

1232650

Friends Together Care Homes Ltd

Monitoring visit

Inspected under the social care common inspection framework

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.

Inspection date: 9 June 2017

This monitoring visit

The purpose of this visit was to monitor the progress following the notice to restrict accommodation at the home, served on 16 May 2017. This was issued following the home being judged inadequate in May. Consideration was also given to two separate complaints received by Ofsted in relation to this home.

A notice of proposal to cancel the registration of the service was served on the provider on 2 June 2017. The requirements are carried forward from the full inspection.

Since the full inspection, one young person has left the home, leaving two young people living at the home. The provider has not breached the restriction notice.

This monitoring visit identified ongoing issues in respect of staff recruitment, although concerns are reduced. There are improvements in safeguarding practice. The complaints received by Ofsted are not substantiated.

There is currently no registered manager, although there is a new manager in post. Ofsted is yet to receive a completed application for registration from this person. The provider continues to access support from a consultancy company and an individual consultant. There appears to be a blurring of roles and it is still unclear who is responsible for the day-to-day running of the home.

There is continued concern about the provider's ability to exercise safe recruitment. This issue was highlighted at the last two full inspections. The provider has still not

obtained full and satisfactory information about an individual who is in regular contact with the young people and staff at the home.

The dismissal of two staff following inappropriate conduct against a young person living at the home highlighted that they had not made appropriate records of the incident. This demonstrates that staff are still not transparent in their actions.

Staff have access to their own and each other's personal files that contain personal and sensitive information. The provider did not ensure that such files were safely stored to prevent unauthorised access.

There has been some progress made in relation to young people's risk assessments. These are now updated following the identification of new risks. Staff now benefit from clearer instructions for keeping young people safe.

The training programme for staff and managers is ongoing and recent training includes self-harm, drugs misuse and anti-bullying. This is supporting staff in feeling more equipped to meet the young people's needs.

Not all information requested was available at the monitoring visit and was subsequently supplied by the provider. A case review held on 19 June 2017 looked at the information obtained from the monitoring visit and considered the restriction of accommodation notice dated 16 May 2017. The outcome of the case review was that the risk had been reduced, therefore the restriction was no longer needed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/05/2017	Full	Inadequate
17/01/2017	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>The quality and purpose of care standard is that children receive care from staff who understand the children's home's overall aims and outcomes it seeks to achieve for children and—</p> <p>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 ensure that staff—</p> <p>provide to children living in the home the physical necessities they need in order to live there comfortably. (Regulation 6(1)(b) and (2)(b)(vii))</p> <p>Particularly, to provide structure and routine to young people's daily lives. The registered person should also ensure that the downstairs toilet is working, and locks are replaced on young people's bedrooms to protect their personal belongings.</p>	20/06/2017
<p>The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child to make a positive contribution to the home and the wider community. (Registration 2(a)(iii))</p> <p>Particularly in respect of ensuring good relationships with neighbours.</p>	20/06/2017

<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 (1) requires the registered person to ensure that staff—</p> <ul style="list-style-type: none"> 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; help each child to understand how to keep safe; take effective action whenever there is a serious concern about a child’s welfare; and are familiar with, and act in accordance with, the home’s child protection policies; <p>The registered person should ensure that the home’s day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 2(a)(i)(ii)(vi)(vii) and (b))</p> <p>Specifically in relation to promoting and monitoring children’s safety and welfare effectively and ensuring that all risk assessments are completed, robust in clarity and detail, embedded in practice and regularly reviewed.</p>	<p>20/06/2017</p>
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children’s home that—</p> <ul style="list-style-type: none"> helps children aspire to fulfil their potential; and promotes their welfare. <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <ul style="list-style-type: none"> ensure that staff work as a team where appropriate; ensure that staff have the experience, qualifications and skills to meet the needs of each child; ensure that the home’s workforce provides continuity of care to each child; understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; demonstrate that practice in the home is informed and improved by taking into account and acting on— research and developments in relation to the ways in which the needs of children are best met. (Regulation 13(1)(a)(b)) 	<p>20/06/2017</p>

and (2)(b)(c)(e)(f)(g)(i))	
<p>The registered person must comply with requests by the child's placing authority to provide the placing authority with information relating to the child. (Regulation 17(3)(a))</p> <p>Specifically, keep the placing authority and other professionals, such as the youth offending worker, informed and updated on the child's progress or any incidents involving the child to assist with their care planning. Recording should also be accurate, especially when two records are made of the same incident.</p>	20/06/2017
<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; or if an individual is employed by a person other than the 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>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) and(3)(d))</p>	20/06/2017
<p>The registered person must notify HMCI and each other relevant person without delay if an incident requiring police involvement occurs in relation to a child which the registered person considers serious; or if there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40(4)(b)(e))</p>	20/06/2017
<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—</p> <p>the quality of care provided for children; and</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it.</p> <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) and (5))</p>	20/08/2017

Information about this inspection

The purpose of this visit was to monitor the notice restricting accommodation and to examine two separate complaints received by Ofsted.

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

Children's home details

Children's home details

Unique reference number: 1232650

Provision sub-type: Children's home

Registered provider: Friends Together Care Homes Ltd

Registered provider address: 7 Tenter Lane, Warmsworth, Doncaster, South Yorkshire DN4 9PP

Responsible individual: Thomas Worthington

Registered manager: Post vacant

Inspector

Tina Ruffles, social care inspector

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