

1224093

Registered provider: Broadwood Residential Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company owns and operates this children's home. It is registered to offer care and accommodation for four children who have emotional and/or behavioural difficulties.

Inspection date: 27 February 2018

Judgement at last inspection: requires improvement to be good

Date of last inspection: 17 May 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 requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

At the last inspection, nine requirements and four recommendations were raised. The registered manager has met eight of the nine requirements.

All of the children are registered with the local doctors, dentist and optician. The children attend appointments required to support their emotional well-being, such as with the children and adolescent mental health services. The children are encouraged to eat healthier meals, and the staff provide them with home-cooked food. When staff and other professionals identify that the children require further exercise, these children engage in additional physical activities at school and at the home. As a result, their health and self-esteem improves. However, the children smoke cigarettes and the staff identify evidence of substance misuse for some children. Despite this, there is a lack of clear action taken to ensure that all of the children are fully informed and understand the

risks. The children are not consistently encouraged to attend and engage with external agencies to support them to stop.

The staff team has managed some challenging, risk-taking behaviour from a child. This behaviour presented through self-harm, assaults on staff and damage to the home. The staff supported the child to ensure that the child was kept safe and was able to move from the home in a planned way. The manager provided the staff with clear guidance, strategies and regular debriefs. He worked shifts when cover was required, reducing the need to use agency staff, and made changes to the rota to benefit the children, to provide them with a consistent core staff team. However, despite attempts to recruit suitable people to vacant positions, this has been unsuccessful, and has led to some of the shortfalls in the management of the home identified during this inspection. A further recruitment drive is needed to enable the manager to have the required time to concentrate on the leadership of the home.

The staff build positive relationships with the children. This is because they spend time and engage well with the children. These relationships help the children make progress in their identified needs. The children's individual risk assessments inform the staff of the potential and known risks that the children face. However, these are not all up to date to include recent incidents that have occurred or the planned strategies that reduce the risk. The omission of this information fails to provide a clear assessment of the risk to children and of the actions staff should take to reduce them.

The manager has made changes to the records held in the home. The rota includes details of the days and hours each staff member works. This system provides clear information. The staff implement sanctions to address inappropriate behaviour and physically hold the children to keep them safe should this be necessary. They use sanctions that encourage reflection. Following any measures of control, the staff seek the children's views. Key-worker sessions and children's meetings support and encourage the children to learn from their behaviours.

The staff monitor the children using computers within the home. The provider has installed a computer monitoring system preventing access to unsuitable sites, without impeding on their communication with their peers. The system alerts the manager if access to inappropriate sites is attempted. Therefore, the staff are informed of the children's activities and communications while accessing the internet and social media, and are able to keep the children safe.

The children engage in activities that are relevant and suitable to their age. The children have developed suitable friendships with peers, with whom they spend time and do activities, such as bowling and going to the cinema. The staff embrace the children's interests and encourage them to try new activities to broaden their horizons.

The manager has failed to meet one requirement made at the last inspection. Some children who fully engage in their education are making good progress and have 100% attendance. This is not the same for the children recently placed at the home, and others who are awaiting confirmation of new educational placements. Some children are

late sleepers, sometimes sleeping past midday; and they lack a structured routine to their day. The staff do not consistently engage them in educational activities and, on occasions, permit them to play computer games in school time. The lack of a purposeful routine does not fully prepare the children to re-engage with their educational provision.

The manager has met one of the four recommendations. A system is implemented that ensures that Ofsted and other appropriate agencies are informed of significant incidents within the timescales required. This system enables Ofsted to monitor the action the manager has taken to keep the children safe and reduce the risk of the incident occurring again.

The manager has made some progress in meeting three of the four recommendations, but further action is required to fully embed these into daily practice. Therefore, these are repeated. One child is making progress with their semi-independence skills, through using public transport, and developing budgeting and cooking skills. The staff engage the child with an individualised and appropriate plan in line with their age and ability. However, while other children are making progress with independence skills, they do not have plans that demonstrate the progress they have made. It is unclear if the home has identified areas where further support is required for all children, to help them develop the skills to support them when they move on.

The manager has reviewed the home's location risk assessment to include potential known risks to the children. However, the manager has failed to keep the document updated with details of incidents, and of the required action to reduce recurrence. For example, potential sources where the children may be have access to access to substances that they misuse. Therefore, not all staff are informed of the places and people that pose potential risk to the children and the actions to reduce these risks.

The staff have made some progress in making sure that the children have memorabilia of their time living at the home. However, this is minimal. The manager acknowledges that this is an area that they need to develop further, to ensure that all the children living at the home have mementos of their time at the home.

The manager and the staff have made some significant changes to communal areas. A new kitchen, and new furniture and decor in the dining and living room, provide a warm and welcoming environment for the children to live in. Refurbishment of the laundry area and downstairs bathroom is planned. However, the upstairs of the home, including the landing and bathroom, requires substantial work to provide children with a level of accommodation consistent with the standard downstairs. The bathroom shower panel is stained, two lights have dropped down from the ceiling, and the whole upstairs requires a deep clean. Damage to a light switch has left a wire exposed, there is no cover to a ceiling light, and extension electrical leads are placed behind radiators. These are of significant concern and were addressed during the inspection. The external frontage of the house is uninviting. The manager had reported all of these areas to maintenance. However, repairs have been delayed. This failure does not ensure that the children are provided with a consistently clean, well decorated and inviting home to live in.

The manager has notified Ofsted when there have been allegations made regarding the staff's practice. Appropriate action has been taken through referral to the designated officer, and internal investigations have been completed. However, there are insufficient records held at the home to evidence this. Therefore, it is not possible to assess whether all possible action was taken to validate the final outcome.

All children's bedroom doors have alarms. However, there is a lack of evidence to demonstrate that all children require these or that the staff monitor these. The approach lacks clear assessment, and potentially places the children under unnecessary monitoring.

While a number of requirements and recommendations have been set at this inspection, or remain from the previous inspection, this has not had a significant impact on the safety and welfare of the children. The children continue to make steady progress and are happy living at the home. The manager and staff are committed to continuing to make improvements to the quality of care provided to the children.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/05/2017	Full	Requires improvement to be good
01/02/2017	Interim	Declined in effectiveness
10/05/2016	Full	Requires improvement

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 education standard is that children are supported to make measurable progress towards achieving their education potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help a child who is excluded from school, or who is of compulsory school age but not attending school, to access</p>	02/04/2018

<p>educational and training support through the period of exclusion or non-attendance and to return to school as soon as possible. (Regulation 8 (2)(a)(viii))</p> <p>This is with particular regard to ensuring that all of the children's daily routines encourage children to engage in education.</p>	
<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 the premises used for the purpose of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (1)(2)(d))</p>	23/03/2018
<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 helps children aspire and fulfil their potential and promotes their welfare.</p> <p>In particular, the standard in paragraph (1), requires the registered person to ensure that the home has sufficient staff to provide care for each child. (Regulation 13 (1)(a)(b)(2)(d))</p> <p>This is with particular regard to ensuring that the manager is able to manage and lead the home.</p>	30/04/2018
<p>The registered person may only use devices for the monitoring or surveillance of children if the monitoring or surveillance is for the purpose of safeguarding and promoting the welfare of the child concerned, or other children. (Regulation 24 (1)(a))</p> <p>This is with particular regard to assessing the use of individual children's bedroom door alarms.</p>	23/03/2018
<p>The registered person must implement a policy which sets out the procedure to be followed in the event of an allegation of abuse or neglect. The procedure to be followed in the event of an allegation of abuse or neglect must, in particular, provide for records to be kept of an allegation of abuse or neglect, and the action taken in response. (Regulation 34 (1)(b)(2)(d))</p>	23/03/2018

Recommendations

- The registered person should ensure that, in line with their individual health plans and the ethos of the home, children are offered advice, support and guidance on health and well-being to enhance, and supplement that provided by their school through Personal, Social and Health Education (PSHE). ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.18)

This is with particular regard to offering advice and support to children in regard to drugs and tobacco misuse.

- The staff should continually and actively assess the risks to each child and the arrangements to protect them. ('Guide to the children's home regulations including the quality standards', page 42, paragraph 9.5)
This is with particular regard to the continuous review of individual children's risk assessment, following incidents and identification of strategies to reduce risk of recurrence.
- Ensure that staff help each child to prepare for any moves to live independently. ('Guide to the children's homes regulations including the quality standards', page 17, paragraph 3.27)
- Ensure that staff keep and encourage children to keep appropriate memorabilia of the time spent living at the home and help them to record significant life events. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.5)
- The review should include the identification of any risks and opportunities presented by the home's location and strategies for managing these. ('Guide to the children's homes regulations including the quality standards', page 64, paragraph 15.1)

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: 1224093

Provision sub-type: Children's home

Registered provider: Broadwood Residential Ltd

Registered provider address: Maybrook House, 2nd Floor, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: Matthew Mills

Registered manager: Aaron Bellairs

Inspector

Natalie Burton, social care inspector

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