

1183621

Registered provider: A&T Home Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home, which is run by a private organisation, provides care for up to four children. The home's overall aim is to support children and their families to reunite.

There has been no registered manager in post since 6 July 2018.

Inspection dates: 30 to 31 July 2018

Overall experiences and progress of children and young people, taking into account requires improvement to be good

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

The effectiveness of leaders and managers requires improvement to be good

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: 27 February 2018

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/02/2018	Interim	Sustained effectiveness
26/04/2017	Full	Good
10/08/2016	Full	Requires improvement
09/05/2016	Full	Inadequate

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—</p> <p>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>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>manage relationships between children to prevent them from harming each other;</p> <p>take effective action whenever there is a serious concern about a child's welfare; and</p> <p>that the premises used for the purposes 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)(a)(i)(iii)(iv)(vi)(d))</p>	07/09/2018
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home;</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose. (Regulation 13 (1)(2)(a))</p>	31/08/2018
<p>The care planning standard is that children—</p>	31/08/2018

<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. (Regulation 14 (1)(a)(b))</p>	
<p>Restraint in relation to a child must be necessary and proportionate. (Regulation 20 (1)(2))</p>	31/08/2018
<p>The registered person must—</p> <p>ensure that each employee completes an appropriate induction;</p> <p>The registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development; and</p> <p>receive practice-related supervision by a person with appropriate experience. (Regulation 33 (1)(a)(4)(a)(b))</p>	31/08/2018
<p>The registered person must prepare and implement a policy for the prevention of bullying in the home, which must in particular set out the procedure for dealing with an allegation of bullying.</p> <p>The registered person must prepare and implement a policy ('the missing child policy') setting out—</p> <p>the procedures to be followed, and the roles and responsibilities of persons working at the home, in relation to a child who is, or has been, so absent.</p> <p>Before implementing or making an amendment which the registered person considers to be substantive to the missing child policy, the registered person must—</p> <p>consult, and take into account the views of, each relevant person; and</p> <p>have regard to any relevant local authority or police protocols on missing children. (Regulation 34 (3)(4)(b)(5)(a)(b))</p>	31/08/2018
<p>The registered person must prepare and implement a policy ('the behaviour management policy') which sets out</p> <p>how appropriate behaviour is to be promoted in the children's home and;</p> <p>the measures of control, discipline and restraint which may be used in relation to children in the home.</p>	31/08/2018

<p>The registered person must ensure that</p> <p>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</p> <p>the name of the child;</p> <p>details of the child’s behaviour leading to the use of the measure;</p> <p>a description of the measure and its duration;</p> <p>details of any methods used or steps taken to avoid the need to use the measure;</p> <p>the name of the person who used the measure (‘the user’), and of any other person present when the measure was used;</p> <p>the effectiveness and any consequences of the use of the measure; and</p> <p>a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure.</p> <p>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’)</p> <p>has spoken to the user about the measure and</p> <p>has signed the record to confirm it is accurate.</p> <p>Within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (1)(a)(b)(3)(a)(i)(ii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</p>	
<p>Schedule 4 sets out the other information that the registered person must keep in relation to a children’s home.</p> <p>The registered person must—</p> <p>maintain in the home the records in Schedule 4;</p> <p>ensure that the records are kept up to date. (Regulation 37 (1)(2)(a)(b))</p>	<p>31/08/2018</p>

<p>The registered person must complete a review of the quality of care provided for children ('a quality of care review') at least once every 6 months.</p> <p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating—</p> <p>the quality of care provided for children;</p> <p>the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children.</p> <p>After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ('the quality of care review report').</p> <p>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed; and</p> <p>make a copy of the quality of care review report available on request to a placing authority, if the placing authority is not the parent of a child accommodated in the home.</p> <p>The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (1)(2)(a)(b)(c)(3)(4)(a)(b) and (5))</p>	<p>31/08/2018</p>
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Recommendations

- A child's bedroom should not generally be entered without their permission, though it may be necessary to establish routines to allow for rooms to be cleaned regularly. Usually, rooms should only be searched if the child has been informed or asked for their permission. Immediate searching may be necessary where there are reasonable grounds for believing that there is a risk to the child's or another person's safety and well-being. ('Guide to the children's homes

regulations including the quality standards', page 16, paragraph 3.20)

In particular, record when children's rooms have been searched.

Inspection judgements

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

The environment has significantly deteriorated. All areas of the home, including communal spaces and the children's bedrooms, require deep cleaning, redecorating and refurbishing. The walls are bare and stained and have holes in them, furniture is broken and unsafe, potentially hazardous materials including bricks and lengths of wood are lying around the gardens, the fridge does not work properly, resulting in the loss of food, and there is mould growing on the bathroom wall. Overall, the environment does not present as a welcoming and homely environment. This does not give children an experience of living at a home that is cared for, and can have a detrimental effect on children's welfare and safety.

Children do not have a positive experience of moving into the home. The children's bedrooms are not painted or refurbished before a new child arrives. For example, one child's bedroom has dark walls, while the other bedroom is covered in stains and dirty marks. Although children are provided the opportunity to redecorate on occasion there is a delay in this begin actioned.

There is a lack of up-to-date information in care plans, behaviour management plans and risk assessments. The lack of regular review of risk assessments and strategies results in a failure to ensure that risk management remains current and proactive.

A member of staff confirmed that searches of children's bedrooms have been carried out. However, the manager could not evidence that the room searches had been recorded. Ofsted is therefore unable to establish if children were aware that their bedrooms had been searched, and the reason and outcome of the searches. This practice does not ensure that children have been consulted and their views listened to.

Children enjoy trusting and meaningful relationships with the staff. The staff know the children well and how to engage with them. Children's educational needs forms an important part of their time living at the home. This is supported through the addition of an educational support worker who participates in reviews and multi-agency meetings. One child spoke of their excitement about starting secondary school for the first time, which will support them into adult life.

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

At the time of the inspection files reviewed showed that risk assessments, behaviour management plans and healthcare plans lacked information to ensure the children's safety. One file contained information about another children. During the inspection on two occasions, children were fighting and staff had to resort to using restraint, despite not being trained in its use. There is no clear guidance in care plans for staff to follow on how to support the children's complex needs and manage such incidents safely. During the inspection, discussions with staff demonstrated that they know how to meet the children's needs. However, the lack of recorded information in plans means that there is potential for confusion and inconsistency in the approach to safeguarding children effectively.

When new residents arrive who have a history of instability and challenging behaviour, leaders and managers do not suitably consider each child's presenting needs, whether the staff team has the skills to manage these, and the likely impact of new placements on the children already resident at the home. At times, there are not enough staff on shift to enable the staff to take effective action to prevent children from harming each other. This practice is not effective in ensuring the safety and well-being of all children.

The home has a 'no restraint' policy. However, challenging behaviour presented by some children has meant that staff have had to physically intervene and use inappropriate restraint techniques that they are not trained to use. The records do not accurately reflect incidents. This does not promote children's and staff's safety and well-being.

Errors in records of significant incidents such as bullying, episodes of going missing from home and restraint records evidence that further training in behaviour management, restraint and recording is required. Records need updating to include all of the relevant information. For example, restraint records were not completed, missing-from-care records were missing information, incidents of bullying have not been documented and the records have not been monitored by the manager. Consequently, strategies and behaviour management plans are not adapted and changed to ensure that the children are suitably supported.

Sanctions and consequences are inconsistent and ineffective in helping children to reflect on and modify their behaviour. The removal of electrical items such as children's games consoles has been imposed as a sanction. There is no evidence to suggest that such strategies are effective, and no record of the duration of the sanctions. Not all sanctions are recorded on the correct records or monitored by the management team. This means that the manager is not able to ensure that sanctions are proportionate, fair and relevant to the situation.

The missing-from-home protocol and logs are in need of updating as there are no clear procedures or format for the staff team to follow in the event that a child goes missing. The manager has not ensured that debriefing sessions with children and staff have taken place to provide opportunities to explore each incident and see if lessons can be learned. Furthermore, there are insufficient arrangements for ensuring that return home interviews take place. This is a missed opportunity to gather information and to help the

children to make safer choices in the future.

The home's register of children is not up to date. The visitors' book is often not signed in full. This lack of accurate recording does not demonstrate that robust procedures are consistently followed.

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

The interim manager is currently in the process of submitting her application to register with Ofsted.

Three of the four requirements raised at the last inspection have not been met. These relate to the environment, behaviour management procedures and staff supervision. One recommendation out of four raised at the last inspection has not been met. The system to log and record bullying has not been implemented. These requirements and recommendation have been repeated at this inspection.

All of the staff spoken to say that they do not feel well supported or listened to by the managers and the leadership team. As part of the home's ethos, monthly clinical supervision is available. However, some staff have not had the therapeutic supervision for over six months. Therefore, the care practice in the home is not consistent with the therapeutic approach and ethos that are set out in the home's statement of purpose. Induction for some staff is not evidenced, and training is not up to date. This does not enable the staff to review and develop their childcare practice.

Some of the staff said that the monthly team meetings are not productive because the questions that they ask are not responded to, and as a result some have given up asking. The meetings do not provide the staff with sufficient opportunities to receive feedback or to reflect on their practice and identify new strategies for supporting children.

Leaders and managers have failed to undertake a quality of care review. The service is not monitored effectively and potential shortfalls are not fully identified. An independent person visits the home and produces monthly monitoring reports. The information contained in the reports gives a good overview of the home, the staff and the children who live there. However, when shortfalls in service provision are identified, managers do not take prompt action to address the shortfalls raised.

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: 1183621

Provision sub-type: Children's home

Registered provider: A&T Home Limited

Registered provider address: L B Group, Unit 7, Hydra, Orion Avenue, Great Blakenham, Ipswich, Suffolk IP6 0LW

Responsible individual: Nina Livermore

Registered manager: Post vacant

Inspector

Cathy Russell: social care inspector

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