

Children's homes - interim inspection

Inspection date	21/03/2016
Unique reference number	SC065684
Type of inspection	Interim
Provision subtype	Children's home
Registered person	J & R Care Limited
Registered person address	J & R Care, Ash House South, Ash Road, New Ash Green, Longfield, Kent, DA3 8JF

Responsible individual	Jane Parish
Registered manager	Gowkurrun Chuttoor
Inspector	Paul Taylor

Inspection date	21/03/2016
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 Improved in effectiveness.</p> <p>At the last inspection in July 2015 there were eight requirements and nine recommendations made. These have all been addressed.</p> <p>The Registered Manager now evidences how he engages with other professionals in order to ensure young people's care plans are being followed. For example, ensuring that placing local authorities have taken steps to make appointments with specialist health professionals.</p> <p>Members of staff now ensure that they provide support to young people at appointments with professionals such as youth offending officers. This means that young people are provided with personalised care which takes into account their emotional needs, especially if they find appointments challenging and stressful.</p> <p>Young people have supervision and support in their daily routines. This includes key work sessions which assist young people to deal with issues such as bullying and anger management. Records of key work sessions reflect how each young person has been supported and how strategies have been implemented to help them progress. 'If you are angry you can talk to them, they are always there for you' said one young person.</p> <p>Staff knowledge of each young person's vulnerabilities, together with clear risk assessments which outline what measures to take, ensure that young people are supported to keep themselves safe. This includes close supervision of young people who may display behaviours which could place them at risk. For example, those who are seen as wishing to commence sexual relationships. Staff support young people to a good standard and educate them about potential risks. This strategy is part of longer term plans for the young people to develop their own internal controls rather than rely on external controls imposed by the staff.</p> <p>Managers have been actively recruiting new staff. In addition to increasing the staff team, there is ongoing training to ensure that they share a common ethos and achieve consistency. This includes a gradual development and training process</p>	

to understand how to care for young people therapeutically. This is further underpinned by regular training in key areas such as safeguarding, identifying child sexual exploitation and the identifying risk of radicalisation. As a result, there is an active culture of learning and reflection in the staff team and this facilitates the growth of their knowledge and skills.

Since the last inspection the psychotherapist who works with both the young people and members of staff has ensured that there are reports made to professionals in a timely manner. These reflect how each young person is progressing and how he feels the young person should be supported. This informs care planning and the development of individual strategies so that the young people receive the support they need.

Records of restraint show that young people are only restrained when this is needed to ensure the safety of the young people or to prevent them from committing serious damage. Young people confirm that restraint is used appropriately and they understand why it has been used.

A recommendation made at the last inspection relating to the maintenance of fire doors has been addressed. There are now self-closing devices which close the doors automatically in the event of a fire alarm sounding. The use of door wedges to prop fire doors open has ceased.

Young people are enabled and supported well in how to make complaints. The records show how complaints have been resolved to the young person's satisfaction. This ensures that young people feel their views are respected and promoted.

Members of staff are seen to be clear with young people regarding boundaries and appropriate behaviour. For example, challenging behaviour which a young person may feel is harmless play fighting but which in reality is potentially intimidating. This approach ensures that young people are given every opportunity to develop social skills and respect for each other.

Members of staff endeavour to work closely with young people to reflect upon behaviour and to avoid the need for police involvement and criminalisation. For example, young people are given the opportunity to take part in restorative justice sessions so that they can have a meaningful discussion about their behaviours and how these can impact on others. This avoids the need to involve the police unless the behaviour is serious enough to warrant it.

Impact assessments of referrals are made which examine each young person's presenting needs. These take into account the current dynamics of the young people's group and whether a new admission may impact negatively on the wellbeing and progress of others. The home has declined to admit some young people as a result of these assessments. This means that new admissions to the home are carefully considered and are the subject to an ongoing assessment

before a long term commitment is made.

While staff supervision is on the whole achieved to the homes policy for frequency, members of staff do not consistently receive the records of these supervision sessions or endorse that they have agreed they are an accurate record of the content. This is not in line with the home's policy and means that records of issues discussed have not been shared appropriately. A recommendation is made to address this shortfall.

Additionally, a record of an incident was examined and this record was initially potentially misleading. Cross reference with members of staff and other records clarified the incident and showed that there had been no compromise to a young person's wellbeing or safety. The record had been checked by the Registered Manager and although he had identified the shortfall, he had not rectified it or clarified how it had been addressed. A recommendation is made to ensure that all records are accurate and any shortfalls identified and addressed.

Information about this children's home

The home is privately run and provides care and accommodation for no more than six young people with emotional and behavioural difficulties. Education is provided on site in an adjacent building.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/07/2015	Full	Requires improvement
24/03/2015	Interim	Improved effectiveness
13/05/2014	Full	Adequate
11/03/2014	Interim	Inadequate 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):

Develop a workforce plan which fulfils the workforce related requirements of regulation 16 schedule 1 (paragraphs 19 and 20) the plan should detail the process and timescales for supervision of practice and (regulation 33 (4)(b) and keep appropriate records for staff in the home. In particular ensure that records of supervision are shared between the Registered Manager and members of staff he supervises. (The Guide to the Quality Standards page 53, paragraph 10.8)

Ensure staff are familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording; in particular that records are accurately completed. (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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Store Street
Manchester
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