

Children's homes inspection – Full

Inspection date	4 March 2016
Unique reference number	SC490136
Type of inspection	Full
Provision subtype	Children's home
Registered person	EnhanceAble
Registered person address	13 Geneva Road, Kingston upon Thames, Surrey KT1 2TW

Responsible individual	Julie Hagarty
Registered manager	Justine Flood
Inspector	Jacqueline Graves

Inspection date	4 March 2016
Previous inspection judgement	N/A
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Requires improvement
The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.	
How well children and young people are helped and protected	Requires improvement
The impact and effectiveness of leaders and managers	Requires improvement

SC490136

Summary of findings

The children's home provision requires improvement because:

This is the first full inspection of the service since re-registering with a new provider.

The home has some strong features, but does not yet meet the requirements for good. This is because of some shortfalls in staff recruitment, monitoring what goes on, some aspects of record keeping, risk assessment and keeping up to date with current guidance. However, the shortfalls do not appear to have had any significant impact on the children using the service.

The children's home strengths

The home provides a welcoming environment where the children feel 'at home'. The warm, affectionate relationships between the staff and the children are a strength of the home. Staff know the children's needs well and provide child-focused care. One parent said, 'They obviously care. They know my child.' Another parent described the home as 'a great resource'. All parents spoken to feel that the staff keep their children safe.

Effective preparation helps the staff to plan for the children's stays. Staff visit families in their homes to assess the children's needs. Children benefit from at least two 'tea' visits before they stay overnight to help prepare them to stay away from home. Good use of social stories helps some children to know what to expect during their stay.

Parents say that communication with the staff is a strength of this home. They trust the staff to care for their children safely. One parent said, 'Communication is brilliant. They ring a few days before (the break). Send texts, photos, nice little touches while he is there.' Another parent described staff sensitivity in how frequently they get in touch with parents, 'Was a lot of contact, reduced as no longer anxious and needing reassurance.'

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
Full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2, with specific reference to a second reference which is verified and proof of ID (Regulation 32 (3)(d) (Schedule 2)).	30/05/2016
Maintain records ("case records") for each child which– (a) include the information and documents listed in Schedule 3 in relation to each child; (b) are kept up to date (Regulation 36 (1)(a)(b)).	30/05/2016
The registered person must ensure that an independent person visits the children's home at least once each month. The independent person must produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether– (a) children are effectively safeguarded; and (b) the conduct of the home promotes children's well-being (Regulation 44 (1)(4)(a)(b)).	30/05/2016
The registered person must complete a review of the quality of care provided for children ("a quality of care review") at least once every 6 months. The registered person must supply to HMCI a copy of the quality of care report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1)(4)(a)).	30/05/2016

Recommendations

To improve the quality and standards of care further, the service should take account of the following recommendations:

- Ensure each child has permission for staff to administer first aid and non-prescription medication from a person with parental responsibility for them recorded in their relevant plan, as well as other consents the home requires ('Guide to the Quality Care Standards', page 34, paragraph 7.14).
- Make sure that staff continually and actively assess the risks to each child and the arrangements in place to protect them. With specific reference to assessing the risks around external trips, outings and activities ('Guide to the Quality Care Standards, page 42, paragraph 9.5).
- Ensure the home's policies and procedures around the protection of children reflect any requirements of other relevant legislation, with specific reference to information on female genital mutilation and the Prevent Agenda ('Guide to the Quality Care Standards', page 44, paragraph 9.22).

Full report

Information about this children's home

EnhanceAble, a registered charity and not-for-profit organisation, is commissioned by Achieving for Children (on behalf of Richmond and Kingston Council) to provide a short-break service for up to two children at a time in this home. It provides a service for children with learning disabilities, emotional or behavioural difficulties, sensory impairment and/or physical disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
N/A	N/A	N/A

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Requires improvement
<p>A member of staff said that they 'love their job'. Affectionate interaction with the children is evident and children look forward to seeing the staff. Suitable training helps the staff to meet the children's individual needs, for example in Makaton, moving and handling, epilepsy and learning disability. However, the staff have not received training in the 'Prevent' duty or on female genital mutilation to remain current in safeguarding matters. The manager is seeking to broaden the diversity of the staff team so that male members of staff are on shift more often, particularly for those children without positive male role models in their life, as well as providing choice when attending to personal care needs.</p> <p>Arrangements for administering medications and PEG feeding have improved following lessons learned from a minor error. For example, there is improved storage and better arrangements for signing in medication when children arrive for their break, plus renewed staff training.</p> <p>Children benefit from the use of a special, interesting garden area designed with their needs in mind. There is also a public park directly available to them. Staff help the children to identify the bedroom that they will use during their stay through special door signs with their names and interests. Lots of stickers cover the walls of the bedrooms and the lounge. These are liked by some children, but are not to all children's taste and are generally not suitable for the needs of autistic children. However, the manager is considering redecoration in relation to best autism practice and advice, for example from The National Autistic Society.</p> <p>Because the staff take into consideration the children's individual needs, each overnight stay is planned carefully to ensure that the mix of children means that they are likely to get on and get the most from their break.</p> <p>Staff ascertain families' views before and after each short break. This helps them to set realistic targets, personalise children's care and make adaptations to improve their short-break experience. Staff help each child to plan what they would like to do when they arrive, taking into account their interests, opinions and how they feel on the day. Parents like receiving written records of their child's stay and some children like reading these to go over what they have done. Plans for the introduction of a steering group will give further opportunities for parents and children to give their views.</p> <p>Children enjoy a broad range of external activities, such as going to the theatre, skating and to adventure playgrounds. Some also take part in activities in the home, such as helping to prepare the evening meal, which helps them to gain</p>	

useful independence skills.

Children experience enjoyable mealtimes. They sit together in the kitchen and help the staff as far as possible. As a result, some children meet targets related to nutrition and become more adventurous in trying different foods.

	Judgement grade
How well children and young people are helped and protected	Requires improvement
<p>Checks of equipment such as hoists and electrical appliances help to ensure that the environment is safe for children's use. Risk assessments of the premises further contribute to the children's safety. Children experience a broadening range of activities and trips in the local and wider community. Staff make good use of behaviour management plans and closely supervise the children. However, the staff do not assess any potential risks involved in such activities before these take place. Therefore, an opportunity is lost to minimise risk and keep the children as safe as possible. However, to date, this shortfall has not impacted on the children's safety.</p> <p>Staff recruitment requires some improvement. The service ensures that checks on adults with the Disclosure and Barring Service are made before they start work with the children. Only one reference is available for two members of staff, when two are required, and proof of identity is not available. In mitigation, the staff have worked for the organisation for some time, prior to joining this home, so they are well known.</p> <p>Staff are proactive in looking for changes in the children's behaviour or demeanour which may indicate that they are unwell or unhappy. They are particularly aware of the vulnerability of children with disabilities and children at increased risk of abuse. Staff share information effectively with professionals to safeguard the children.</p> <p>An effective complaints system ensures that there is a thorough investigation, with clear outcomes and opportunity to learn lessons. This helps to ensure that the service evolves and improves.</p> <p>Staff show skill in managing the children's behaviour. This is because they have close relationships with the children and know their needs well. No children have gone missing from the home or while on trips out. Sanctions are not used. Staff train in the appropriate ways of managing challenging behaviour and restraint is low key, for example directing the children to another part of the home. Positive techniques such as redirection are effective. Children are encouraged to understand the impact that their behaviour may have on others. For example, staff encourage them to say sorry when their behaviour impacts on someone else.</p>	

	Judgement grade
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The impact and effectiveness of leaders and managers	Requires improvement
<p>The registered manager is very experienced in providing services for children with disabilities. She has a level 3 qualification and is working towards level 5, hoping to achieve this in October 2016. The actively involved responsible individual supports the manager. The appointment of senior staff has allowed the delegation of some management tasks, with consideration to appointing a deputy manager to further support the manager.</p> <p>An independent visitor checks what goes on in the home, helping the manager to make improvements and develop the service. They usually visit at least monthly as required, but there appears to be one month where a visit did not take place. While the independent visitor provides information in their reports which is useful to the home's development, they do not specifically comment if children are safe or the conduct of the home promotes children's well-being, as required by the regulations.</p> <p>The registered manager monitors what goes on in the home and seeks the views of those using the service in order to drive improvement. However, the Registered Manager has not yet completed a quality of care review and report which is required every six months by the regulations.</p> <p>Records are mostly reasonable. The manager and the independent visitor identify some room for improvement in record keeping. In a few cases, parents have not signed consents so that staff may administer first aid, medication and take children on trips and so on. The manager has updated the location risk assessment to ensure that the area remains safe and suitable for the service.</p> <p>Management supports staff in their work, for example with handovers and team meetings. Staff and management supervision arrangements are regular and satisfactory. Staff work well together as an effective team to provide children with the service described in the statement of purpose. These measures, along with careful planning, ensure that the children receive continuity of care.</p>	

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against 'Inspection of children's homes: framework for inspection'.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place. However, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or that result in children looked after not having their welfare safeguarded and promoted.

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 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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