

Children's homes – Interim inspection

Inspection date	23/03/2017
Unique reference number	SC487702
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Fonjocks Social Work Practice Limited
Registered provider address	Orchard House, 1 Old Convent Orchard, Bury St Edmunds, Suffolk IP33 3PQ

Responsible individual	Caroline Fonjock
Registered manager	Yvonne Shaw
Inspector	Cathy Russell

Inspection date	23/03/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children since the most recent full inspection	
<p>This home was as judged good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.</p>	
<p>Since the last full inspection, the manager and staff team have met all of the requirements and most of the recommendations that were set. The home now benefits from an experienced manager, and an experienced deputy manager provides support. Notifications are recorded and sent to Ofsted in a timely fashion. The notifications address any concerns that the home needs to raise. A register, showing a record of all children in the home, is accurate and complete. The manager and the staff have implemented positive comments books, memory boxes and a graffiti table which the children can write on if they are not ready to speak openly about any concerns or issues that they wish to raise. These have had a positive impact on the children. The children can read positive comments about them made by staff that help motivate them to continue to improve and provide good memories to reflect upon.</p> <p>The locational risk assessment has been reviewed and updated. However, the risks previously identified, the play park opposite the home and access to the main road from the back door, have not been assessed. Therefore, this recommendation has not been met. The manager and the staff team share an office and have an open door policy. The children are observed entering the office without permission where confidential information was visible and accessible. The manager and the staff have gone to great lengths to encourage the children to knock before entering. This has been discussed in residents' meetings and individual key-work sessions. However, the children continue to walk in and ignore staff instructions to wait until all confidential information has been securely locked away. The manager can talk with confidence and pride about the strengths of the home, while at the same time recognising areas, such as the children entering the office, which requires improvement.</p> <p>The staff benefit from regular supervision, which is both reflective and practice-focused. All staff undertake mandatory and practice-related training, including safeguarding, child sexual exploitation and substance misuse, which is updated on a regular basis. All of the staff are currently undertaking the diploma level 5 in leadership and management, and can demonstrate a good understanding of policies and procedures. Team meetings take place regularly, and the staff use this</p>	

as an opportunity to share new information and review incidents. A member of staff said, 'I have never felt so supported in my life.'

The staff and the children build good relationships and develop strong bonds based on mutual respect and trust. The staff focus on the children's needs and the staff know their needs well. There are full and creative in-house care plans, risk assessments and educational plans in place that reflect the individual needs of each child. Most of the children are attending a suitable educational provision. For those children who are not in school or college, a full and an accredited educational provision is implemented. A child attending a school outside of the area is supported by the staff and the education provision to maintain continued attendance. The children say that they feel well cared for and like living at the home.

Children have gone missing from the home on a few occasions, despite the safeguards in place. There is a clear policy and procedure, which the staff understand and are proactive in implementing. There are clear and full incident reports that are completed, and the staff are confident and consistent in managing certain behaviours. The home states that staff do not use physical restraint. However, during this inspection, it was recorded in an incident report that some children have received consequences as a result of their behaviour. The children were observed being directed by the staff to prevent damage to the home. This is a form of control. There are no specific records for measures of control, discipline and restraint. The staff are not trained in physical intervention. Although a restorative approach is used wherever possible, the staff are not sufficiently clear about how all the processes are linked and how they should be recorded. This, however, has no impact on the children's safety and well-being.

Regular health and safety checks of the premises are carried out by the manager and the staff. Annual gas, electrical and fire safety checks are monitored and reviewed. This promotes the safety and well-being of the children and the staff.

The home has received one complaint since the last inspection. There have been several compliments from external professionals and the children. Feedback forms are sent to the placing authorities, the parents/carers, the neighbours and the children. All of the feedback forms reviewed are complimentary of the home and the service it provides. A neighbour said, 'Keep up the good work.' A child said that his bedroom, the house, time spent with the staff and the staff support are 'excellent'. This was evidenced when a child wanted to show his room and asked the inspector to wait outside while he tidied it up. This showed his standard of hygiene and him wanting to make a good impression. The staff are equally complimentary of the management team.

Information about this children's home

This independently owned home is registered to care for up to three children who have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/04/2016	Full	Good
23/11/2015	Interim	Not judged

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 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 must comply within the given timescales.

Requirement	Due date
<p>13: The leadership and management standard</p> <p>In order to meet the leadership and management standard, the registered person must:</p> <p>(2)(2) ensure that staff have the experience, qualifications and skills to meet the needs of each child.</p> <p>In particular, ensure that all staff are trained in physical intervention.</p>	30/06/2017
<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 all of the information required under this regulation.</p> <p>(Regulation 35 (2) (3)(a)(b)(i)(ii)(c))</p> <p>In particular, this is with regards to including all measures of control discipline and restraint.</p>	30/06/2017
<p>The registered person must ensure that any limitation placed on a child's privacy and access to any area of the home's premises is intended to safeguard each child accommodated in the home, is necessary and proportionate, is kept under review, and, if necessary, revisited. (Regulation 21 (c)(i)(ii)(ii))</p> <p>In particular, this is with regards to children's access to the office.</p>	14/04/2017

Recommendations

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

- Ensure that the location risk assessment includes the identification of any risks and opportunities presented by the home's location, and strategies for managing these. ('Guide to the children's homes regulations including the quality

standards', page 64, paragraph 15.1) This is with specific reference to the play park in front of the home, and the opportunities for access to the main road from the back door.

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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