

Children's homes – Interim inspection

Inspection date	03/01/2017
Unique reference number	SC060327
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	The Chiltern Centre for Disabled Children Limited
Registered provider address	Chiltern Centre, Greys Road, Henley-on Thames, Oxfordshire RG9 1QR

Responsible individual	Paul Barrett
Registered manager	Keith Manning
Inspector	Melissa McMillan

Inspection date	03/01/2017
Previous inspection judgement	Requires improvement
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 requires improvement at the full inspection. At this interim inspection Ofsted judges that it has improved effectiveness.</p> <p>Young people and their families are very well supported as they are introduced to the home. There have been two new admissions since the previous inspection and both young people had opportunities to visit the service before their first overnight stay. The tea visit helped them to get to know the staff to support a successful overnight stay.</p> <p>The manager has developed a form to consider compatibility issues and inform assessments. This ensures that young people staying together are well matched. As a result, young people develop friendships and their social skills. The manager now evidences his decision-making around the compatibility of new admissions to ensure that they do not adversely affect young people already using the service. This has addressed a recommendation made at the previous inspection.</p> <p>Young people have fun and are positively occupied and stimulated during their short breaks. Staff provide young people with a variety of activities to choose from, including visits from outside providers such as 'feathers and furs' and 'connect 2 colour'. The sensory room has been modernised to a high standard and has been well received by those using the service. Young people are able to access the community, which has included boat trips and an opportunity to visit Santa. This helps develop their social experiences and supports integration into the wider community.</p> <p>Staff understand what may cause a young person to become distressed as well as the triggers to a young person exhibiting challenging behaviour. As a result, staff can provide a predictable environment where young people feel secure and safe. This has been extremely successful in reducing young people's anxieties and has a positive impact on their behaviour. Consequently, there has been only one low level physical intervention and no sanctions in over a year.</p> <p>Any issues of a safeguarding nature are reported and managed appropriately. Managers have taken action to address the requirements and recommendations made at the previous inspection to ensure that staff are competent, vigilant and trained in safeguarding procedures. Young people do not leave the home without</p>	

permission but suitable procedures are in place if such an incident were to occur.

During the previous inspection, a requirement was made in relation to ensuring that all the employment checks required by regulation were completed. The manager has taken action to ensure that vigorous recruitment procedures are in place.

Young people take advantage of the many opportunities to try new things, and to develop their skills. This provides them with a sense of achievement and boosts their self-esteem. The wall displays throughout the house evidence young people's accomplishments. However, staff are failing to record the support provided to young people to achieve their targets or whether they have achieved them. This compromises the manager's ability to ensure that the appropriate steps are in place to promote young people's progress.

Staff provide individualised support and ensure that young people experience a safe and caring environment. They have a good knowledge of each young person and this is reflected in their comprehensive care plans and risk assessments. These plans ensure that staff know how to help young people be comfortable during their stays and are cared for in the way they prefer. Some young people's documentation contained conflicting information, which may confuse staff and hinder their ability to provide personalised, safe care.

The manager continues to have a good oversight of the service. His monitoring encompasses all aspects of the service. He has a good understanding of the strengths and weaknesses of the home. The manager takes a rigorous approach to addressing any shortfalls. This results in improvements to practice and the quality of care on offer. He has addressed all of the requirements and four out of the five recommendations made at the previous inspection.

Monitoring reports by the independent visitor have been poor in quality and have not sufficiently challenged the service. As a result, they do not assist the registered manager in improving and developing the service. Therefore, the recommendation made regarding monitoring visits at the previous inspection remains in place. The manager is aware of this shortfall and has sought to recruit a new independent visitor.

Information about this children's home

The service provides short breaks for up to five young people with learning difficulties, sensory impairment and/or physical disabilities. It is provided by a local registered charity.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/07/2016	Full	Requires improvement
24/11/2015	Interim	Sustained effectiveness
16/06/2015	Full	Good
13/02/2015	Interim	Sustained 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
None	

Recommendations

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

- The registered persons must ensure that any individual appointed to carry out visits to the home as an independent person makes a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of the children in the home's care. ('Guide to the children's homes regulations including the quality standards', page 65, paragraph 15.5)
- The registered persons must ensure staff recognise and celebrate the achievements of their children. ('Guide to the children's homes regulations including the quality standards', page 31, paragraph 6.7)
In particular, by recording when children have made progress against their targets demonstrating achievement and progress.
- The registered persons should ensure that staff continually and actively assess the risks to each young person and the arrangements in place to protect them. ('Guide to the children's homes regulations including the quality standards', page 42, paragraph 9.5)
This includes ensuring that risk assessments contain accurate information.

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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