

# SC042446

Registered provider: The Rose Road Association

Interim inspection

Inspected under the social care common inspection framework

## Information about this children's home

The home is registered to care for up to 12 children and young people aged between 4 and 18 years of age who have a learning and/or physical disability. The home is owned by a charitable organisation. The home provides overnight short breaks on a planned or occasional basis across two areas within the building known as 'Oaks and Acorns'. The home has a sensory garden area and access to a multi-sensory room and hydrotherapy pool, which are all based on site. The service is also registered with the Care Quality Commission, and young adults who have learning difficulties may also stay there.

**Inspection date:** 31 January 2018

**Judgement at last inspection:** sustained effectiveness

**Date of last inspection:** 7 November 2016

**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 requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

Young people continue to be well cared for and supported when they attend the home. Staff are caring, knowledgeable and nurturing in their approach. They follow detailed care plans which provide practical advice and guidance to staff. Staff form positive relationships with young people and their carers, which has a positive impact on the quality of young people's stays.

Leaders and managers have made positive changes to systems, processes and staff practice with improvements evidenced. This has had a positive impact on the areas of weaknesses previously identified. Leaders have utilised outside support and guidance from stakeholders to develop and improve the quality of service offered to young people.

Skilled staff seek and gain young people's views through a variety of communication methods and approaches. Staff continue to review and develop their communication systems to ensure that each young person's voice is heard.

Leaders and managers have developed staff knowledge and understanding about safeguarding topics and risk factors. Staff access workshops and training, which improves confidence about roles, responsibilities and safeguarding policy and procedures. Managers produce regular safeguarding emails, staff newsletters and flyers that explore current themes and topics. Staff discuss safeguarding issues in team meetings and supervision. Managers' report that this has had a positive impact on staff knowledge and practice.

Managers have implemented robust systems to improve the quality and processes of recording and reporting concerns. Staff refer all concerns to managers for review and consideration. Managers plan to review the system to ensure that it is effective.

Staff attend child protection reviews and meetings, but records do not detail their attendance or the information gained. Managers have not ensured that they receive the relevant documentation from meetings and so care plans do not necessarily reflect up-to-date concerns and risks.

Staff complete thorough pre-admission assessments, and support young people through a planned transition into the home. Young people visit the home and stay for tea prior to an overnight stay. This process promotes and supports young people to settle into the home. Staff develop positive relationships and knowledge of young people through this introduction.

Managers have reviewed the missing from home policies and procedures following an incident highlighting areas of weakness.

Staff prefer to reward positive behaviour rather than give sanctions for negative behaviour. Records detail sanctions given and the views of young people regarding the sanction. Staff report that one sanction occurred when a young person's behaviour was unsettled. He was communicating that he was unhappy about his allocated carer and that he would prefer another. The record does not reflect staff insight or understanding.

The manager responds to complaints well, ensuring that the complainant receives an outcome. Managers review systems, process and procedures pertaining to any areas of weakness identified within the complaints process.

Leaders and managers have implemented and acted on the requirements and recommendations previously made. Leaders state there has been a positive change in the staff culture, ethos and understanding of their roles and responsibilities. Changes to the staff structure in the home have created the availability of more staff, alongside a fruitful recruitment drive. Those who have been in post for the required period are enrolled on the relevant level 3 qualification and aim to achieve this by April.

The regularly reviewed home improvement plan identifies areas of weakness, and states what is required to improve areas and when goals will be achieved.

On the day of the inspection, the home's chemical store cupboard was not locked.

The manager has not made notifications for all significant and serious events that have occurred.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/11/2016	Interim	Sustained effectiveness
09/05/2016	Full	Good
21/12/2015	Interim	Sustained effectiveness
29/06/2015	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
<p>The protection of children standard</p> <p>(1) The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>(2) In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>(a) that staff—</p> <p>(i) 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.</p> <p>(Regulation 12(1)(2)(a)(i))</p>	01/04/2018
<p>Fitness of Workers</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</p>	01/04/2018

<p>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; or</p> <p>(b) in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016.</p> <p>(Regulation 32 ( 4)(a)(b)(5)(a)(b))</p>	
<p>The leadership and management standard</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>use monitoring and review systems to make continuous improvement in the quality of care provided in the home.</p> <p>(Regulation 13 (2)(h))</p>	01/04/2018

## Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene etc.); however, in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9).
- Regulation 40(1) and (3) require the registered person to notify a specified list of people in the event of the death of a child, or if there is a referral of an individual working in the home in accordance with section 35 of the Safeguarding Vulnerable Groups Act 2006. In addition, the registered person must notify other relevant persons – this may include other professionals, services, organisations, agencies or establishments who are or have been involved in the child's care. It is for the registered person to judge who else it is appropriate to notify depending on the individual circumstances of the incident. ('Guide to the children's homes regulations including the quality standards', page 63, paragraph 14.9)

## 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:** SC042446

**Provision sub-type:** Children's home

**Registered provider:** The Rose Road Association

**Responsible individual:** Juno Hollyhock

**Registered manager:** Tina Fullbrook

## **Inspector**

Amanda Maxwell, social care inspector

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