

1159682

Registered provider: St. Christopher's Fellowship
Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a national charity. It provides care and accommodation for six children. The home's statement of purpose states that it provides care for children who have social, emotional and/or behavioural difficulties.

The registered manager was registered with Ofsted on 11 January 2018.

Inspection date: 5 March 2019

Judgement at last inspection: requires improvement to be good

Date of last inspection: 4 June 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 the interim inspection, Ofsted judges that it has sustained effectiveness.

Young people are safe, they said that they feel settled and generally satisfied with their care. Shortfalls identified relate to the impact of new admissions, staff debriefings, the management of complaints, local authority notifications, education and leisure arrangements, and the home's premises.

The home has experienced a challenging time due to the complex behavioural needs of some young people. This resulted in children causing substantial damage to the home and assaulting staff. A young person described living at the home during this period as 'horrible', adding that it had a 'profound effect' on them.

Efforts are made to only accept new young people into the home if the staff team can meet their needs. The matching and decision-making process is not recorded. There was

no written evidence that the impact of new placements on the existing group of young people had been carefully considered.

Young people generally move out of the home in a planned manner. Since the last inspection, five young people have moved to an alternative residential placement. The registered manager does not routinely inform the host authority when young people move into and out of the home.

Staff are trained in de-escalation techniques and, occasionally, they do have to restrain young people. Staff are not debriefed routinely after each physical intervention. Young people, however, are given the opportunity to express their feelings about their experience of the restraint.

Since the last inspection, the only complaints made about the home have been from neighbours. Records detail that complaints are investigated; however, the outcome and the response to the complainant are not recorded. It is also difficult to ascertain whether complaints have been managed in a prompt manner.

The home has an onsite school which is rated good by Ofsted. Two of the three children are positively engaging in external education. One young person struggles with their school attendance and they are not consistently engaged in suitable structured activities.

Staff endeavour to nurture young people's creativity, talents and interests. There are examples of young people curating the organisation's art exhibition and entering poetry competitions. However, there is an ongoing need to motivate all young people to fulfil their potential.

Young people live in a home which is clean and comfortable. They have helped to influence the decor; however, a young person described the home as still feeling 'institutionalised'. The walls in the hallways are bare, which does not promote a homely environment.

Leaders and managers have addressed the requirements and recommendations from the last inspection. Young people now receive better protection from improvements to staff working practices, updated risk assessments and the prompt notification of significant events to Ofsted. Improvements in care planning and consultation also ensure that young people contribute meaningfully to decision-making.

Young people benefit from an enthusiastic, youthful staff team that has a range of expertise. Leaders and managers effectively manage poor performance. Staff receive ongoing training that enhances their confidence and builds on the skills needed for their role.

The home succeeds in being a stable base for young people. Since living at the home, young people are no longer going missing. There is also no evidence to suggest that young people continue to be involved in gang activity.

Young people receive encouragement with their personal development. Key-work sessions enable them to discuss their feelings, concerns and aspirations. Young people also work with staff to set realistic goals.

Leaders and managers monitor the quality of care. They are aware of the service's

strengths and the priority areas for development. Monthly independent monitoring reports are constructive, and they contribute to the cycle of improvement.

Strong partnership arrangements with a range of agencies enhance young people's lives. A good example of this is the evidence-based psychological team supervision provided to the staff team by an innovative mental health charity.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/06/2018	Full	Requires improvement to be good
09/05/2017	Full	Good
09/02/2017	Interim	Sustained effectiveness
30/08/2016	Full	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
Behaviour management policies and records The registered person must ensure that within 48 hours of a restraint the registered person or a person who is authorised by the registered person has spoken to the user about the measure and within 5 days of the use of the measure. (Regulation 35(3)(b))	01/05/2019
Complaints and representations The registered person must ensure that a record is made of the any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39(3))	01/05/2019
Notification with respect to children admitted into, or discharged from, a children's home The registered person must notify without delay, the local authority for the area in which the children's home is located of every admission of a child into the home and every discharge of a child from the home. (Regulation 41(1))	01/05/2019

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Recommendations

- Where children placed in a home are not participating in education, ensure that in the interim the child should be engaged in suitable structured activity. ('Guide to the children's homes regulations including the quality standards', page 28, paragraph 5.15)
- Ensure that for children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

In particular, ensure that efforts are made to make the hallways more homely.

- The registered person should only accept placements where they are satisfied that the home can respond effectively to the child's assessed needs and where they have fully considered the impact that the placement will have on the existing children. ('Guide to the children's homes regulations including the quality standards', page 56, paragraph 11.4)

In particular, placement impact assessments must be recorded.

- Each child's talents and interests should be understood and nurtured. ('Guide to the children's homes regulations including the quality standards', page 31, paragraph 6.4)

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: 1159682

Provision sub-type: Children's home

Registered provider address: St. Christopher's Fellowship, 1 Putney High Street, London, Wandsworth SW15 1SZ

Responsible individual: Philip Townsend

Registered manager: Romy Smith

Inspector

Sharon Payne, social care inspector

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