

Children's homes - interim inspection

Inspection date	08/02/2016
Unique reference number	SC457318
Type of inspection	Interim
Provision subtype	Children's home
Registered manager	Sarah Shapter
Inspector	Sharron Escott

Inspection date	04/02/2016
Previous inspection judgement	Requires improvement
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 Requires improvement at the full inspection. At this interim inspection Ofsted judge that it has Sustained effectiveness.</p> <p>Following the admission of two young people since the previous inspection, the Registered Manager undertook an assessment to determine the suitability of the young people living together and whether their needs could be met.</p> <p>The settling in period for both young people has been turbulent. A number of significant incidents resulting in damage to the home have occurred. During some of these incidents some care staff did not follow behaviour management plans, left young people unsupervised and their behaviour was not well managed. The manager recognised these weaknesses and has taken appropriate action to deal with them.</p> <p>Within the past few weeks there has been a significant reduction of incidents. Both young people are demonstrating increased understanding, tolerance and acceptance of each other. They have been actively involved in restorative work that has required them to assist the maintenance team to repair damage caused to the home and the selection of new soft furnishings. To date, those room's that have undergone repair, redecoration and replacement soft furnishing, have been respected by young people and not damaged further.</p> <p>The manager has worked tirelessly to secure the services of health care professionals and to improve young people's health outcomes. She has introduced individual systems that monitor sleeping patterns and behavioural traits, and been successful in securing the services of the Child and Adolescence Mental Health services (CAMHS), resulting in a review of young people's medication. In addition, she has worked closely with supporting agencies, sought advice and training and introduced separate daily living routines for the young people.</p> <p>The experiences and progress of young people have improved in relation to their</p>	

health and wellbeing. However, neither young people are receiving formal education. The manager has escalated her concerns with the local authority and is waiting for confirmation that appropriate education services have been identified. In the interim, the manager has developed an in-house educational programme. Both young people are supported and encouraged to visit historical sites, research topics of interest using the internet, complete word searches and maintain a good level of physical exercise. One young person has demonstrated his learning by devising two presentations on Dartmoor prison museum and Vincent Van Gogh.

A previous requirement relating to the view's wishes and feelings of the young people has not been met. Despite the manager introducing new recording systems, the staff team have consistently failed to document discussions held with young people that demonstrate that their views wishes and feelings are listened to, considered and acted upon. The manager is dealing with this.

As a result of new recording systems and processes, the managers monitoring of the home has become more effective. Her understanding of the strengths and areas for improvement is now stronger. Gap's in record keeping, the use of inappropriate terminology and poor staff practice has been identified and managed effectively.

The manager has worked with the organisational human resource team, introduced performance management targets and identified training courses for staff who are under performing. More recently she has played an integral part in investigating safeguarding concerns, one of which has resulted in the dismissal of a member of staff.

Information about this children's home

The home is owned by a private organisation. It is registered for the care and accommodation of two young people, of either gender, with emotional and behavioural needs.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/10/2015	CH - Full	Requires improvement
20/01/2015	CH - Interim	Declined in effectiveness
04/06/2014	CH - Full	Adequate
23/10/2013	CH - Interim	Satisfactory 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>7: The children's views, wishes and feelings standard</p> <p>In order to meet the children's view's, wishes and feelings standard the registered person must ensure that staff-</p> <p>(2) (i) ascertain and conceder each child's view's, wishes and feelings, and balance these against what they judge to be in the child's best interest when making decisions about the child's care and welfare;</p> <p>(ii) help each child to express view's wishes and feelings;</p> <p>(iii) help each child to understand how the child's view's, wishes and feelings had been taken into account and give the child reason's for the decision in relation to the child;</p> <p>(iv) regularly consult children, and seek their feedback, about the quality of the home's care</p>	09/03/2016

Recommendations

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

- Ensure all incidents of control, discipline and restraint continue to be subject to systems of regular scrutiny to ensure that their use is fair and the principle's as set out in 9.5 are respected. (The Guide to the Quality Standards, page 46, paragraph 9.36)
- Ensure that all staff are familiar with the home's policy on record keeping and understand the importance of careful, objective and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third party information. Information about the child must always be recorded in a way that will be helpful to the

child. (The Guide to the Quality Standards, page 62, paragraph 14.4)

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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