

Children's homes – Interim inspection

Inspection date	09/03/2017
Unique reference number	SC048552
Type of inspection	Interim
Provision subtype	Residential special school
Registered provider	Wings Education Limited
Registered provider address	C/o Kedleston Group Limited, Office Suite No. 1, Ansell Gardens, Holloway Lane, Harmondsworth, Middlesex UB7 0AE

Responsible individual	Paul Brosnan
Registered manager	Tracey Hill
Inspector	Gillian Walters
Team inspector	Marie Cordingley

Inspection date	09/03/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children 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>Young people feel safe and remain positive about the quality of care and support they receive at this home. Staff consistently recognise and celebrate young people's progress and achievements, promoting their self-esteem and pride in what they achieve. Young people share positive and trusting relationships with staff and acknowledge that they feel that there is someone they can talk to if they have any worries.</p> <p>The home's recently appointed manager has successfully registered with Ofsted. She has considerable skill and experience in managing children's residential homes, and is suitably qualified, possessing a level 5 qualification in management.</p> <p>Two requirements were made at the last full inspection of the home in November 2016. During this inspection young people's records were observed to be regularly signed and dated. Improvements were noted in the quality of health and placement planning, despite some duplication in recording.</p> <p>As a result of this inspection one requirement is being repeated, as shortfalls were again found in the recording of young people's complaints. This did not have any immediate impact on young people, as matters had been addressed and recorded in an alternative format. However, with such omissions it becomes harder to report on an accurate number of complaints and demonstrate effective tracking and monitoring of how such complaints are managed.</p> <p>In addition, one recommendation resulted from the last inspection. The home has successfully acted on this by taking a more proactive approach to ensuring that all young people have the opportunity of an interview with an independent person when they return from any period of being missing from the home. The manager has liaised with young people's local authorities to clarify how they propose to meet their responsibilities in this situation. The home has also secured agreements with local independent providers to assist with these interviews to avoid delay should distance prove to be a problem for social workers responding to such requests.</p> <p>On the whole, young people continue to make good progress and mostly get on</p>	

well with each other. However, there have been times when young people have raised concerns about being threatened, both verbally and via text messages, by other young people. There has also been a small number of serious altercations that have resulted in a young person being injured. Although such serious incidents are clearly logged as such, and Ofsted notified of their occurrence, these incidents are not routinely recorded and reflected within the home's bullying records. This hinders monitoring and evaluation of the level of bullying that may exist. Positively, young people benefit from the regular and frequent information staff provide to raise their awareness about bullying and how to seek help.

Some young people's individual risk assessments failed to provide a clear and comprehensive account of known risks and how these were to be managed. Examples included an omission in assessing risk of fire setting when this was identified in one young person's history. For another young person, the lack of a risk assessment addressing self-administration of topical medication meant that there wasn't any monitoring taking place to judge how well this was being managed or whether the correct dosage was being applied. Additionally, the system used to quantify the level of risk apparent to young people did not match with the detail presented. This detracts from the quality of documentation available to help staff understand and manage young people's individual risks and vulnerabilities.

The home works hard to achieve a high quality of partnership working with both professionals and young people's families. Placing authorities and parents speak highly of the home and the success they achieve with their young people. One young person's parent commented, 'They couldn't have done more for her. The staff are excellent. They include me in planning and I have got to meet staff and know them really well. They are very open with me.'

External and internal monitoring processes operate to inform planning and support continuous improvement within the home. Recent changes in external monitoring arrangements have successfully addressed weaknesses previously identified. Early reports received by Ofsted indicate greater scrutiny and evaluation of the service by the home's independent visitor.

Information about this children's home

The home is registered to provide care and accommodation for up to 50 young people of both genders. It is a privately owned residential special school, which is also registered as a children's home. The home provides for young people who may have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/11/2016	Full	Good
22/02/2016	Interim	Improved effectiveness
28/09/2015	Full	Good
23/01/2015	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 ensure that staff assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12 (2)(a)(i))</p> <p>In particular, ensure that the content of young people’s individual risk assessments accurately defines all known risks and is recorded in such a way that the reader is clear about levels of risk.</p>	07/05/2017
<p>39: Complaints and representations</p> <p>The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))</p>	07/05/2017

Recommendations

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

- Ensure staff recognise and address different types of abuse such as peer abuse, cyber-bullying and bullying in day-to-day relationships in the home. This relates specifically to ensuring that all potential bullying incidents are consistently recorded and reviewed as part of the home’s regular monitoring activities. (‘Guide to the children’s homes regulations including the quality standards’, page 39, paragraph 8.16.)

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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