

1241861

Newrays Care Services Ltd

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

A small private company operates this children's home. Ofsted has registered it to take up to four children and young people who may have emotional and/or behavioural difficulties.

Inspection date: 21 February 2018

This monitoring visit

This home was inspected in November 2017 and judged to have declined in effectiveness. In addition to 10 requirements, Ofsted served a compliance notice and placed a restriction of accommodation on the home. In December 2017, a further monitoring visit took place. Although the compliance notice was judged to be met, a further 12 regulatory shortfalls were identified. The home remains restricted until 23 February 2018. This monitoring visit took place to evaluate the provider's response to the requirements from the last inspection and review whether the restriction notice needs to be extended.

No young people have lived at the home since the end of January 2018.

The manager has worked hard to bring about change and improvement. A range of systems have been overhauled in the home following the last inspection visit.

There is now guidance on how to record conversations with partner agencies. As a result, staff are guided to make detailed records and capture agreed actions. The manager now has a better understanding about how to raise concerns, should this be required.

Rotas have been amended to better reflect the needs of young people. There are improved systems for planning and managing shifts in the home. These changes were being introduced while young people remained living in the home. Staff now benefit from detailed shift management plans which make clear what is expected.

This has resulted in a range of positive changes. The environment is now clean, well presented and appropriately maintained. Young people's bedrooms have been redecorated and new furniture is now in place. The manager has removed institutionalised padlocks and hasps on cupboards in the communal area and fitted unobtrusive locks instead, where necessary. There is now a better system in place for managing the stock of heating oil for the home.

The organisation's website no longer makes reference to the name or location of the home. This change was quickly implemented following the last inspection visit.

The staff team, prior to young people leaving the home, continued to support young people to reach their educational goals. For example, young people were supported in attending apprenticeship interviews and finding employment in the local area. When young people were less engaged, the staff team worked with appropriate services to support their return to a positive outcome.

There is a plan to alter the home's admission age range. This plan is not yet fully embedded but shows how the management team has reflected and considered its practice. This is also demonstrated by a range of changes to the admissions process. The process now draws on a wider set of assessment factors. For example, there is a more detailed review of how young people's needs can be met. This is supported by clear guidance for staff and the involvement of senior managers in the admissions process.

The manager has worked diligently to make positive changes. Monitoring and review systems are improved. Quality assurance systems also align more closely with relevant regulations. As a result, the manager is able to show regulatory compliance and how this has positively influenced change in the home. For example, a review of incidents in the home has identified changes to practice and the need for better advocacy and educational support. Regular checks mean that there is less potential for poor practice to develop. Medication arrangements have improved and there are now clear arrangements for the safe handling of medicines.

The manager has used feedback from placing authorities and young people to make improvements. For example, a young person made the point that, other than food, there were few choices that they could influence. The manager has used this feedback to develop new ways of involving young people in the day-to-day running of the home. A social worker's feedback stated, 'Staff have always taken on board my feedback in relation to [name of young person] and have been proactive in ensuring that they are able to access other services.'

There are some staffing vacancies. Although the home is now in a position to admit young people, the home is not yet able to care for four young people. The organisation is taking active steps to having a full staff team. Already employed staff are working at another home and continue to be supported and supervised by the manager.

At this monitoring inspection, all requirements from the last inspection are judged as met. There are no new requirements or areas of concern. The restriction of accommodation ceases on 23 February 2018.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/11/2017	Interim	Declined in effectiveness
23/05/2017	Full	Good

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

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

Children's home details

Unique reference number: 1241861

Provision sub-type: Children's home

Registered provider: Newrays Care Services Ltd

Registered provider address: Sinckot House, 211 Station House, Harrow HA1 2TP

Responsible individual: David Hughes

Registered manager: Post vacant

Inspector

Pete Hylton, social care inspector

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