

Children's homes – Monitoring visit

Inspection date	16/05/2016
Unique reference number	1155761
Type of inspection	Monitoring
Inspector	Nicola Lownds

This monitoring visit

The monitoring visit was conducted following an inadequate inspection on 12 and 13 April 2016. The home was registered as a children's home on 8 October 2015. This was the home's first full children's home inspection. No compliance notices were issued following the inspection. Five requirements were set to address the shortfalls.

Prior to the full inspection, the registered manager had submitted his resignation to Ofsted to resign from his post as registered manager. Since the last inspection, the registered manager has left his post. The responsible individual has recruited a new manager who has been in post for five weeks. The new manager intends to apply to Ofsted to register as the manager.

The responsible individual has provided Ofsted with an action plan to detail how the home aims to rectify the shortfalls. During this monitoring visit, the inspector communicated with young people, staff and scrutinised records.

A safeguarding consultant has been recruited on a part-time basis. This role aims to strengthen the management capacity by increasing oversight of safeguarding concerns and deputising for the manager in his absence. Team meetings are used to highlight good safeguarding practice and to reinforce the responsibility for all care staff to safeguard young people.

The responsible individual is reporting safeguarding concerns appropriately to the local area designated officer. There is a clear record trail to evidence this and the outcomes of the referral. One referral is awaiting an outcome and the director of the company has taken the lead to pursue the local area designated officer response. Some internal investigations have resulted in policy updates, such as use of social media.

The manager is conscientious to address any poor practice that he observes, particularly relating to use of inappropriate language. There is a clear action to ensure that language used is professional and appropriate. The manager includes this in team meetings and one-to-one supervision sessions with the staff. Staff are encouraged to reflect on their language and discuss this with the management team.

There have been no physical interventions or incidents of young people going missing since the last inspection. One incident record provides a clear account of the current young person's behaviour when it became challenging. The manager has effectively monitored this account of behaviour.

The risk assessment provides clear information about known risks to the present young person and strategies to minimise them. Clear going missing protocols are in place that detail what to do if the young person goes missing. The staff have not had to follow this yet. The manager has identified that the care planning format requires a review. Despite this, the care plan has been developed to include views

of the young person and how they wish to be cared for.

The system for storing records is becoming more organised and succinct. Important information is now to hand. The manager has an action plan to review all recording systems in place to make them more efficient.

The manager is starting to embed systems that will monitor the quality of care provided to young people. The manager is starting to review more records, analyse the information and identify learning. A member of staff said, 'It is much, much better here now, everything has changed for the good.'

This monitoring visit has identified that progress has been made in all areas stipulated as requirements at the previous inspection. Inspectors will assess progress at the next full inspection.

Information about this children's home

This home is newly registered with Ofsted. It is run by an established private company that provides services to vulnerable people.

The home is registered to provide care for up to three children and young people of the same sex with emotional or behavioural difficulties.

There was one young person living in the home at the time of the monitoring visit.

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>The quality and purpose of care standard</p> <p>6. (2) In particular, the standard in paragraph (1) requires the registered person to—</p> <p>(b) ensure that staff—</p> <p>(ii) protect and promote each child's welfare;</p> <p>(iii) treat each child with dignity and respect;</p> <p>(iv) provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background;</p> <p>In particular, that young people's information and care plans clearly describe their needs and that records are maintained in good order with respect to the current young person.</p>	25 May 2016
<p>The children's views, wishes and feelings standard</p> <p>7.—(1) The children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>(c) take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>2(a) ensure that staff—</p> <p>(ii) help each child to express views, wishes and feelings;</p>	25 May 2016

<p>(iii) help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child;</p> <p>(iv) regularly consult children, and seek their feedback, about the quality of the home's care;</p> <p>In particular, that young people are consulted about their care and the home that they live in, and that records capture this.</p>	
<p>The positive relationships standard</p> <p>11.—(2) In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>(a) that staff—</p> <p>(x) are provided with supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same;</p> <p>In particular, that the registered manager identifies concerns of poor practice and provides staff with supervision to manage their emotions.</p>	25 May 2016
<p>The protection of children standard</p> <p>12. (2) In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>(a) that staff—</p> <p>(i) assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child;</p> <p>(iii) have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>(v) understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>(vii) are familiar with, and act in accordance with, the home's child protection policies;</p> <p>(b) that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm;</p> <p>In particular, that the registered manager adheres to safeguarding procedures, manages safeguarding concerns</p>	25 May 2016

<p>effectively, reports to the local area designated officer and keeps informed of outcomes for young people.</p>	
<p>The leadership and management standard</p> <p>13.—(1) The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that—</p> <p>(a) helps children aspire to fulfil their potential; and</p> <p>(b) promotes their welfare.</p> <p>(2) In particular, the standard in paragraph (1) requires the registered person to—</p> <p>(a) lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose;</p> <p>(f) understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>(g) demonstrate that practice in the home is informed and improved by taking into account and acting on—</p> <p>(ii) feedback on the experiences of children, including complaints received; and</p> <p>(h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>In particular, that the home is led by a skilled registered manager who embeds effective monitoring systems that improve the care provided to young people.</p>	<p>25 May 2016</p>

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the home since their last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

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