

SC035500

Registered provider: South Gloucestershire Council

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This secure children's home is operated by a local authority and is approved by the Secretary of State to restrict young people's liberty. The commissioning of health services in this home is the statutory responsibility of NHS England under the Health and Social Care Act 2012. Education is provided on site. The children's home can accommodate up to 24 young people, who are aged up to 17 years. Up to 24 young people who have received a custodial sentence can be placed at this home by the Youth Custody Service. Other young people, subject of Section 25 of the Children Act 1989, can be placed by local authorities, with agreement from the Youth Custody Service. Admission of any young person under 13 years of age, subject to Section 25 of the Children Act 1989, requires the approval of the Secretary of State.

Inspection date: 7 December 2017

Judgement at last inspection: good

Date of last inspection: 4 July 2017

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

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

At the last inspection of the home in July 2017, four statutory requirements and nine recommendations were made. Two of the recommendations related to the education

provision and will be assessed at the next full inspection of the home.

Of the four statutory requirements, two have been fully met. The home has developed and implemented a new incentive scheme to support consistent practice in promoting positive behaviour. The new scheme was developed in consultation with young people. It was implemented approximately two weeks before this inspection and therefore the impact cannot yet be measured. All employees now receive practice-related supervision. This ensures that staff progress and develop and in turn deliver good care to young people.

Two statutory requirements have not been fully met, although some progress has been made. Some records relating to physical restraint now contain a description of the methods employed to avoid using the measure. Some records do not. Managers now monitor a range of practices and collate data about performance. There is no analysis of this information that generates any trends, themes or patterns leading to actions to improve provision for children. The manager produces reports of monitoring every six months that are sent to Ofsted. These are descriptive, and lack analysis of important practice areas, such as safeguarding, physical restraint and behaviour management.

Of the seven remaining recommendations made at the last inspection, three have not been met and four have been met. One recommendation that has not been met was directly linked to recording of physical restraint and referred to above. Risk assessments relating to young people are not sufficiently detailed. Outcomes of case management meetings are not always reflected in risk assessment documents and there is sometimes insufficient information to ensure that all known risks are recorded to support staff's positive practice. Sanctions used to address poor behaviour continue to lack sufficient focus on restorative approaches in order to help children recognise the impact of their behaviour on themselves or others. The consistency and quality of recording of key-working sessions has improved. This contributes to demonstrating that the work undertaken with children and the associated records accurately reflect the progress they make.

Managers have devised and implemented an escalation policy. This means that when placing authorities, agencies or services do not fulfil their responsibilities to children, staff understand what to do to raise these matters formally to try to secure appropriate engagement. Reports of visits by the independent visitor under regulation 40 have improved. Reports are more evaluative and analytical, demonstrating the visitor's judgement about the progress and experiences of children, and the impact that living at the home has upon children's care, safety and well-being. Recommendations now link to the report text so that there is understanding of why they were raised. The manager has carried out a review of staffing provision and concluded that the staffing complement needs to increase, both in education and care. This is to ensure that children's needs can be met effectively, while also maintaining safety and security. The manager confirmed that the recruitment process has commenced.

Children continue to make good progress in all aspects of their lives. Admissions are well planned and managed considering the limited time the home has on occasions to

prepare for the arrival of a child. This is linked to the contract the home has with the Youth Custody Service and the fact that children require placements quickly after court appearances. Positive admission processes help children to settle in quickly. All necessary professionals see and assess children's needs shortly after admission and plans are developed to meet these needs. Resettlement work and planning for children leaving the home or transferring to another establishment are good, and these are reflected in case records. This work starts from the point of admission and supports children's progress.

The home has a well-established complaints procedure. There have been a number of complaints since the last inspection and this is an indication that children understand the system and how to use it. All complaint records show that concerns raised are dealt with in a timely manner. Records are appropriately detailed and include feedback to children and their responses to the outcome of the complaint.

Since the last inspection, there have been a number of referrals to local authority children's services about safeguarding matters. Referrals are timely and records appropriately detailed and clear on the actions taken to keep children safe, along with the outcomes of any enquiries or investigations. In September 2017, health professionals who deliver services to children in the home referred a number of safeguarding concerns to the designated officer in the local authority, some dating back to February 2017. The registered manager has advised that these matters do not appear to have followed the home's child protection procedures and statutory guidance, *Working Together to Safeguard Children 2015*. The registered manager has confirmed that senior local authority managers and senior health managers have met with health staff to clarify expectations that statutory guidance and the home's safeguarding procedures must be followed. The matters raised by health professionals are the subject of an investigation commissioned by the director of children's services. Relevant professionals and agencies will be notified of the outcome.

Bullying incidents do occur. Records show that any incidents are managed well with information about how the victim was supported, how the perpetrator was challenged and educated, and outcomes.

Physical restraint is used in line with regulations. Incidents reviewed by inspectors showed that the criteria for intervention were met and records kept that include young people's comments and views. Incidents are reviewed regularly and monitored by managers with a representative from the local authority. This includes the use of closed-circuit television.

Monthly consultation forums are held and children's views and wishes are listened to and acted upon as appropriate. This contributes to service development and improves children's experiences. Inspectors observed good relationships between staff and children, with a calm, relaxed and positive feel around the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/07/2017	Full	Good
23/02/2017	Interim	Improved effectiveness
13/09/2016	Full	Good
12/01/2016	Full	Good

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

Statutory requirements

This section sets out the actions that the registered person(s) 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(s) must comply within the given timescales.

Requirement	Due date
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 details of any methods used or steps taken to avoid the need to use the measure. (Regulation 35(3)(a))	31/01/2018
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; any actions that the registered person considers necessary in order to improve or maintain the quality of care provide for children. (Regulation 45 (2)(a)(c))	01/03/2018

Recommendations

- Ensure that staff continually and actively assess the risks to each child and the arrangements in place to protect them. ('Guide to the children's homes

regulations including the quality standards', page 42, paragraph 9.5)
In particular, ensure that managers identify and record all highlighted risks in appropriate risk management plans.

- Ensure that any sanctions used to address poor behaviour are restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.38)

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 differences 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 whom 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.

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: SC035500

Provision sub-type: Secure unit

Registered provider address: South Gloucestershire Adults and Health, PO box 2083, Castle Street, Thornbury, Bristol BS35 2BR

Responsible individual: Peter Murphy

Registered manager: Alison Sykes

Inspectors

Shaun Common, lead professional – secure estate

Jo Stephenson, social care inspector

Lee Kirwin, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
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