

1226971

Registered provider: Camphill Communities Thornbury Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for up to 12 children and young people on either permanent or short-break placements. The children and young people may have a learning disability. The home is a registered charitable organisation.

Inspection dates: 21 to 22 June 2017

Overall experiences and progress of children and young people, taking into account requires improvement to be good

How well children and young people are helped and protected requires improvement to be good

The effectiveness of leaders and managers requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 18 January 2017

Overall judgement at last inspection: Requires improvement

Enforcement action since last inspection

None

Key findings from this inspection

This children's home requires improvement to be good because

- The manager and staff have responded positively to the shortfalls that were highlighted at the previous two inspections. The new structures, support plans and initiatives need to be finalised throughout for all young people, and embedded into staff's practice.
- The houses require some further decoration and changes to ensure that they provide a homely environment.
- One allegation made by a young person had not been reported to the designated officer as required.
- One complaint made by a young person had not been investigated thoroughly.
- Some care staff have not completed the required care qualification within the timeframe set out in the 'Children's homes (England) regulations 2015'.
- There is a registered manager in post. A new person has been recruited to take on this role. He has passed his probation period and is now in charge of the day-to-day running of the home, but has yet to submit a completed application to Ofsted to become registered.

The children's home's strengths

- Leaders and managers have addressed all of the requirements made at the last inspection.
- Leaders and managers have implemented a new leadership structure for the home, and additional senior staff have been employed. This new structure is starting to have a positive impact.
- Young people make some good progress, specifically with regards to developing their communication skills and independence and with how they behave and interact with others.
- Staff know the young people well and understand their communication needs.
- The home provides young people with a large outdoor space in which to play and learn about their environment. Young people are provided with wholesome meals.
- Young people have good opportunities to attend school and to join in with activities in the local area.
- Incidents of restraint are significantly decreasing. Senior staff have started to implement 'restriction reduction plans' to help young people progress.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/01/2017	Full	Requires improvement
12/10/2016	Full	Inadequate

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person must take to meet 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>6: The quality and purpose of care standard</p> <p>The quality and purpose of care standard is that children receive care from staff who understand the children's home's overall aims and the outcomes it seeks to achieve for children; and use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to meet the needs of each child. (Regulation 6 (1) and (2) (c) (i))</p> <p>In particular, ensure that the homes provide a homely and child-focused environment throughout and that 'institutional' style fixtures, fittings and decorations are removed.</p>	31/08/2017
<p>12: The protection of children standard</p> <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph requires the registered person (1) to ensure—</p> <p>that staff are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12 (1) (2) (a) (vii))</p> <p>In particular, ensure that all allegations made by young people are shared with the designated officer in line with Working Together 2015 and Keeping Children Safe in Education 2016 statutory guidance.</p>	13/07/2017
<p>32: Fitness of workers</p> <p>(2) The registered person may only—</p> <p>(a) employ an individual to work at the children's home; or</p> <p>(b) if an individual is employed by a person other than the</p>	31/10/2017

<p>registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3).</p> <p>(3) The requirements are that—</p> <p>(a) the individual is of integrity and good character;</p> <p>(b) the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;</p> <p>(c) the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and</p> <p>(d) full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2.</p> <p>(4) For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained—</p> <p>(a) the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or</p> <p>(b) a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>(5) The relevant date is—</p> <p>(a) in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home. (Regulation 32 (3) (b))</p>	
<p>39: Complaints and representations</p> <p>Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children.</p> <p>In particular, ensure that young people’s views are included in the investigation process. (Regulation 39 (1))</p>	<p>31/07/2017</p>

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The overall experience for young people requires improvement to be good. This is because although the manager and staff have implemented many improvements to the home in response to the previous two inspections, some of the improvements are new and yet to be embedded throughout all young people's care.

Managers and staff have continued to improve the environment of the two houses and have addressed the significant concerns identified at the inspection in October 2016. However, there are still some aspects that require further attention as they are not in-keeping with a homely atmosphere. This includes 'chain style' window restrictors in young people's bedrooms, and bathrooms which are predominantly unwelcoming and stark in appearance. Window restrictors are used throughout all rooms in the homes, sometimes when they are not necessary. An alarm on the front doors of each house rings loudly when they are opened. There are numerous health and safety signs on display. These signs are not there for the young people's benefit and are not typically found in a domestic, family home.

Young people benefit greatly from the beautiful, large outdoor space that is part of the home and school grounds. They are encouraged to spend time outside playing or unwinding after their school day. Staff supervise them appropriately to ensure that they are safe but are not restricted. Young people were observed enjoying the garden areas and playing with the numerous toys provided for them. Young people are actively encouraged to join in with activities rather than solely watch television, although a designated television room is provided.

Young people are provided with food that is of an excellent quality. The meals are freshly prepared, nourishing and wholesome. Young people are able to determine what is on the menu and can help staff to make the meals if they would like to. Staff cater for all young people's specific dietary needs and individual preferences. Whenever possible, staff and young people enjoy shared mealtimes that are social events and time to develop independence skills. Staff are also flexible to the needs of young people and support those who prefer to eat their meals more privately.

Young people present as being happy and relaxed. Many provided a 'thumbs up' when asked by the inspectors if they enjoyed living at the home. Staff demonstrate good knowledge of the young people's needs and interact positively with them. Staff use social stories and planned strategies well. As a result, young people are helped effectively to move through their day calmly and without their anxieties escalating. A parent said that, 'staff are adaptable and great,' and that, 'staff have the right balance of being sensitive to the young people's needs and trying to get them out and engage with things'.

Young people's care plans have been re-designed so that they are now more focused on young people's learning needs and easier for staff to follow. Individualised targets are now in place for developing young people's leisure interests, life skills, communication needs and personal care skills. The new target system has only been in use for a matter of weeks. Therefore, reviews have not yet taken place to demonstrate the progress that young people have made to achieve the targets.

Young people are helped by staff to attend school. Those who find it difficult to leave the home to attend school are visited by school staff. Young people's timetables are adapted to engage them in the educational and practical activities that they enjoy. A parent reported that the, 'outdoor curriculum for my sons has been brilliant'.

Young people take part in a wide range of activities in the local area, and staff ensure that they have the same opportunities as all young people. They enjoy going to the local skate park, cafes and leisure centre, and taking part in ten pin bowling, pool, bike riding, tennis and basketball. Some young people have been hill climbing in Wales and others have visited the SS Great Britain in Bristol. One young person loves world and folk music. Staff helped him to go to the WOMAD music festival last year with his family; there are plans to repeat this event this year.

Young people are given roles and responsibilities within the home that help them to develop their confidence and prepare them for work experience. One young person enjoys looking after the home's cars and delivering the post across the site. Another young person helps at meal times by clearing the dishes away. Young people are rewarded for their efforts and some young people enjoy collecting 'wages' at the end of the week and then choosing how to spend them at the weekend.

Some young people enjoy socialising together. They will visit the school's hall in the evenings to race remote control cars, or spend time in each other's house. As a result, young people are learning to share toys, play games and negotiate together.

The staff can describe the good progress that young people have made. For example, one young person's communication has developed well. He will now use sentences in conversation, has developed his speech and is showing a developing sense of humour. Another young person is in the early stages of learning to manage a budget. A third young person's independence skills are developing. He is choosing activities, is working on his road safety and enjoys trips out.

Parents who contributed to the inspection were positive about their children's experiences. One said that the home (and school) is, 'marvellous and that my boys are relatively thriving compared to their previous experience'.

How well children and young people are helped and protected: requires improvement to be good

Overall, most safeguarding concerns have been managed well. However, one allegation made by a young person about a member of staff was not reported to the designated

officer as required. The safeguarding team has a protocol in place in response to managing allegations made by a young person where there is a history of the allegations being judged as false. The protocol states that if another staff member was present during the incident or the behaviour leading to the allegation then it would not be reported immediately. This does not protect young people from potentially collusive practice and does not ensure that the designated officer has independent oversight of all allegations about people who work with children. The manager took action during the inspection to review this protocol.

The managers' investigation into complaints made by young people is not always thorough. On one occasion a young person had not been interviewed as part of the investigation into a complaint he had made. This did not ensure that the young person's views were considered and that the investigation was appropriately balanced.

Leaders and managers have appropriately referred information about staff disciplinary actions to the Disclosure and Barring Service. They also notify Ofsted about significant events that happen.

The necessary physical and environmental checks are carried out at each house to ensure that the homes are safe and well maintained. The storage and recording of medication is satisfactory. The manager identifies and suitably deals with any medication administration errors that occur.

Young people have not gone missing from the home since the previous inspection. This is due to them engaging well with their surroundings and the high level of staff supervision. Leaders and managers ensure that staff recruitment procedures are effective.

The use of restraint during critical incidents has halved this year compared to the previous two academic years. For eight out of the nine residential young people, there has been a reduction in restraint being used since they moved in. There have been two occasions where staff have intervened by holding a young person on the ground. In neither case did the staff members take the young person to the ground. The holds have been used for as short a time as possible and thoroughly monitored by managers following their use. Each time the measure has been used, the manager has notified the young person's parents and their placing authority.

Young people and staff are involved in discussions following serious incidents. 'Debrief packs' have been produced to help young people to say how they are feeling and whether they had any concerns about the incident or how staff managed it. All young people have positive support plans, and some now have good quality 'restriction reduction plans'. These documents provide staff with information about how to respond to a young person in crisis and strategies to reduce the use of restrictive measures in their day-to-day care.

The effectiveness of leaders and managers: requires improvement to be good

A new leadership structure is now in place across the home. Appointments have been made to create new positions that have provided the registered manager and the original senior team with more support. An experienced care manager is now responsible for the day-to-day running of the home. He has yet to submit a completed application to register with Ofsted. This appointment has enabled the current registered manager to focus on his chief executive role across the home and school.

Not all staff are qualified to the required standard. Four residential care staff who have been employed for over two years have not completed the required level 3 care qualification. The manager is monitoring their completion rate closely. He has used capability plans when necessary to ensure that staff members have the support required and understand the expectations of them.

There has been a thorough and detailed response to the requirements made at the last two inspections. A good improvement action plan has been used to monitor the impact of the developments. All requirements have been successfully addressed. As a result, weaknesses no longer seriously impact on the welfare or experience of young people.

The statement of purpose is up to date and accurately describes the home. A comprehensive development plan is in use and provides a review of the six-month period up to 1 April 2017. Leaders and managers conduct regular monitoring and assessments of the quality of care provided to young people. They use this learning to inform the development plan.

The home benefits from regular independent monitoring that is comprehensive and challenging. Leaders and managers say that this is a positive learning experience. However, there is often a delay in the independent visitor sending the written version of their visit to the manager, which does compromise its usefulness.

Staff enjoy working at the home. Their feedback is positive and they state that their training and supervision needs are met. Young people are cared for by a team of staff that provides consistency of care and stability. Managers arrange for the same staff from an external agency to cover long-term shortfalls in staffing. Managers interview agency staff prior to their deployment to identify if they are suitable. Agency staff then receive a good induction and regular supervision to specifically support them in their role at this home. As a result, young people feel comfortable with the adults who care for them and confident that they are people who they know, and who know how to care for them.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: 1226971

Provision sub-type: Residential special school

Registered provider: Camphill Communities Thornbury Ltd

Responsible individual: Nicholas Pike

Registered manager: Nicolas Sialelli

Inspectors

Guy Mammatt, social care inspector

Paula Lahey, regulatory inspection manager

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