

Children's homes - interim inspection

Inspection date	24/11/2015
Unique reference number	SC060327
Type of inspection	Interim
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	Paul Barrett
Registered manager	Keith Manning
Inspector	Melissa McMillan

Inspection date	24/11/2015
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
<p>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</p> <p>This home was judged Good at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness.</p> <p>Children and young people benefit from personalised care provided by staff. Placement plans and risk assessments are individualised and provide detailed information on children and young people's abilities and areas where they require support. Each plan contains information on each individual's routines as well as his or her preferences, hobbies and interests. This ensures staff know the children and young people well and that each individual receives care in their preferred way. This supports children and young people to have positive experiences whilst using the service. Staff work closely with children and young people's parents, placing social workers and education professionals to obtain as much information as possible to plan for their care during their stays. Children and young people are able to visit the service on as many occasions as necessary, prior to staying overnight. These approaches promote a successful transition in to the service. When children and young people come to the end of their time using the service, staff promote positive endings and celebrate the time they have spent at the service.</p> <p>Children and young people are positively occupied and stimulated during their stays. Staff provide a variety of activities inside and outside of the service, as well as plenty of opportunities for children and young people to try new things. Since attending the service children and young people have been able to develop their confidence and skills. Children and young people have made progress in their communication, social relationships and behaviour. They have developed their independence skills and are beginning to carry out self-care tasks themselves. One young person who previously did not want to leave the service during their stays now regularly attends activities in the community, which represents a significant achievement.</p> <p>There have been no incidents requiring the use of physical intervention since the previous inspection. This is because of staff's excellent understanding of why children and young people may display a behaviour and their knowledge of the best intervention to distract and deescalate them to calm and reduce their</p>	

anxieties. The manager regular reviews incidents to ensure any new behaviours are identified and reflected in children and young people's behaviour management plans. This informs staff of any changes and how to best to support each individual. Strategies to support children and young people are reviewed regularly to ensure they remain effective.

The manager carries out rigorous monitoring of the service. He evaluates children and young people's experiences at the service and the progress they make. He regularly scrutinises practice and documentation, to identify any shortfalls and where improvements need to be made. He has taken action to ensure that parental consent is provided for the use of audio monitors for monitoring children and young people at night if it is needed. The manager has also taken action to ensure staff have attended training on the Mental Capacity Act 2005 to ensure young people's rights are promoted and protected. The manager takes all concerns and complaints seriously and uses them positively to improve the service. Although external monitoring visits take place regularly, the reports from these have not been submitted to HMCI, as required by regulation, for some time. This means the regulator has not been updated on the service's ability to promote children and young people's welfare or whether children and young people are effectively safeguarded.

Since the previous inspection, staff have taken action to update young people's risk assessments and personal evacuation plans. They now cover the risks to each child or young person and the actions staff need to take to protect each individual. The service's safeguarding policy has been reviewed to inform staff on the actions they need to take to protect the children and young people in their care. Staff have undertaken training in e-Safety and child sexual exploitation since the previous inspection. This enables them to be alert to any potential risks and to take appropriate action to protect children and young people. The registered manager ensures that any issues of a child protection nature are shared appropriately. The service uses high staffing levels to ensure individuals receive the level of support and supervision they require to protect them. The service's location review has also been updated to reflect the risks the local area may present and provides basic advice on how these can be minimised. However, the review would benefit from these being developed further to provide comprehensive guidance to staff on how to proactively reduce these risks.

At the previous inspection, a recommendation was made to address concerns regarding the services recruitment practices. However, during this inspection it was found that staff had not evidenced that they had verified references for employee's previous employment with children and young people as required by regulation. This means their reasons for leaving these roles were not established. A security check had not been completed for a member staff who has spent the majority of their life in another country. This means that the service has not appropriately vetted their staff to ensure only suitable adults are employed to work with children

and young people. As a result, robust action has not been taken, to protect children and young people.

Information about this children's home

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

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/06/2015	CH - Full	Good
13/02/2015	CH - Interim	sustained effectiveness
02/07/2014	CH - Full	Good
25/02/2014	CH - Interim	Good Progress

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 registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only employ an individual to work at the children's home if the individual satisfies the requirements in paragraph (3).</p> <p>(Regulation 32 (1) and 32 (2) (a))</p>	24/12/2015

Recommendations

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

- The registered person must make sure that any individual appointed to carry out visits to the home as an independent person must make a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care and in particular submit their reports to HMCI as required by regulation. (Guide to the Children's Homes Regulations including the quality standards, April 2015, page 65 paragraph 15.5)

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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