

Children's homes – Interim inspection

Inspection date	06/12/2016
Unique reference number	SC036740
Type of inspection	Interim
Provision subtype	Secure unit
Registered manager	Thirza Smith
Inspector	Paul Taylor

Inspection date	06/12/2016
Previous inspection judgement	Outstanding
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
<p>This home was judged outstanding at the last full inspection. At this interim inspection Ofsted judge that it has declined in effectiveness.</p>	
<p>Three statutory requirements made at the last inspection in June 2016 have been addressed. There is now a clear system in place which ensures that ligature cutters are routinely checked and additional checks are made if they have been used. This ensures that they are fit for purpose at all times.</p>	
<p>Safeguarding concerns are shared promptly with the relevant agencies and appropriate actions are taken by staff to help keep young people safe. Records show how any concerns or delays have been followed up by the home. This practice means that young people's well-being is promoted.</p>	
<p>On some occasions, young people are kept separate from their peers in order to promote their safety or that of others. Reasons for this are recorded clearly and the measures are reviewed regularly by senior managers to ensure that the use of this control measure is appropriate and proportionate.</p>	
<p>Two recommendations made at the last inspection related to the education provision. These will be assessed at the next full inspection of the home.</p>	
<p>A recommendation was made at the last inspection about the car-port being stark and unwelcoming. This did not give a good first impression to young people arriving at the home. This has been fully addressed, with the area having been made to look more welcoming and attractive. There is now artwork created by the young people on the walls.</p>	
<p>Young people have easy access to the home's complaints procedure. Records are made of any complaints. While records show that some complaints have been addressed and the young people are happy that they have been resolved, some lack clarity as to whether resolution has been achieved. The filing system used to record complaints, and to log and monitor them, has been inconsistently completed. For example, there are no complaints recorded for September. However, records of written complaints made by young people showed that complaints had been made during that time. In another case, the record indicates that it has been resolved. However, review by the young person's social worker</p>	

had not been completed.

In one complaint that related to staff practice, there was no evidence that this had been followed up with the staff member. This means that any possible poor practice or learning from the complaint has not been addressed robustly or in a timely manner.

A sanction record had been highlighted as not being completed in a monitoring visit carried out in October by an independent visitor under regulation 44. This shortfall had not been rectified at the time of this inspection.

Reports of monitoring visits carried out under Regulation 44 are not promptly completed and provided to the registered manager or Ofsted. This means that any shortfalls identified cannot be promptly addressed. For example, a report of a visit undertaken at the end of August 2016 was not signed as completed until near the end of September 2016, and a report relating to a visit undertaken at the end of October 2016 was not completed until the end of November 2016. This does not support the registered manager to improve the service provided to young people.

An incident involving the physical restraint of a young person was of concern. It had not been monitored effectively and therefore relevant actions were not taken by managers. A young person had sustained injuries during the incident and staff and managers failed to obtain prompt medical attention. Written shift handover information lacked detail about the incident and did not highlight whether there were any specific needs or measures to be taken by staff to ensure the young person's well-being. The records show that the young person was eventually seen by medical staff three days after the incident.

Young people with sensory disabilities require staff to communicate using British sign language (BSL). Training is being provided to enable staff to learn basic BSL. This complements the use of external staff skilled in BSL, being used throughout the day and evening to ensure that all young people can communicate and express their views and feelings effectively. In addition, an advocate who is skilled in BSL is being sourced to provide young people with an independent adult with whom they can share their views, wishes and feelings.

Individually tailored care provided for young people with specific needs is good. A range of planning documents provide information on the needs of young people. Staff have a good understanding of young people and their complex needs and any disabilities, and they work hard to ensure that all aspects of planning are delivered to achieve positive outcomes. One positive example of practice is how staff have adapted physical intervention holds to meet young people's needs.

Young people speak warmly about their relationships with members of staff and the progress they have made while living in this home. A young person who was leaving the home on the day of the inspection said, 'I didn't go to school for four years before coming here. I'm leaving with qualifications, which I would never have

got before.' Staff interactions with the young people were seen to be caring and reassuring. Young people were seeking the attention and company of members of staff and appropriate physical contact, such as hugs, that were given when requested. This approach leads to establishing and building upon trusting and respectful relationships.

Information about this children's home

This secure children's home is managed by a local authority. It is approved by the Department for Education to restrict young people's liberty. The children's home can accommodate up to 18 young people, who are aged between 10 and 17 years. It provides for up to 14 young people placed by the Youth Justice Board and up to four places for young people accommodated under section 25 of the Children Act 1989 who are placed by local authorities. Admission of any young person under section 25 of the Children Act 1989 who is under 13 years of age requires the approval of the Secretary of State. Education is provided on-site in dedicated facilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/06/2016	Full	Outstanding
12/01/2016	Interim	Sustained effectiveness
28/07/2015	Full	Outstanding
17/03/2015	Interim	Improved effectiveness

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 within the given timescales.

Requirement	Due date
<p>12. The protection of children standard</p> <p>In order to meet the protection of children standard, the registered person must:</p> <p>(2) (a)(vi) take effective action whenever there is a serious concern about a child's welfare.</p> <p>This is with particular reference to ensuring that young people receive prompt medical attention and care if they are injured in a physical restraint and that all members of staff caring for the young person are aware of the procedure/process to follow.</p>	06/01/2017
<p>Ensure that all employees receive practice-related supervision by a person with appropriate experience.</p> <p>(Regulation 33 (4)(b))</p> <p>In particular, ensure that supervision addresses any issues raised regarding a member of staff's behaviour or performance in a prompt and effective manner.</p>	06/01/2017
<p>Ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes the effectiveness and any consequences of the use of the measure.</p> <p>(Regulation 35 (3)(vii))</p>	06/01/2017
<p>Establish a procedure for considering complaints made by or on behalf of children.</p> <p>(Regulation 39 (3))</p> <p>In particular, implement the complaints procedure by ensuring that complaints records are consistently and accurately maintained and show how complaints have been resolved.</p>	06/01/2017

Recommendations

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

- The registered person should actively seek independent scrutiny of the home and make best use of information from internal and external monitoring (including under regulations 44 and 45) to ensure continuous improvement. ('Guide to the children's homes regulations including the quality standards', page 55, paragraph 10.24)
This is with regard to ensuring that reports from monitoring visits, carried out under regulation 44, are provided in a timely manner to the registered manager so that shortfalls identified during these visits can be addressed without delay.

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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Raising concerns and making complaints about Ofsted', which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for children looked after and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016