

Children's Home – Monitoring visit

Inspection date	09/03/2017
Unique reference number	1232650
Type of inspection	Monitoring
Inspector	Tina Ruffles

This monitoring visit.

This home was judged inadequate at the full inspection on 18 January 2017. This led to 12 requirements. Two of these were escalated to compliance notices; these related to the protection of children and the leadership and management of the home. A monitoring visit conducted on 9 March 2017 reviewed the progress in meeting the compliance notices. This visit identified a number of improvements and overall both compliance notices were met. Three of the requirements from the full inspection have been carried forward.

The home has employed the services of a consultancy company. This has resulted in the development of a number of key documents and processes. Furthermore, a new manager is due to commence his role, which is to support the existing registered manager and oversee the running of the home.

The provider has taken action to meet the steps under Regulation 12. Individualised risk assessments now detail all the potential risks to young people and describe the clear actions and strategies that staff must take. Risk assessments are updated after a significant incident. Staff have received safeguarding training which includes child sexual exploitation, e-safety and drug and substance misuse. New processes are in place to monitor young people's internet use at the home and on their mobile phones. Staff have an improved knowledge of the new safeguarding systems. Leaders and managers have reviewed all the policies, including the home's safeguarding policies, and they have updated the home's statement of purpose.

The provider has taken action to meet the steps under Regulation 13. The management team has created a new process for all new admissions to the home. This includes the completion of an impact risk assessment, which they have undertaken retrospectively for the existing young people. However, as there have been no new admissions, this is untested.

Young people now have a comprehensive in-house care plan that identify their individual targets. The staff and management review these on a weekly basis to monitor young people's progress.

An improved and thorough induction programme now offers new staff the opportunity to learn and understand the home's policies and procedures. The comprehensive training package for new and existing staff now includes physical intervention training. This means that all staff should be trained before using physical interventions with young people. The manager has undertaken staff supervision and frequent team meetings are in place so that staff are aware of essential information, learn the home's processes and are supported to adopt a consistent team approach.

There is more evidence of consultation with young people in the form of 'My Chats' and key-working sessions. This is alongside the existing young people's

meetings. The manager dealt with a complaint received by a young person quickly and efficiently. Consultation with placing authorities is taking place; this keeps everyone informed.

Information about this children's home

The children's home is owned and managed by a sole provider. It is registered to provide care and accommodation for up to three children or young people who have emotional and/or behavioural difficulties.

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>The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety.</p> <p>The registered person may only: employ an individual to work at the children's home; if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that: full and satisfactory information is available in relation to the individual in respect of each of the matters in schedule 2. (Regulation 32(1)(2)(a)(b)(3)(d))</p>	01/05/2017
<p>The registered person must 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 areas (i) to (viii); within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ('the authorised person'); has spoken to the user about the measure. (Regulation 35 (3)(a)(b)(i))</p> <p>Specifically, amend the computer system to contain the relevant headings within the regulations.</p>	01/05/2017
<p>The registered person must complete a review of the quality of care provided for children ('a quality of care review') at least once every six months.</p> <p>In order to complete a quality of care review, the registered person must establish and maintain a system for monitoring, reviewing and evaluating: the quality of care provided for children; and the feedback and opinions of children about the children's home,</p>	01/08/2017

<p>its facilities and the quality of care they receive in it.</p>	
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<p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45(1)(2)(a)(b)(5))</p>	
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Information about this inspection

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

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

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