

# 1185768

Registered provider: South West Mental Health Ltd

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This privately operated children's home is currently registered to provide care and accommodation for up to three children and young people.

**Inspection dates:** 30 July to 31 July 2018

<b>Overall experiences and progress of children and young people,</b> taking into account	<b>requires improvement to be good</b>
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How well children and young people are helped and protected	requires improvement to be good
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The effectiveness of leaders and managers	requires improvement to be good
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The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

**Date of last inspection:** 17 January 2018

**Overall judgement at last inspection:** sustained effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/01/2018	Interim	Sustained effectiveness
19/07/2017	Full	Good
02/11/2016	Interim	Declined in effectiveness
06/06/2016	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>Notification of a serious event</p> <p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>a child protection enquiry involving a child — is instigated;</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(i)(e))</p>	05/10/2018
<p>Medicines</p> <p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home.</p> <p>In particular, the registered person must ensure that—</p> <p>a record is kept of the administration of medicine to each child. (Regulation 23 (1)(2)(c))</p>	05/10/2018
<p>The care planning standard</p> <p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p>	05/10/2018

<p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b) and (2)(a))</p>	
<p>The leadership and management standard</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—</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(2)(c)(f)(h))</p>	<p>05/10/2018</p>

## Recommendations

- Regulation 19(2) details sanctions that are prohibited in behaviour management. 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. In some cases it will be important for children to make reparation in some form to anyone hurt by their behaviour and the staff in the home should be skilled to support the child to understand this and carry it out. In particular, ensure that sanctions are appropriately used and recorded clearly and accurately. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.38)

## Inspection judgements

### **Overall experiences and progress of children and young people: requires improvement to be good**

Young people's experience of living in the home is mixed. With kind and caring support from staff, some young people have made progress since moving into the home. However, two young people did not have a positive experience when moving into the home, and subsequently on moving out. The registered manager did not consider whether the home could meet the needs of the young people. As a result, the young people did not make good enough progress while living in the home.

Young people have positive and trusting relationships with the staff. Quality fun time is spent together relaxing, playing and taking part in activities. Young people spoken with were full of praise for the staff and the registered manager. These opportunities have helped the young people live a more settled life in the home.

The mental health of some of the young people has improved since living in the home. Staff recognise that the young people need to develop an understanding of their behaviours, and the risks they place themselves in. By following assessments and plans, staff help the young people make sense of their lives and make age-appropriate choices. As result, there has been a reduction in self-injurious behaviours for some young people.

Young people are making some progress with their education. This is despite interruptions to their learning because of periods of poor mental health or hospital admissions.

Young people live in a home that is, overall, well decorated, safe and homely. It was identified during the inspection that young people could be afforded better privacy in their bedrooms and a bathroom by investing in quality curtains and blinds.

### **How well children and young people are helped and protected: requires improvement to be good**

Young people are looked after by staff that are recruited safely, receive sufficient training and are, in the majority, qualified. Staff spoken with demonstrate an understanding of how to keep young people safe, and the procedures to follow should they have any concerns.

Since the last inspection, several referrals have been made to the designated officer: a young person has made a complaint about their care, and some staff have undergone disciplinary action for negligent practice. On each occasion, swift and appropriate action by the registered manager ensured that the young people remain safe. However, at the point of this inspection one investigation remains ongoing.

Staff respond appropriately to incidents, for example physical intervention, self-injurious behaviours and young people leaving the house. However, some records are not signed

by the member of staff, lack an evaluation and are misfiled.

Similarly, some sanctions are poorly recorded, with the effectiveness of the sanction not always explored, and young people's views not always recorded. On occasions when effectiveness has been reviewed, it has led to improved practice by staff and identified clear learning for young people.

Medication is securely stored within an office. During the inspection, a small number of administration errors were noted.

### **The effectiveness of leaders and managers: requires improvement to be good**

The registered manager is experienced and qualified. He demonstrates a commitment to developing staff's practice and improving the outcomes of the young people. A professional spoken with recognised the efforts he has made, saying that they are 'really pleased with the work they have done', and as a result the young person is making progress.

Staff spoke highly of the support that the registered manager provides and the changes he has been instrumental in making, for example improved training opportunities and reflective supervision sessions.

The home has recently undergone a recruitment campaign. This has resulted in several new staff joining the team. Overall, the staff are either qualified to the appropriate level, are currently undertaking the relevant course or are new to the service. This means that children receive support from suitably qualified staff.

Monitoring internally and externally takes place regularly. Through this process, the registered manager had identified some recording errors and put actions in place. Despite this, further errors were identified during the inspection. This included staff not signing documents, misfiling of records, several medication administration errors and the failure to notify Ofsted of a serious incident on two occasions.

Several shortfalls were identified by the inspector. Some of these were corrected during the inspection.

## **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.

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:** 1185768

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

**Registered provider:** South West Mental Health Ltd

**Registered provider address:** H & H Accountants Ltd, Old Bank Buildings, East Street, Ilminster, Somerset TA19 0AJ

**Responsible individual:** Kerry Eagle

**Registered manager:** Simon Morton

## Inspector

Linda Bond, social care inspector



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Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
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