

Children's homes - interim inspection

Inspection date	25/01/2016
Unique reference number	SC470645
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Surecare Residential Limited
Registered person address	19e North Street, Bishops Stortford, Herts, CM23 2LD

Responsible individual	Emma Barr
Registered manager	Post vacant
Inspector	Rosie Davie

Inspection date	25/01/2016
Previous inspection judgement	Requires improvement
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
<p>This home was judged Requires improvement at the full inspection. At this interim inspection Ofsted judge that it has Sustained effectiveness.</p> <p>Since the last full inspection the registered manager has left. The responsible individual has appointed a new manager. Her previous experience in social care brings reassurance for the staff team, who welcome her appointment.</p> <p>For some months, the responsible individual reduced the numbers living in the home. This had a positive impact, enabling those living in the home to focus on preparing for their futures. As a result, the number of notifications to Ofsted and the frequency of police call outs to the home had decreased. One young person said: 'Things feel better and the staff seem to be getting better at knowing what to do.'</p> <p>Young people have good relationships with staff. Those represented in this inspection named the staff they go to for advice and guidance. They say that they like where they are living and that the support they receive from the team helps them. One young person who is new to the home said: 'The staff are doing all that they can to help me to feel comfortable.'</p> <p>An investigatory visit in October 2015 resulted in a further requirement in relation to risk assessments. Staff and leaders have worked to meet all but one of the requirements made since the last inspection. Some gaps identified in the recording of physical intervention continue to represent a shortfall. In addition, this inspection found that some information kept within the office is not stored securely. These shortfalls do not directly impact on the safety, wellbeing or progress for young people.</p> <p>Incidents had decreased for a period of time. There has been a recent increase, which coincides with a new admission to the home. Some young people have caused damage in some communal areas, which external managers have ensured is repaired. Records of incidents sampled demonstrate there are occasions where staff do not intervene swiftly, resulting in police attendance. Some staff are unable to divert challenging behaviour effectively. There has been at least one occasion when staff on shift have not had the experience to de-escalate behaviours and</p>	

therefore failed to implement the behaviour management policy. External managers are currently working to provide additional training.

Staff continue to deal effectively with incidents of missing. They liaise appropriately with other agencies, taking the required action to ensure that young people return home.

Young people know how to make complaints. Leaders are responsive and acknowledge concerns. However, in one example which occurred prior to the arrival of the new manager, there was no evidence of a formal response or learning for the staff team. This does not enable managers and leaders to identify how to improve practice in the home.

Young people's attendance in education continues to vary but they all access education placements or tutelage. Staff work well with a range of education services. They organise routines in the home to promote attendance, motivate, and cajole young people, which does result in their engagement. One placing social worker said: 'Staff are encouraging my young person to attend school.' This means that staff are doing what they can to promote education.

Young people preparing for independence receive improved tailored advice and guidance, which helps to develop their confidence and knowledge in preparation for leaving the home.

Information about this children's home

This privately owned home is registered for up to four young people with emotional and behavioural difficulties. The organisation provides education at an off-site facility.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/05/2015	Full	Requires improvement
23/07/2014	Full	Good
29/05/2014	Full	Inadequate

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
The registered person must implement the behaviour management policy, which sets out how appropriate behaviour is to be promoted in the children's home and the measures of control, discipline and restraint which may be used in relation to children in the home. (Regulation 35 (1) (a) (b))	31/03/2016
The registered person must ensure that within 24 hours of the use of a measure of restraint in relation to a child in the home, a record is made which includes the date and time of the use of the measure; a description of the measure and its duration and, within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3) (a) (iii) (iv) (3) (b) (c))	31/03/2016
13: The leadership and management standard: In order to meet the leadership and management standard the registered provider must ensure that staff (2) (c) have the experience, qualifications and skills to meet the needs of each child; (2) (g) (ii) demonstrate that practice in the home is informed and improved by taking into account and acting on feedback on the experiences of children, including complaints received.	31/03/2016

Recommendations

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

- Ensure information required for all children's case records is stored securely, with specific reference to the office. (The Guide to the Quality Standards Page 62 paragraph 14.3)

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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