

## Children's homes – Interim inspection

<b>Inspection date</b>	<b>18/10/2016</b>
<b>Unique reference number</b>	<b>SC429702</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered provider</b>	<b>The Ryes College Limited</b>
<b>Registered provider address</b>	<b>Aldham Business Centre, New Road, Aldham, Colchester CO6 3PN</b>

<b>Responsible individual</b>	<b>James Fischer II</b>
<b>Registered manager</b>	<b>Sharon Broadley</b>
<b>Inspector</b>	<b>Trish Palmer</b>

<b>Inspection date</b>	<b>18/10/2016</b>
<b>Previous inspection judgement</b>	<b>Good</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b>	
<p>This home was judged <b>good</b> at the full inspection. At this interim inspection, Ofsted judges that it has <b>sustained effectiveness</b>.</p>	
<p>There were four requirements and two recommendations made at the last full inspection. Three requirements have been met, and one will be repeated. The two recommendations have not been met and these will also be repeated.</p> <p>The children continue to make good progress and have positive relationships with a staff team that knows and understands their individual needs. A social worker commented, 'He is going through a difficult time, but staff have really supported him and [are] managing this really well.' A youth offending worker commented, 'Staff work really well with me, and we keep each other updated. He attends all his appointments.'</p> <p>Children learn independent skills according to their age, understanding and ability. Children are supported and encouraged to tidy their rooms and make simple meals with staff. One child spoken to was very proud that he could now walk to youth club on his own. Staff have worked with him on keeping himself safe and on stranger danger. Staff recognise that the children need to learn to manage risks as part of their independence.</p> <p>Staff understand the importance of education and support, and they encourage children to attend. Children's education attendance has improved. One child commented, 'I was not in school before I came here but I started school on the second day and go every day now.' A child who has been out of school for some time has attended two introductory days and is due to start after half term. His social worker commented, 'He refused to attend school despite the manager putting support in place. She did not give up, and this course should suit him. He seems keen.' Another child who was receiving tutoring in the home due to his behaviour is now attending school. The staff have good relationships with education providers, which have supported the improved attendance.</p> <p>Staff understand that transitions into the home are important and can have an impact on the current group. An impact risk assessment is completed prior to admission, and the manager has turned down several referrals that she felt would have a detrimental effect on the current group. A child that recently moved into the home commented, 'I came to visit with my mum before I moved in. Staff made me feel welcome, which made me feel better.' A key-work session was completed on his first day, when staff explained the day-to-day routine of the home, rules and</p>	

boundaries and how to complain. He was also able to tell staff his likes and dislikes and had the opportunity to discuss any worries. This supports children in feeling valued and listened to when they are moving into the home.

Sanctions are fair and proportionate. The children are able to read, sign and comment on the sanction imposed, and the manager reviews the effectiveness of these.

There have been seven physical interventions since the last full inspection, which is a decrease. These have been reported appropriately, and the children have had the opportunity to read, comment on and sign each entry. All children spoken to said that they feel safe living in the home and could name staff members whom they would talk to if they were worried or upset.

There is a good monitoring process in place, which supports the manager in looking at trends, patterns and outcomes for children.

Children know how to complain. There have been three complaints from children, which have been resolved in an appropriate, timely way. Children have all commented and signed to say that they were happy with the outcome. One child put in a complaint to Ofsted when he felt that the staff had treated him unfairly. The responsible individual responded to the complaint to Ofsted, the child and the social worker, and the issue was resolved. There have been three external complaints, which have been rectified appropriately. A child commented, 'I was told how I can complain when I moved in. I haven't made [a complaint] but I would talk to the manager or my key workers.'

There have been no reports of children going missing since the last full inspection.

Staff understand the importance of keeping the children safe, and all staff are up to date with safeguarding training. Staff support the children to understand how to keep themselves safe and whom to report any worries to, through key-work sessions. This supports children to manage free time safely.

There have been some incidents of bullying. Staff record the incident regarding the bullying behaviour and the impact on the children. On occasion, the staff do not record in the bullying log incidents of staff speaking to the victim to ensure that they are happy with the action taken and the outcome.

Children have individualised placement plans, which support the staff in working with them. These lack evidence that the children have an input into these, or read or agree them, or that the social workers are in agreement with the home's plans. This could lead to professionals not working consistently with the children.

Staff record children's achievements in a positive log, but there is no evidence that the staff celebrate with the children to show them that they recognise their achievements.

There are good, detailed recordings of staff supervision. However, not all staff have received regular supervision in line with the home's policy, to ensure that they are

working consistently and are supported.

The home looks tired and is in need of redecoration. Some carpets, rugs and furniture need replacing. The children have been able to personalise their bedrooms, but the majority of these need cleaning, including windows. Some window handles are broken and are in need of replacing in some bedrooms and in the lounge. The upstairs bathroom needs refurbishing and the downstairs shower tray has mould. There is a large, well-equipped kitchen, which is decorated to a good standard. The garden is spacious and well maintained.

## Information about this children's home

The home is one of three children's homes run by a private organisation, which also operates one school. The home provides accommodation for up to four children who have emotional and behavioural difficulties and/or learning disabilities.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/04/2016	Full	Good
13/01/2016	Full	Good
15/06/2015	Interim	Declined in effectiveness
23/01/2015	Full	Good

## What does the children's home need to do to improve?

### Statutory requirements

This section sets out the actions that must be taken so that the registered person/s meet/s 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 within the given timescales.

Requirement	Due date
<p>6: The quality and purpose of care standard</p> <p>In order to meet the quality and purpose of care standard, the registered person must:</p> <p>(c)(i) ensure that the premises used for the purposes of the home are designed and furnished so as to meet the needs of each child. In particular, they must ensure that they are maintained to a good, homely standard.</p>	28/02/17
<p>The registered person must ensure that all employees:</p> <p>receive practice-related supervision by a person with appropriate experience. (Regulation 33(4)(b))</p>	16/01/17

### Recommendations

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

- Children should be encouraged by staff to see the home's records as 'living documents', supporting them to view and contribute to the record in a way that reflects their voice on a regular basis. ('Guide to the children's homes regulations including the quality standards', page 58, paragraph 11.19)
- The home's staff should recognise and celebrate the achievements of their children. ('Guide to the children's homes regulations including the quality standards', page 31, paragraph 6.7)
- The registered person should actively seek independent scrutiny of the home and make best use of internal monitoring to ensure continuous improvement. ('Guide to the children's homes regulations including the quality standards', page 55, paragraph 10.24). In particular, this refers to the recording of bullying incidents and action taken.

## **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 that 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 whom 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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