>Children and young people benefit from individualised support provided by staff. Staff have an excellent understanding of their unique needs and histories. This enables them to tailor the care they provide to children and young people to ensure they have a positive experience during their stay and make progress in their social and independence skills.</p> <p>Children and young people's views and welfare are central to all aspects of the service. Staff are adept at understanding children and young people's cues for indicating their wants and needs when they are unable to communicate verbally. Staff promote choice whenever possible. Children and young people are able to take part in a variety of activities; this includes music therapy, bowling, meals out and day trips to the farm. This helps develop their social experiences and provides opportunities to take part in the wider community. Children and young people benefit from a warm and nurturing relationship with staff and share with them lots of smiles, hugs and laughter. As a result, children and young people feel valued.</p> <p>Young people's support plans are comprehensive and provide staff with detailed guidance in how to care for each individual in a personalised way. This promotes a consistent approach. Staff work with children and young people's parents and educational establishments to identify the aims and objectives of their stays. As a result, children are making progress in their communication, personal care and daily living skills. Staff actively support children and young people with their cultural and religious needs. When required, staff take the time to say a prayer or religious reading for the child or young person when they cannot do this themselves. This supports young people to express their identity and builds on their self-esteem. Electronic monitoring is used during the night to ensure staff are able to respond promptly to the needs of the children and young people; however, it is not clear if permission has been given for the use of electronic surveillance by their parents.</p> <p>Staff work closely with parents and social workers to tailor the child or young person's transition into the service to their particular needs. This includes staff visiting the child or young person at home or at their school. The child or young person is able to visit the service on as many occasions as necessary, prior to staying overnight. Staff's careful planning and regular contact with children and young people prior to using the service ensures a successful transition. No children or young people have ceased using the service since the previous inspection. The service offers day care, which provides opportunities for young people who use the</p>	

short breaks service to take part in structured activities and complete the Award Scheme Development and Accreditation Network's programme. This enables young people to develop their skills in preparation for adult life and provides them with a sense of achievement.

Children, young people and their families are the focus of the service. To accommodate the developing needs of individuals and to continue to support their families, the service has increased its opening hours to provide them with more options. When children and young people's behaviour has become a risk to others, staff have ensured they still receive the short break on nights when no others are using the service. This has meant that children and young people still benefit from the care the service has to offer and their relationships with their families are maintained through regular support.

Staff provide care and support in the best interests of young people who use the service. However, it is not always evident if the principles of the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards have been considered when assessing a young person's capacity to make specific decisions and when deciding what is in the young person's best interests. This could result in young people's rights not being promoted.

	Judgement grade
How well children and young people are helped and protected	requires improvement
<p>Staff are not informed of all potential risks and how to minimise these in order to keep children and young people safe. Individual risk assessments for children and young people do not detail all the risks posed to them this includes but not limited to the use of the internet and e-safety. Some of the service's general risk assessments did not specify all the actions staff take to minimise risk, such as having two members of staff carrying out a medication round to minimise the likelihood of an error. Children and young people's personal emergency evacuation plans do not contain information specific to the individual. For example, individuals who are fully mobile referred to the use of a wheelchair whilst a personal emergency evacuation plan of young person who is sight impaired did not mention this. The home's location review only contained basic information on the service's building and the area immediately surrounding it. There was limited detail about the surrounding area and the risks that this may pose to young people or the strategies to minimise them. However, the negative impact on young people's safety is limited by the comprehensive information contained within the support</p>	

plans.

The service's safeguarding policy does not describe the measures staff should take following an allegation or disclosure in order to protect the child or young person. This could leave children and young people at risk of further abuse or exploitation. However, staff and the registered manager use their knowledge and training in safeguarding to monitor children and young people and react promptly and appropriately in all situations to protect them. The high staffing ratios ensures that young people receive the level of support and supervision they require to have positive experiences. As a result, there have been no incidents of bullying and only one missing episode within the previous year. The service has clear protocols to follow in the event that a child or young person is missing. This ensures staff respond immediately to follow the individual and inform the appropriate authorities.

Children, young people and their parents feel able to raise their concerns and make a complaint when necessary. The registered manager has improved the complaint process and responds quickly to resolve any concerns. The registered manager monitors all complaints and concerns raised and use these constructively to improve the service.

Staff are very committed, experienced and skilled in supporting children and young people. They have a clear understanding of the triggers and environmental factors, which can affect a child or young person resulting in challenging behaviours. Staff successfully develop effective strategies and responses specific to the needs of the individual to prevent behaviours escalating and as a result, there have been no physical interventions carried out by staff. The registered manager monitors young people's behaviour closely and regularly reviews staffs strategies to ensure they remain effective.

The registered manager demonstrates a good understanding of safe recruitment procedures, however on one occasion gaps in employment history were not explored before an offer of employment were made. This means that safer recruitment practices are currently not fully robust.

The home's design is suited for its purpose and the standard of accommodation and facilities are good. All health and safety checks are up to date and there are appropriate fire safety measures in place.

	Judgement grade
The impact and effectiveness of leaders and managers	good
<p>The registered manager has an NVQ level 3 and 4 in childcare and development and a registered manager's award. He has worked in the sector for a number of years and has been registered with Ofsted as the manager of this service since January 2014.</p> <p>Children and young people's welfare and ensuring they have positive experiences are at the centre of the service's practice. The registered manager liaises closely with parents, schools, social workers and medical professionals to provide comprehensive support to children and young people using the service. The registered manager considers the individual needs of each child or young person, how they will gel as a group and the ability and skill level of staff when allocating short breaks. This ensures children and young people receive the support they require and have a positive experience. The registered manager uses his excellent knowledge of each individual to monitor each individual's progress and when necessary makes changes to their support plan to aid their development.</p> <p>The registered manager advocates for the children and young people who use the service. He uses his links with the community and knowledge of other resources to obtain the support and equipment needed to assist children and young people with their personal care. When required the registered manager has challenged agencies that are not performing in the children's and young people's best interests.</p> <p>The registered manager monitors all aspects of the service and looks for trend and patterns in order to take action and improve the service. As a result, he has a sound knowledge of the strengths and weaknesses of the service, which is reflected in the services development plan. The registered manager uses findings from concerns and complaints and feedback from parents and professionals to identify where improvements are needed. The manager completes comprehensive and detailed audits. These along with the monthly reports from the independent visitor contribute to maintaining good quality care.</p> <p>Staff receive regular training including in house training from registered nurses employed within the staff team in how to care for children and young people's health needs. Staff also receive training in areas such as child protection and first aid however; they have not undertaken training in e-safety or child sexual exploitation. This means they may not have the skills to protect children and young people effectively in these areas. Staff receive regular supervision, which provides</p>	

them with an opportunity to reflect on their practice, and how to improve the quality of care provided.

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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