

Children's homes - interim inspection

Inspection date	15/03/2016
Unique reference number	SC483220
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Compass Childrens Homes
Registered person address	Mountfields House, Epinal Way, LOUGHBOROUGH, Leicestershire, LE11 3GE

Registered manager	Vacant
Registered individual	Ben Jordan
Inspector	Pauline Yates

Inspection date	15/03/2016
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 declined in effectiveness.</p> <p>Progress for young people is variable. The majority of young people who have left the home have done so in a planned way and the staff have been active in assisting with these transitions. One young person who moved in an unplanned way, moved to another home with the same provider. This young person's needs are known well by the new home, as the two homes work closely together on all aspects of care.</p> <p>There are thorough and robust processes in place for young people coming to the home in a planned way. For emergency admissions the planning for one young person was unclear. Key documentation such as the home's 'evaluation of referral suitability' was not completed. As a result, the reasons supporting the decision that the young person's needs could be met, are not documented. This creates confusion for both care and therapeutic staff as decision-making is not transparent.</p> <p>In relation to this emergency admission, the planning meeting with the social worker following admission had not taken place. The opportunity to gather further essential information regarding the care of the young person soon after arrival was missed. As a result greater detail surrounding vulnerabilities for the young person was not obtained. A few days following admission, the young person was involved in a missing from home incident, in which he alleged a serious incident had taken place with another young person. Better planning and information gathering would have assisted in managing these potential risks. The omission of this meeting also resulted in no clear plan for contact with family being discussed or planned. Future planning events for the young person was clouded as staff were unaware of dates for care planning reviews.</p> <p>Detail in the home's statement of purpose regarding emergency admissions is not clear about the key elements that constitute the pre-evaluation process. Equally, the input and weight given to the opinion of the therapeutic staff in this process is not clear. Although doubts were expressed by the therapeutic staff and the manager about the young person's ability to engage with the programme, the manager made the decision to admit the young person. This reasoning is not</p>	

documented nor clear and does not evidence that this is an appropriate placement.

Risk assessments are detailed, individualised and updated promptly. Any allegations, safeguarding concerns or missing from home incidents are dealt with appropriately and in a timely manner. There is proactive liaison between staff and other agencies in order to ensure that young people are safeguarded. Physical restraint is only ever used when necessary to protect the young person or others. Not all documents relating to these incidents have been appropriately completed. In some recordings of restraint it is not recorded whether the young person or staff were spoken to following the incident.

The manager is currently in the process of applying for registration. She is suitably qualified and has been at the home since September 2015. Although a review of quality of care has taken place, the report does not detail young people's, parents or placing authorities views regarding the home, its facilities and the care that is offered. In this respect it does not meet regulation.

At the previous inspection one requirement and one recommendation were made. The requirement has since been met and related to the timely notification of changes of key personnel. The recommendation relating to the home's development plan being more child-focused has not been met. This document has not been reviewed since July 2015.

Some young people continue to make improvements in their lives through living at the home. They develop strong and trusted relationships with staff that enable them to manage positively the decisions they make. For example, one young person has fully engaged with the therapeutic programme and is working hard at college to achieve his hairdressing and barber's qualification. Another young person has achieved a reduction in incidents within school and as a consequence has made improvements towards reaching his learning targets. One young person commented, 'I never really talked to anyone before about my problems, now I can. I trust staff. They keep us safe. I have been able to turn my life around.'

Young people's talents and interests are encouraged and nurtured by the staff and they are supported to take part in more challenging activities. For example, young people have taken part in a charity walk up Mount Snowdon and completed local charity runs. One young person is now a member of a local football team and trains regularly each week. Other regular activities also include snooker, cinema trips, gym, bowling and cycling.

Young people experience thoughtful care that is attuned to their needs and consistent boundaries that encourage positive behaviour. The care given by the staff is complemented and enhanced through integrated therapeutic support. One social worker commented, 'Everyone that works with him know him well. They know his triggers and how to manage his behaviour. They are genuinely interested in him. Importantly sanctions are in place, but they aren't punitive and allow him

to recover from the incidents and not lose his sense of self.'

Information about this children's home

The home is privately owned and is registered to provide care for up to 5 children with emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/08/2015	Full	Good

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 ensure that within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person") has spoken to the user about the measure; 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 children about the measure (Regulation 35 (3)(b)(c))	01/04/2016
In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care they receive in it. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff (Regulation 45 (2)(b)(c)(3))	30/04/2016
14: The care planning standard 14. In order to meet the care planning standard, with particular reference to the home's pre-admission documentation being completed and, in the case of emergency admissions that planning meetings take place within appropriate timescales, the registered provider must ensure that children- (a) receive effectively planned care in or through the children's home; and (b) that arrangements are in place to- (i) manage and review the placement of each child in the home	08/04/2016
The registered person must keep the statement of purpose under review and, where appropriate, revise it (Regulation 16 (3)(a))	30/04/2016

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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