

## Children's homes - interim inspection

<b>Inspection date</b>	<b>28/01/2016</b>
<b>Unique reference number</b>	<b>SC396813</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered person</b>	<b>Chailey Heritage Foundation</b>
<b>Responsible individual</b>	<b>Denise Banks</b>
<b>Registered manager</b>	<b>Post vacant</b>
<b>Inspector</b>	<b>Anna Williams</b>

<b>Inspection date</b>	<b>28/01/2016</b>
<b>Previous inspection judgement</b>	<b>Requires improvement</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>Requires improvement</b> at the full inspection. At this interim inspection Ofsted judge that it has <b>Improved effectiveness</b>.</p> <p>The eight requirements set at the previous inspection have been fully met or satisfactorily addressed.</p> <p>Children benefit from continual investment in the children’s home environment. Bright colourful redecoration and new flooring enhance each of the living areas. Children show their identity in their bedrooms through family photos, posters, artwork and sensory toys. This creates distinctive personalised spaces for each child.</p> <p>New systems to track and evidence each child’s progress have recently started. These are not yet embedded across all living areas. Records show that children continue to make progress with personal communication goals, independence skills and socialising. Some children attend church and Scouts on a regular basis. Attachments with family and friends are promoted and maintained through ‘facetime’ and contact arrangements.</p> <p>Regular input from external advocates allows children opportunities to share their views about the quality of care. A recent in-house survey demonstrates children feel safe and are positive about their home. Observations show children are at ease; they relax and play with peers. Staff confidently use personal communication aids and know children’s unique needs well.</p> <p>Transitions are well-managed. This helps children settle quickly into their new home. Family members and children are fully involved. This lessens anxieties. Staff receive training and support from on-site nursing staff to learn skills to meet new children’s needs.</p> <p>Internal monitoring systems have been revised through input from the Responsible Individual, governing body and senior care staff. Structured systems now track areas such as children’s support plan progress, staff member’s supervision and learning from themed governor visits. These newly adopted arrangements are in their infancy. As a result, it is too early to evaluate their impact on the quality of</p>	

care.

The monitoring of staff members supervision is improved. Records now show whether a staff member receives individual, group or informal supervision. The regularity of personal supervision is increasing. This ensures staff have regular opportunity to reflect on their practice to help them develop professionally.

The recruitment policy has been revised and now refers to disclosure and barring service (DBS) status updates. Recruitment practice is improving. Recently implemented systems show a robust scrutiny of applicants and their history. Small discrepancies identified during this inspection were addressed immediately. Responses from relevant human resources staff demonstrate a capacity to reflect on inspection feedback to further improve their practice.

Serious events are now consistently shared with Ofsted in line with regulatory requirements. This ensures the regulator can suitably evaluate safeguarding arrangements.

During the inspection the inspector identified one entry within daily observation sheets which contained important information about a current child's family situation. This information had not been shared with senior care staff. Consequently, the allocated social worker had not been informed. The staff member recording this matter completed their safeguarding training four years ago. Although a large number of care staff have recently renewed their safeguarding training there remain a small number, including bank staff, who have not. Some of these staff members are booked to undertake training in February 2016. Without regular safeguarding refresher training, staff members are not updated on procedures to follow if there are signs that a child may be at risk.

The organisation's safeguarding policy has been revised. It now contains clearer guidance on managing allegations against members of staff who work across both adult and children's services. Leaflets are available for any staff who may be subject to an allegation. These provide information, guidance and offers appropriate support networks.

Since the previous inspection the Registered Manager has retired. A new manager commenced in post at the start of January 2016. He has a background in residential care with both children and vulnerable adults. He is in the process of applying to be registered with Ofsted. The Responsible Individual is in the process of formally varying the children's home registration to reflect the actual on-site circumstances. This does not negatively impact on children's care.

## Information about this children's home

This setting is owned by a charity and is registered to accommodate 50 children and young people with physical disabilities, complex health needs and learning disabilities. On site is a non-maintained special school catering for children and young people aged three to 19 years. Adults receive residential care in Care Quality Commission registered homes also on the same site. A team of nurses, therapists and specialists, funded by the Primary Care Trust, is also based on site and provides medical support.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/07/2015	Full	Requires improvement
28/01/2015	Interim	Sustained effectiveness
09/07/2014	Full	Good
06/03/2014	Interim	Good progress

## **What does the children's home need to do to improve?**

### **Recommendations**

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

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. The registered person should ensure that skills in safeguarding are gained, refreshed and recorded in the homes workforce plan. (The Guide to the Quality Standards, page 43, paragraph 9.12)

## **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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