

Children's homes – Interim inspection

Inspection date	27/01/2017
Unique reference number	1183799
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Quality Care Homes (uk) Limited
Registered provider address	6th Floor, Amp House, Croydon, CR0 2LX

Responsible individual	Balwinder Randhawa
Registered manager	Balwinder Randhawa
Inspector	James Harmon

Inspection date	27/01/2017
Previous inspection judgement	Good
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 good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.</p> <p>The management has successfully fulfilled all requirements and recommendations made at the last inspection. This has led to noticeable improvements in both the physical environment and the monthly monitoring of the home.</p> <p>There have been considerable improvements to the interior decor of the home, making it more appealing and personable. The living room area now contains photos of the young people and large wall prints that they personally selected, along with a new television contained in a safety case. Their bedrooms are personalised to reflect their individual personalities and needs. For example, staff obtained information from parents prior to admitting a young person and decorated his room with his favourite superhero; this act helped him settle in easily.</p> <p>Three new residents have moved into the home since the full inspection. Their files contain the necessary information from placing authorities that allows quality planning by the staff. The new residents have settled well into the home due to a well-planned and structured routine. All have made reasonable progress in key areas based on staff having good insight into their complex needs. For example, one young person has shown a noticeable reduction in aggressive behaviour.</p> <p>The staff have nurturing relationships with the young people and provide quality one-to-one care that ensures that their needs are safely met. The staff are skilled at communicating and understanding the views of young people who have difficulty expressing themselves. Staff understand their distinct gestures or sounds in relation to their needs and they respond appropriately.</p> <p>There have been no safeguarding concerns for the young people except for one anonymous allegation that concluded with no further action. Staff actively engaged and cooperated with external professionals, resulting in a quick resolution.</p> <p>Individual risk assessments efficiently identify and inform how young people will be managed. However, the impact risk assessment on file failed to analyse the potential impact of their behaviours on each other. Management accepted this criticism and agreed to rectify the document.</p>	

Comprehensive plans assist the staff to address the health needs of the young people. Some require specialised medical attention and monitoring. For example, flow charts provide clear guidance to staff to follow in the event of an emergency.

The achievements of young people are celebrated: their certificates are proudly displayed for all visitors to see. A child-friendly chart provides a visual aid for young people to track their progress towards the weekly rewards they can earn. Targets are reasonable and easily obtained by the young people, affording them a sense of accomplishment.

Young people engage in activities that provide opportunities to build their self-confidence while learning a new skill. Some have successfully undertaken their first shopping trip in the community and had their first haircut at a professional hairdresser's. The newly purchased nest swing in the garden is a welcome addition for young people to have active play, and a seven-seater vehicle ensures that they are safely transported to activities in the community.

External monitoring has improved continuously, reflecting the strengths and areas of improvement in relation to the care that young people receive. The reports are now submitted in a timely manner (which was previously an issue). However, consent for the independent visitor to review the files of young people is not yet in place.

The staff team remains consistent and stable; there has been no new recruitment during this inspection period. This evidences the commitment that the staff have to young people and to each other. Management continues to offer them support, which enables them to perform their duties effectively, such as supervision and team meetings. Several staff are in the process of completing their level 3 course, therefore at year's end the entire staff team will be suitably qualified.

An updated statement of purpose clearly reflects the ethos, policies and procedures of the home, along with insight into the aims and objectives for anyone involved or interested in the service.

The two requirements made at this inspection did not have an adverse impact on the young people.

Information about this children's home

The home was re-registered in November 2016 due to relocating and changing the occupancy from six to four. The home is privately owned and able to accommodate four young people who have learning disabilities until the age of 18 years old.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/04/2016	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) 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, with particular reference to impact risk assessments, the registered person must ensure that staff:</p> <p>(2)(a)(i) Assess whether each child is at risk of harm, taking into account information in the child's development plans, and if necessary, arrange to reduce risk of any harm to the child. (Regulation 12(2)(a)(i))</p>	13/03/2017
<p>The registered person must help the independent person to inspect the premises of the children's home, and such of the records (except for a child's case records, unless the child and the child's placing authority consent) as the independent person requires. (Regulation 44(2)(b))</p> <p>In particular, seek that consent and cease to review those records if it is not given.</p>	13/03/2017

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 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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