

SC036740

Registered provider: Nottinghamshire County Council

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This secure children's home is managed by a local authority. It is approved by the Department for Education to restrict young people's liberty. The children's home can accommodate up to 18 young people, who are aged between 10 and 17 years. It provides for up to 14 young people placed by the Youth Custody Service and has up to four places for young people accommodated under section 25 of the Children Act 1989. Admission of any young person under section 25 of the Children Act 1989 who is under 13 years of age requires the approval of the Secretary of State. 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.

Inspection date: 8 March 2018

Judgement at last inspection: Outstanding

Date of last inspection: 23 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 outstanding at the last full inspection.
At the interim inspection, Ofsted judges that it has declined in effectiveness.

At the last full inspection in May 2017, Ofsted made four requirements and three recommendations. Two of these recommendations relate to the education provision.

Ofsted will review progress against these at the next full inspection. As a result of a safeguarding concern, Ofsted carried out a monitoring visit to the home in August 2017. Following this visit Ofsted made a further three statutory requirements.

The previous registered manager left the service in September 2017. Although a new manager is now in post, he did not submit an application to be registered with Ofsted within acceptable timescales. This means that the home has been without a registered manager for over 26 weeks.

The majority of requirements made since May 2017 remain outstanding, although progress has been made in some areas. For example, physical restraint records now include all relevant information. However, staff do not ensure that other behaviour management documents, such as 'managing away' plans, contain sufficient detail. When managers authorise the use of single separation, the rationale behind these decisions is often unclear. As a result, these records do not always demonstrate that a measure of control is necessary or proportionate. Furthermore, managers do not consistently sign disciplinary records to confirm that these are an accurate reflection of events or incidents. Sanctions are not always restorative in nature. This is a missed opportunity to help young people to understand the impact of their behaviours and take responsibility for their actions.

At the last full inspection managers and staff did not continually assess young people's risks to themselves or others. Managers have not taken appropriate steps to address this shortfall. Risk management plans and 'managing away' plans do not highlight the risks that young people present, or indicate the steps that managers, staff and other agencies will take to reduce these risks. In addition, the manager has not notified Ofsted of all serious or significant incidents involving young people. This requirement remains outstanding from August 2017.

The monitoring visit in August 2017 identified some areas of concern. For example, managers had not referred safeguarding concerns to all appropriate agencies. Since the monitoring visit, managers and staff have again failed to refer such concerns as required or liaise effectively with relevant statutory agencies. Managers and staff do not take sufficient action in these circumstances to address child protection concerns in a timely manner. These unnecessary delays increase young people's risk of harm. In addition, supervision records and team meeting records do not demonstrate that managers have taken steps to ensure that all staff know and understand their safeguarding responsibilities.

An independent visitor now provides monthly reports indicating how successfully the service promotes young people's safety and well-being. However, the use of internal monitoring systems by managers and senior staff is weak. This is because these systems lack cohesion and structure. They do not enable the manager to gain a full account of the strengths of the service, or accurately evaluate the quality of care. For example, monitoring processes do not include an assessment of the effectiveness of the home's child protection policy. This hinders the ongoing development of the service.

Staff now ensure that young people's case files include all necessary information and documentation. This enables staff to devise integrated care and support plans that are relevant to young people's needs, personal circumstances and backgrounds. Young people continue to make good progress in education. This continues to be a considerable strength of the home.

Some areas of the home require minor repairs and redecoration. This forms part of the wider service development plan. Nevertheless, the environment remains welcoming and homely. Staff work tirelessly to create a non-institutional setting that reflects young people's individual personalities but remains safe and security focused.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/05/2017	Full	Outstanding
06/12/2016	Interim	Declined in effectiveness
14/06/2016	Full	Outstanding
12/01/2016	Interim	Sustained 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 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 staff—</p> <p>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>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p>	04/05/2018

<p>take effective action whenever there is a serious concern about a child's welfare;</p> <p>are familiar with, and act in accordance with, the home's child protection policies; and</p> <p>that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12(1)(2)(a)(i)(v)(vi)(vii)(e))</p>	
<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 promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(b)(2)(h))</p>	04/05/2018
<p>The registered person must prepare and implement a policy which sets out the procedure to be followed in the event of an allegation of abuse or neglect. This is with specific reference to the consistent implementation of this policy. (Regulation 34(1)(b))</p>	04/05/2018
<p>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 all required information. (Regulation 35(3)(a)(i-viii))</p>	04/05/2018
<p>The registered person must ensure that 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 has signed the record to confirm it is accurate. (Regulation 35(3)(b)(i)(ii))</p>	04/05/2018
<p>The registered person must notify HMCI and each other relevant person without delay if there is an allegation of abuse against the home or a person working there; a child protection enquiry involving a child is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry). (Regulation 40(4)(c)(d)(i)(ii))</p>	04/05/2018

Recommendations

- Ensure any sanctions used to address poor behaviour should be 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: SC036740

Provision sub-type: secure unit

Registered provider address: Nottinghamshire County Council, County Hall, Loughborough Road, West Bridgford, Nottingham NG2 7QP

Responsible individual: Shelagh Mitchell

Registered manager: post vacant

Inspectors

Jo Stephenson, social care inspector
Natalie Burton, social care inspector

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