

SC430320

Registered provider: The Vine Residential Services (TVRS) Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company operates this home for up to five young people who have a diagnosed autistic spectrum disorder and/or learning difficulties. The company also has a day-service provision, in the form of an activity centre, at a nearby site.

Inspection date: 18 January 2018

Judgement at last inspection: Good

Date of last inspection: 25 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 this interim inspection, Ofsted judges that it has sustained effectiveness.

Young people's experiences and progress remain good. Although the quality of some staff practices has declined, the weaknesses have not had a negative impact on young people.

Leaders, managers and staff build on the strengths of this child-centred service and continue improving the home. A clear and ambitious development plan is in place.

Leaders, managers and staff are making a positive difference in young people's lives. They are effective in keeping young people safe and helping them to develop more constructive behaviours.

Young people share close relationships with staff. They receive constant praise and rewards for their achievements and benefit from clear staff boundaries. This approach underpins the young people's increased sense of safety and confidence. Their positive engagement with adults and other young people leads to good outcomes. Young people receive individualised care and support that meets their complex needs.

Leaders, managers and staff work in partnership with other professionals to safeguard young people and promote their welfare, including professionals from social work, education and health. The home advocates on behalf of young people. The quality of staff behaviour management practices remains one of the main strengths.

The registered person identified the successful integration of young people who come from diverse cultural and challenging backgrounds as one of the main achievements since the last inspection. Regular young people's forums and individual key-work sessions further underpin the positive relationships within the home.

A staff member talked about the positive atmosphere in the home and said: 'The young people are calm and happy. The home is a wonderful place to be; the place you want to come to work in the morning.'

Two young people have been admitted since the last inspection. They both settled into the home with ease. The highly challenging behaviours that led to the breakdowns of their previous placements have either completely stopped or have reduced significantly. One of these young people is now saying that she would rather stay in this home than return to live with her family. Her social worker commented that this young person was a different person to how she presented in her last placement or when she lived with her family. The other young person's wish is also to stay living in this home, despite living a considerable distance from her placing authority and family members. She told the inspector that this was a really nice home with nice people. She highlighted having friends and doing nice things together as the best things about this home.

The other three young people have been living together in the home for over six months. They have continued to experience stability and safety in their lives. Two of the young people have continued to make excellent progress in many areas of their lives. Leaders, managers and staff are working closely with other professionals to help the third young person to address barriers to his continued progress.

One young person is studying at college and preparing for independent living. The staff's high aspirations for him and the individually tailored support have helped this young person to turn his life around. He is now working successfully towards achieving the outcomes that had seemed unlikely when he came to live in the home.

The independent visitor reported that the second young person's mother said that her son's progress was amazing. His threatening and violent behaviours have stopped completely. The young person has built positive relationships with staff and other young people in the home. He is engaging with his education and a wide range of recreational activities. His communication skills have improved to the point that he now teaches staff

how best to communicate with him.

Another young person has returned to full-time education and this has come with some challenges, such as being affected and influenced by other pupils' negative behaviours. His experiences, progress and outcomes have not been as good as they used to be. Leaders, managers and staff are engaging with the school and challenging the teachers to provide him with an environment that is more conducive to his learning. One social worker commented that she was impressed by how closely the staff worked with schools.

A staff member commented that the recent management restructuring has led to clearer lines of accountability and improved communication. They noted that new staff members have come with qualifications, significant experience in care work and 'fresh eyes'. This has led to professional discussions and evaluation of the effectiveness of different professional approaches. As a result, the home has made some changes to young people's routines. For example, a daily late afternoon 'siesta' was introduced to give young people regular opportunities to have a set time to relax on their own. Self-managing their time and self-regulating their emotions are particularly important for those young people who, due to the complexity of their needs, are under the constant supervision of adults.

The home maintains high staffing levels of at least one-to-one support for each young person. Leaders, managers and staff are mindful to promote young people's choices, identity and independence. They have developed further a 'den' in the garden for young people as an additional space where they can have freedom to play, explore and learn on their own.

Two areas for improvement were identified at this inspection:

- Staff recruitment practices are not robust. In particular, staff risk management plans lack detail. This increases the risks of young people being introduced to adults who might not be safe. The organisation has a practice of allowing staff members to start their induction, training and shadowing work in the home, before all required vetting checks have been received.
- Records of management discussions with young people, following their involvement in a physical intervention, the records do not show that they focus sharply enough on the intervention itself. In addition, discussions with the staff members who carried out the interventions are not always recorded.

Leaders and managers have agreed with the areas for improvement.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/07/2017	Full	Good
20/02/2017	Interim	Improved effectiveness
12/07/2016	Full	Requires improvement
15/02/2016	Interim	Improved effectiveness

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
<p>The registered person may permit an individual to start work at the home despite the fact that the requirement in paragraph (3)(d) has not been met if—</p> <p>the registered person has taken all reasonable steps to obtain full information about each of the matters in Schedule 2 in respect of the individual, but the enquiries in relation to any of the matters in paragraphs 3 to 6 of Schedule 2 are incomplete;</p> <p>full and satisfactory information in respect of the individual has been obtained in relation to the matters in paragraphs 1 and 2 of Schedule 2;</p> <p>the registered person considers that the circumstances are exceptional; and</p> <p>the registered person ensures that the individual is appropriately supervised while carrying out the individual's duties, pending receipt of any outstanding information on the matters in paragraphs 3 to 6 of Schedule 2, which is then considered satisfactory by the registered person.</p> <p>(Regulation 32 (7)(a)(b)(c)(d))</p>	01/04/2018

<p>In particular, the registered person must ensure that all required checks are requested before a staff member starts employment and that there is a clear and comprehensive written risk management plan in place to safeguard children before all recruitment information becomes available for a staff member and is evaluated.</p>	
<p>The registered person must ensure that—</p> <p>within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so (“the authorised person”) has spoken to the user about the measure; and</p> <p>within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(b)(i)(c))</p> <p>In particular, the registered person must improve the quality of record-keeping in relation to discussions held with the staff members and the children after their involvement in a physical intervention.</p>	<p>01/04/2018</p>

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: SC430320

Provision sub-type: Children's home

Registered provider: The Vine Residential Services (TVRS) Ltd

Registered provider address: Studio 4, 1st Floor, The Granary, 80 Abbey Road, Barking, Essex IG11 7BT

Responsible individual: Dawn Quye-Joyce

Registered manager: Audrey Joseph

Inspector

Seka Graovac, social care inspector

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