

# 1241840

Registered provider: Wessex College

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

- The home can provide care for up to four children aged over 11 years who may have experienced trauma, abuse and attachment difficulties.
- The home is one of six homes operated by a private organisation. The organisation also owns a school and care farm which children from this home may attend.
- The registered manager has been registered with Ofsted within the last month.

**Inspection dates:** 3 to 4 September 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:** 14 March 2018

**Overall judgement at last inspection:** declined in effectiveness

**Enforcement action since last inspection:** none

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/03/2018	Interim	Declined in effectiveness
29/11/2017	Full	Requires improvement to be good
21/03/2017	Full	Requires improvement to be good

## 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>12: The protection of children standard</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—</p> <p>that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm;</p> <p>(Regulation 12 (1) (2) (b))</p>	16/10/2018
<p>13: 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>helps children aspire to fulfil their potential; and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</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.</p> <p>(Regulation 13 (2) (f) (h))</p>	16/10/2018

### Recommendations

- Improve records to ensure that staff record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

## Inspection judgements

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

A weakness in how well children are helped and protected has a negative impact on the overall experiences and progress of one child. Despite this shortfall, children make good progress.

Since the previous inspection, the same staff now work more regularly in the home. This provides children with stability. Staff build positive relationships with children. These positive relationships enable children to share their views and experiences with staff.

Children start to attend school quickly after moving in. Some children help at the farm which is operated by the company. These positive experiences contribute to children's educational achievements.

The support that staff provide to children enables them to successfully move on from the home. Staff keep in touch with children that have moved out and continue to provide them with support. This approach benefits children.

Staff help children to explore their interests and experience new opportunities. A lot of activities are available to children. Children go on holidays and enjoy days out.

The quality of the home's environment has improved significantly since the previous inspection. More photographs of children and staff are on display. Children's bedrooms have improved in quality and the bathroom has been refurbished.

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

Shortfalls in how well children and young people are helped and protected relate to the weak management of allegations that one child has made about staff.

The process for reporting and managing allegations made by one child is not robust. While leaders and managers report these allegations to the child's social worker, they do not always report them to the designated officer as required. Leaders' and managers' monitoring of the allegations is not effective. The outcomes and actions arising from the allegations and strategies about how staff are to support the child in the future are not

clear.

When staff report child protection concerns to the safeguarding lead for the company, actions taken are thorough and the outcomes are recorded in detail.

Staff use reward systems effectively to encourage positive behaviour. Restraint of children is not widely used. However, when restraint does occur it is proportionate to the risk of harm to children and other people and used appropriately.

Staff have a good understanding about the risks posed to children when they go missing. Extensive communication with other agencies takes place to ensure that children are located quickly and return safely to the home. Over time, some children stop going missing from the home. Other children are also starting to become safer as they keep in contact with staff more often when they are missing from home.

Children and staff talk to one another about risks and how to keep safe. This is a strength of the work undertaken by staff.

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

Leaders and managers mostly understand the strengths and weaknesses of the home. An effective development plan is in place to address the weaknesses they identify. The director of the company has become the responsible individual in order to implement the improvements.

The quality of monitoring conducted by leaders and managers is not yet consistently good. Some good learning takes place to improve the quality of care. However, on some occasions leaders and managers do not recognise areas for improvement.

Leaders and managers listen to children on a day-to-day basis. However, there is little evidence about how this level of consultation contributes to the development of children's care plans. In some records, the language staff use to describe children is not helpful to the child and could be viewed as opinion rather than factual information.

The registered manager has successfully provided children with a regular team of staff. This has had a positive impact on children. Leaders and managers provide staff with a supportive environment in which to work.

Leaders and managers are strong advocates for children. The registered manager builds good relationships with other professionals and confidently challenges decisions when appropriate.

## **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:** 1241840

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

**Registered provider:** Wessex College

**Registered provider address:** Wessex College Limited, 4 Cedar Park, Cobham Road, Ferndown Industrial Estate, Wimborne BH21 7SF

**Responsible individual:** Joanne Sams

**Registered manager:** Louise Knight

## Inspector

Nicola Lownds, social care inspector

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