

## Children's homes - interim inspection

<b>Inspection date</b>	<b>17/08/2015</b>
<b>Unique reference number</b>	<b>SC462809</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered person</b>	<b>ERA Care Limited</b>
<b>Registered person address</b>	<b>Unit G22 Allen House, The Maltings, Station Road, Sawbridgeworth, Hertfordshire, CM21 9JX</b>

<b>Responsible individual</b>	<b>Stephen Milton</b>
<b>Registered manager</b>	<b>Francis Williams</b>
<b>Inspector</b>	<b>Natalie Burton</b>

<b>Inspection date</b>	<b>17/08/2015</b>
<b>Previous inspection judgement</b>	<b>Adequate</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b></p> <p>This home was judged <b>Adequate</b> at the full inspection. At this interim inspection Ofsted judge that it has <b>sustained effectiveness</b>.</p> <p>At the last inspection, seven recommendations were set. The manager has made improvements to physical intervention records. This is because records clearly show the detail of the intervention used, through the use of a picture of the various techniques for staff to record which hold was used, and the staff involved. This ensures that young people's records provide the appropriate information required.</p> <p>The staff implement the homes education policy. Staff actively encourage young people to attend education, through providing a structured daily routine, and ensuring young people are clear on the expectation that they attend. In addition, the manager has changed the location of the homes education room which is now separate to the home, to further formalise educational attendance.</p> <p>The manager has made improvement to the induction of staff. All new staff have a thorough induction, ensuring they have a clear understanding of the expectation of the company. This includes areas such as, the ethos of the home and the aims and objectives of the home's Statement of Purpose; and of the expectation that staff will conduct themselves in a professional manner at all times. Therefore, young people are cared for by staff that are required to have high expectations.</p> <p>The staff ensure young people have access to doctors and health professionals. All young people are registered with the relevant professionals, and staff encourage young people to attend appointments. Therefore young people have access to services to meet their health needs. Staff enable young people to access their interests and hobbies, such as gardening and attending the gym. They seek young people's views, and discuss concerns and progress young people make, through key work sessions and residents meetings. As a result, young people's emotional resilience improves.</p> <p>The manager has taken some action to monitor the homes records. For example, the young people's records are scrutinised to gain a good understanding of the progress young people are making, to consider if any additional action is required</p>	

to further safeguard them and that the home policies and procedures have been implemented. However, the system for recording the monitoring within the home, does not provide for the consultation with young people, and lacks improvement of the quality of care. This fails to provide young people with an opportunity to feedback about the quality of the service that they receive.

The manager has taken some action to prepare young people for independence, through the development of a semi-independence folder. This demonstrates the young person's progress in learning new skills such as opening a bank account, awareness of road safety and self-care skills. However, this is not fully implemented for young people who are in the progress of starting to transition into independence. Therefore, young people are not sufficiently supported to learn the skills required for moving into adulthood.

The young people's home lacks a consistently welcoming environment. Some areas of the home such as the living room are of a sufficient standard. However, some improvement is needed to ensure the home is well decorated throughout. For example, during the inspection it was noted that the wallpaper up the stairs and along the upstairs landing area is marked.

Young people who have moved from the home since the last inspection, have moved in a planned transition in line with their care plan. Young people have benefitted from a knowledgeable and stable staff team. They describe the staff as a strength of the home, and the manner in which the staff engage with them, helps them to develop positive relationships and feel safe living at the home.

The young people have made progress while living at the home. Most young people engage in their educational placement and are actively seeking potential work and college placements. Some young people have reduced their missing episodes. For other young people who continue to go missing; staff are proactive in their response to find young people, and arrange strategy meetings with placing authorities and police to consider other possible strategies to help reduce further missing episodes, and to share information. A social worker confirmed this was the longest and most stable placement this young person has had.

The manager has made improvement to admissions of young people to the home. This is through more robust matching with young people living at the home, and the skills of the staff. This has resulted in a decrease in the breakdown of placements at the home, incidents and challenging behaviour. Young people begin to trust staff and engage, because they feel valued and respected.

## Information about this children's home

The children's home is owned and managed by a private organisation. It provides care and accommodation for three young people of both genders, who have emotional and behavioural difficulties.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/01/2015	CH - Full	Adequate
14/05/2014	CH - Interim	Declined in effectiveness
21/01/2014	CH - Full	Good

## 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>6 The quality and purpose of care standard</p> <p>6. In order to meet the quality and purpose of care standard the registered person is required to ensure that:</p> <p>(2)(c)(1)) the premises used for the purpose of the home are designed and furnished so as the meet the needs of each child.</p>	02/10/2015
<p>6 The quality and purpose of care standard</p> <p>6. In order to meet the quality and purpose of care standard the registered person is required to ensure that staff:</p> <p>(2)(b)(vi) help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult.</p>	02/10/2015
<p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating the quality of care provided for children. (Regulation 45(2)(a))</p>	02/10/2015

## **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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