

1235653

Registered provider: Children Of The Mangrove Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is privately owned. The home provides care for up to five young people aged 11 to 17 who have social and/or emotional difficulties.

The home's statement of purpose states that a therapeutic model of care and support is provided.

Inspection date: 14 January 2019

Judgement at last inspection: requires improvement to be good

Date of last inspection: 24 July 2018

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 requires improvement to be good at the last full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.

Efforts have been made to address the requirements from the last inspection. However, five of the nine requirements are unmet. These have been repeated at this inspection.

There is a good quality assurance system in place which includes constructive independent monthly monitoring. Feedback is sought from professionals, parents and young people. One parent complimented staff for their 'good care' and a teacher praised staff for their 'good support'. However, leaders and managers have not replied to one parent's complaint in a timely manner, and the concerns have not been raised or addressed with the staff team.

Staff have worked hard to improve record-keeping in the home. However, one young person's file lacked a placement plan while another did not contain recent placement review documents. Incident recording and records of restraint have improved since the last inspection. However, records inspected were still not fully completed. Some other records were not signed and dated. Internal monthly auditing of the home is not effective.

Behaviour management plans and risk assessments are regularly reviewed and updated. However, one young person's community risk assessment did not match the placing authority's staffing ratio request. On another occasion, the staff rota did not accurately indicate that there were sufficient staffing levels to meet the needs of the young people in the home. Shortfalls in staffing levels limit staff's ability to keep young people safe.

Staff are provided with specialist training to ensure that they are able to meet the needs of the young people in the home. However, not all staff have undertaken refresher training in line with the home's specified timescales. Some key workers have not yet undertaken specialist training to help them meet the needs of the specific young people that they support. Therefore, some young people may not receive the care and support that they need. Leaders and managers have arranged additional time for staff to complete all necessary training.

Young people attend their regular house meetings and staff respond positively to appropriate requests. These include joining the local gym and extending the games room 'opening hours' during the weekends and school holidays. However, the meeting records are in different formats and, as a result, there is no consistent audit trail of staff's responses to young people's requests.

Since the last inspection, leaders and managers have introduced young people's 'progress trackers'. Young people receive financial incentives linked to their progress targets. Progress includes improved emotional well-being such as higher self-esteem and better-quality relationships with peers and staff.

Staff demonstrate good partnership working with schools, placing authorities and other involved professionals. A member of staff is responsible for coordinating young people's education requirements and has maintained close ties with the virtual school headteacher and placing social workers. Staff ensure that young people receive additional tuition in the home when it is needed. Homework is tailored to young people's specific interests. This helps young people to maintain progress in their educational attainment.

Staff support young people's admission to the home in a sensitive manner. Where possible, staff visit young people in their existing placement. Planned introductions help young people familiarise themselves with staff prior to their arrival in the home. When a young person moved on with limited notice, staff welcomed the young person and their new carer back to the home for a formal farewell meal and presents. This helped the young person move on in a more positive way.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/07/2018	Full	Requires improvement to be good
16/03/2018	Interim	Sustained effectiveness
23/10/2017	Full	Requires improvement to be good
28/02/2017	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>Complaints and representations</p> <p>The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation.</p> <p>(Regulation 39(3))</p>	30/06/2019
<p>Behaviour management policies and records</p> <p>The registered person must ensure that—</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>(Regulation 35(3)(b)(i)(ii))</p>	30/06/2019
The leadership and management standard	30/06/2019

<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>ensure that staff have the experience, qualifications and skills to meet the needs of each child.</p> <p>(Regulation 13(1)(2)(c))</p> <p>In particular, this relates to staff skills and training that is bespoke to meet all the children's individual needs.</p>	
<p>36: Children's case record</p> <p>The registered person must maintain records ("case records") for each child which—</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry.</p> <p>(Regulation 36(1)(b)(c))</p>	<p>30/06/2019</p>
<p>The children's views, wishes and feelings standard</p> <p>The children's views, wishes and feelings standard is that children receive care from staff who—</p> <p>take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff—</p> <p>help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child.</p> <p>(Regulation (7)(1)(c)(2)(a)(v))</p> <p>In particular, the home must ensure that it records the actions that it takes in response to young people expressing their views,</p>	<p>30/06/2019</p>

wishes and feelings at the weekly house meetings.	
Other records	30/06/2019
Schedule 4 sets out the other information that the registered person must keep in relation to a children's home.	
The registered person must—	
maintain in the home the records in Schedule 4;	
ensure that the records are kept up to date; and	
retain the records for at least 15 years from the date of the last entry.	
(Regulation 37(1)(2)(a)(b)(c))	
In particular, the registered person must ensure that the staff duty roster is a record of the actual hours worked.	

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: 1235653

Provision sub-type: Children's home

Registered provider: Children of The Mangrove Limited

Registered provider address: 101 Henchman Street, London W12 0BN

Responsible individual: Lucy Addington

Registered manager: Nadine Reid

Inspector

Victoria Jones, social care inspector

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