

SC060327

The Chiltern Centre for Disabled Children Limited

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

The service provides short breaks for up to five young people who have learning difficulties and/or sensory impairment and/or physical disabilities. A registered charity runs the home.

The manager was registered with Ofsted on 28 January 2014.

Inspection date: 15 February 2019

This monitoring visit

This children's home was judged inadequate at the full inspection on 7 and 8 January, and three compliance notices were served. These were in respect of the protection of children standard, the leadership and management standard and fire precautions. The compliance notice for Regulation 25 (1)(a), fire precautions, was deemed met following a monitoring visit on 24 January 2019.

This monitoring visit was conducted on 15 February 2019 to assess the provider's compliance and progress against the notices for Regulation 12 and Regulation 13. The requirements set from the previous inspection were not assessed at this visit. These will be considered at the home's next inspection.

Since the full inspection in January 2019, the registered manager has left the home. The home is currently being managed by the acting centre manager.

The protection of children standard Regulation 12(1)(2)(a)(i)(b)

Leaders and managers were required to provide evidence that they had reviewed, improved and developed their systems, processes, staff knowledge and practice to manage safeguarding concerns. They were required to ensure that records contained a clear evidence trail of concerns, from instigation to outcome, that could withstand robust challenge and review. Managers were to carry out a documented internal investigation and review of the managers' and staffs' responses to the concerns identified during the inspection of 7 and 8 January 2019 to ascertain

whether any changes to practice were required or if lessons could be learned. Managers were to review and record all the risk assessments that staff follow to assist them in managing and minimising known risk factors. Leaders and managers were to review all safeguarding policies, procedures and practices to ensure that staff have knowledge and understanding of their roles and responsibilities to report and refer concerns to others.

Safeguarding concerns have arisen in the home since the previous inspection. These have been reported and referred to other professionals as appropriate. Records have improved, although an explicit evidence trail is still lacking, with staff not recording all contacts and communications. Staff use an electronic and a paper record system. Managers have updated and reviewed the systems used for reporting bruises and marks, and a clear monitoring process is now in place. During one incident, in which a child became unwell, staff did not adhere to the child's specific protocol and so put him at risk. The manager identified this and acted to rectify the situation when it was brought to his attention. However, he did not explore and consider all required actions or refer to other safeguarding agencies for their consideration.

Leaders conducted an internal investigation of the registered manager's actions following the recent inspection and have identified some lessons to be learned.

Staff have begun to review some children's risk assessments, but they require further improvement to ensure that they contain all relevant information and detail. Some do not provide practical advice and guidance to staff to promote a consistent approach to managing and minimising risk.

The manager has instigated a review of the home's safeguarding policies and procedures, but these documents are still in draft and not yet agreed by the trustees. They do not include all current risk factors. For example, specific risk factors associated with disabled children, such as the impact of impaired communication, are not addressed. They do now reflect current legislation details. The manager has created a process flowchart to support staff when a concern is identified. It refers to thresholds, but the policy does not provide information and guidance on thresholds.

This compliance notice is not met.

The leadership and management standard Regulation 13 (2)(f)(g)(i)(ii)(h)

Leaders and managers were required to devise and implement a management monitoring tool that tracks individual children's progress and experiences of living in the home, linked to their personal care plans, and to evaluate the quality of the care that they receive.

Managers have devised systems to review and monitor children's progress and achievements, though these are not yet fully implemented and embedded. The tool does allow for actions to be identified, yet, as it is in its infancy, records viewed do

not evidence this. Staff have been involved in the tool's formulation so have had guidance on how to collate evidence and information to evidence progress or identify if a need is not being met. The full impact of this tool is not known, as it has only been implemented in the last week, and only for some children.

Managers have not yet devised systems that enable and support them to monitor and review all aspects of the home and the quality of care provided.

Leaders and managers have not developed and created a development plan that explores and considers areas of weakness and the actions that are required to improve and develop the home. Managers have formulated an action plan following the previous inspection, but aspects marked as 'complete' require further development to address the areas of weakness identified at the previous inspection.

Leaders and managers were requested to provide evidence that they are reviewing and developing systems and tools to enable them to gain views and feedback from the children. Staff have met to begin to consider how they may do this, but they have not implemented any formal and meaningful systems and processes to do so.

Managers have started to review the home's complaints policy and procedure to ensure that the updated version reflects a staged complaints process, with timescales and detail about what can be expected in this process. This policy is in draft form, currently, and is yet to be approved by the organisation's trustees. A complaint has been received since the previous inspection, and the manager has initiated a response to it.

This compliance notice is not met.

The provider has failed to meet the compliance notices served and Ofsted is considering the next steps.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/01/2019	Full	Inadequate
19/03/2018	Interim	Sustained effectiveness
16/05/2017	Full	Good
03/01/2017	Interim	Improved effectiveness

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>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child's welfare; and</p> <p>are familiar with, and act in accordance with, the home's child protection policies;</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>that the effectiveness of the home's child protection policies is monitored regularly.</p> <p>(Regulation 12(1)(2)(a)(i)(iii)(v)(vi)(vii)(b)(e))</p>	14/02/2019

<p>The leadership and management standard</p> <p>In particular, the standard in paragraph (1) requires the registered person to– 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; demonstrate that practice in the home is informed and improved by taking into account and acting on– research and developments in relation to the ways in which the needs of children are best met; and feedback on the experiences of children, including complaints received; and use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(2)(f)(g)(i)(ii)(h))</p>	<p>14/02/2019</p>
<p>Statement of purpose</p> <p>The registered person must– keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.</p> <p>Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose.</p> <p>Nothing in paragraph (5) or regulation 46 (review of premises) requires or authorises the registered person to contravene or not comply with– any other provision of these Regulations; or any conditions in relation to the registration of the registered person under Part 2 of the Care Standards Act 2000. (Regulation 16 (3)(a)(b)(5)(6)(a)(b))</p>	<p>14/02/2019</p>

<p>A person may only manage a children's home if– the person is of integrity and good character; having regard to the size of the home, its statement of purpose, and the number and needs (including any needs arising from any disability) of the children– the person has the appropriate experience, qualification and skills to manage the home effectively and lead the care of children. (Regulation 28 (1)(a)(b)(i))</p>	<p>14/02/2019</p>
<p>For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained– the Level 3 Diploma for Residential Childcare (England) ('the Level 3 Diploma'); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>The relevant date is– in the case of an individual who starts working in a care role in a home after 1st April 2014, the date which falls 2 years after the date on which the individual started working in a care role in a home; or in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016.</p> <p>The registered person may defer the relevant date if the individual– does not work, or has not worked, in a care role in a home for a prolonged period; or works, or has worked, in a care role in a home on a part-time basis. (Regulation 32 (4)(a)(b)(5)(a)(b)(6)(a)(b))</p>	<p>14/02/2019</p>
<p>Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children.</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>The registered person must supply to HMCI, at HMCI's request, a statement containing a summary of any complaints made during the preceding 12 months and the action that was taken in response to each complaint. (Regulation 39 (1)(3)(5))</p>	<p>14/02/2019</p>
<p>Notification of a serious event</p> <p>The registered person must notify HMCI and each other relevant</p>	<p>14/02/2019</p>

person without delay if–
a child protection enquiry involving a child–
is instigated; or
concludes (in which case, the notification must include the outcome of the child protection enquiry); or
there is any other incident relating to a child which the registered person considers to be serious.

A notification made under this regulation–
must include details of–
the matter;
the other persons, bodies or organisations (if any) who or which have been notified; and
any actions taken by the registered person as a result of the matter; must be made or confirmed in writing.
(Regulation 40 (4)(d)(i)(ii)(e)(d)(a)(i)(ii)(iii))

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Children's home details

Unique reference number: SC060327

Provision sub-type: Children's home

Registered provider: The Chiltern Centre for Disabled Children Limited

Registered provider address: Greys Road, Henley-on-Thames, Oxfordshire
RG9 1QR

Responsible individual: Paul Barrett

Registered manager: Keith Manning

Inspector

Amanda Maxwell, social care inspector

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