

# 1228522

Registered provider: Wood Grove (childcare) Ltd

Interim inspection

Inspected under the social care common inspection framework

## Information about this children's home

This children's home is registered to offer accommodation for up to five young people. The home provides care for children who have emotional and/or behavioural difficulties and children who have learning disabilities.

**Inspection date:** 22 February 2018

**Judgement at last inspection:** requires improvement to be good

**Date of last inspection:** 15 to 16 November 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 as requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

The statement of purpose for this home states that it meets the needs of young people who have 'social, emotional and behavioural difficulties as well as being able to provide a supportive and caring environment for young people who are or have been at risk of child sexual exploitation'. Young people who are currently living in the home are considered to be at risk of child sexual exploitation. Despite this, not all the staff have training in child sexual exploitation; this includes the current manager. Although staff have communicated with other professionals when young people are considered to be at risk, the information that has been shared has not always been clear. In addition, staff have not always followed the strategies that have been agreed to reduce risk and keep young people safe. Risk assessments are not updated to provide clear strategies for staff to follow in a timely manner. This means that young people are not always protected from risk.

Staff at the home are currently caring for young people who display self-harming behaviour, and they have ensured that young people who are receiving specialist support are engaging with services to provide this. After a period of reflection and

consideration, managers and leaders have plans to re-establish monthly consultations for staff with a clinical psychologist and for all young people to have assessments, where necessary, to inform care practice. Despite young people having plans in place to address behaviours of self-harm, these have not always been actioned following an incident. Training about self-harm is planned for staff who have not yet had training in this area. Additional staffing has also been implemented to meet the needs of young people where needed.

Young people's educational outcomes vary. Some young people have made good progress from their initial starting points. For example, a new resident to the home has been able to quickly establish a new routine to ensure school attendance. Another young person has excellent school attendance. However, one young person has been out of education/training for some time, and despite some part-time work and short-term engagement with education, there is no alternative plan when this ends to help staff structure the young person's day when they refuse to engage or when plans change.

The range of complex needs relating to individual young people means that, at times, relationships and dynamics in the home can be tense. This has led to incidents of bullying in the home and concern around the appropriateness of relationships. The home has sought consultation with social workers to examine how this is best managed. However, not all plans and assessments for young people have been updated fully so that staff are aware of the dynamics, risks and strategies to follow. Young people complained to the inspector about inconsistent staff practice, for example some staff supervise young people very closely while other staff allow young people time alone together. Young people told the inspector that this is confusing and they do not always understand the boundaries that are in place.

A shortfall identified at the last inspection was about the poor recording of an incident involving restrictive physical intervention. The record stated that there were no injuries to the young person. However, other records indicated that the young person had been injured. Although the correct recording and reporting procedures were followed after this event, errors remain within the recording of this incident. This means that incidents cannot be properly reviewed and monitored by the managers and leaders of the home.

The home is currently using agency workers. The current manager has not ensured that these staff have the skills, knowledge and training to meet the needs of the current young people. The manager has not satisfied the requirements of the regulation to ensure that staff are suitable to work with young people. Furthermore, managers at the home cannot be sure that new staff have read and understood plans in place for young people. This means that young people are at risk of being cared for by staff who are unsuitable.

The home has recently accepted a new admission. The plans and assessment procedures around this placement have ensured that the transition was smooth and the young person has had a positive start to her placement. The staff and managers have had good communication with the previous placement for the young person to ensure that they have been able to gather all the information needed to quickly formulate plans and arrangements for her care. The young person is positive about her welcome and

how staff have supported her.

The managers and leaders of the home are committed to ensuring that they have a well-trained and qualified workforce. There is a plan to address any shortfalls in training for the staff, and the home is currently training one member of staff to further enable the delivery of the required qualification for residential staff. This will ensure that all staff are qualified within timescales.

The requirements and recommendations made at the last inspection have, in the main, been met. However, managers recognise that more work needs to be done in relation to improving the quality of the records and in ensuring that suitable risk assessments are in place to help monitor and reduce young people's individual risks.

Staff spoken to commented that they have been through an unsettled period and feel that things are improving. The managers at the home demonstrate a clear commitment to improvement and raising standards for young people.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/11/2017	Full	Requires improvement to be good
10/10/2017	Full	Inadequate
24/03/2017	Interim	Declined in effectiveness
04/08/2016	Full	Good

### What does the children's home need to do to improve?

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>12: The protection of children standard</p> <p>The registered person must—</p> <ul style="list-style-type: none"> <li>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;</li> <li>take effective action whenever there is a serious concern about a child's welfare;</li> <li>ensure the home's day to day care is arranged and delivered so</li> </ul>	13/05/2018

as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (2)(a)(i)(vi) 2(b))	
In particular, risk assessments must be updated after incidents, strategies must be followed and full information shared with relevant professionals.	
13: The leadership and management standard	13/05/2018
The registered person enables, inspires and leads a culture in relation to the children's home that—	
ensures that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (2) (c))	
32: Fitness of workers	13/05/2018
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety;	
Full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (3)(d))	

## Recommendations

- Regulations 35–39 detail the records that must be kept in children's homes. All children's case records (regulation 36) must be kept up to date and stored securely while they remain in the home. Ensure accurate, succinct and evaluative record keeping. ('Guide to the children's home regulations including the quality standards', page 62, paragraph 14.3)

## 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:** 1228522

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

**Registered provider:** Wood Grove (childcare) Ltd

**Registered provider address:** Suites 3 And 4 Stockley Park Business Centre, The Arena, Stockley Park, Uxbridge, Middlesex UB11 1AA

**Responsible individual:** Paul Brosnan

**Registered manager:** post vacant

## **Inspector**

Jessica Forshaw, social care inspector

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