

# SC437171

## John-Edwards Care Homes Ltd

Monitoring visit

Inspected under the social care common inspection framework

### Information about this children's home

- This children's home is registered to care for five children who have a learning disability.
- The provision offers a long-term home for some children and a short break for others.
- Ownership of this home changed to a private company in August 2018.
- The home has had a vacancy for the post of registered manager since June 2017.
- A new manager commenced their post on 1 May 2019.

**Inspection date:** 12 June 2019

### This monitoring visit

This children's home was judged inadequate at the full inspection on 30 April and 1 May 2019. Following that inspection, one compliance notice was issued, namely Regulation 13: The leadership and management standard. Ten statutory requirements were also set.

At this monitoring visit, the inspector found that sufficient action had been taken to meet the compliance notice. A further full inspection will take place to determine the progress against the requirements.

The updated child protection policy provides clearer guidance and expectations of staff's responsibility to protect children. Effective action has been taken to review the management of allegations made by one child. A joint plan with other professionals is developing to establish how to support and respond to the allegations.

Day-to-day management of the home is beginning to strengthen. The manager has begun her application to register with Ofsted. Some good work has taken place to understand the strengths and weaknesses of the home. However, the pace of progress is slow.

Generic recording forms and policies from within the larger organisation hinder the

amount of progress the manager is able to make. For example, the behavioural incident reporting form remains unfit for purpose and does not evidence compliance with the Children's Homes (England) Regulations 2015. The manager's review of these documents is ineffective. Children's care plans continue to require improvement. More time is needed to fully implement the action plan to improve in this area.

Action to improve the quality of the home is starting to have a positive impact on children. Essential equipment such as a hoist and a shower bed have been replaced. A review into the key pads on doors and the use of closed circuit television in bedrooms is underway to find more suitable alternatives.

Gaps remain in the frequency of staff supervision, and staff appraisals remain incomplete. The action plan identifies how the manager plans to address these weaknesses. Training in supervision and appraisal is planned.

The quality and frequency of training has improved to provide staff with the skills to meet the needs of the children. All staff are now enrolled on the level three diploma as required. Retraining is ongoing and, to date, staff have completed training in protecting disabled children from harm, restraint, autism and first aid.

Leaders' and managers' monitoring is not yet to a good enough standard to enable them to completely understand the impact that the quality of care has on children's overall experiences and progress. While there are plans in place to improve monitoring systems, these are yet to come to fruition.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/04/2019	Full	Inadequate
04/07/2018	Full	Requires improvement to be good
27/01/2017	Interim	Sustained effectiveness
18/10/2016	Full	Outstanding

## 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>6: The quality and purpose of care standard</p> <p>The quality and purpose of care standard is that children receive care from staff who—</p> <ul style="list-style-type: none"> <li>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</li> <li>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</li> </ul> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff—</p> <ul style="list-style-type: none"> <li>understand and apply the home's statement of purpose;</li> <li>protect and promote each child's welfare;</li> <li>treat each child with dignity and respect; and</li> <li>provide personalised care that meets each child's needs, as recorded in the child's relevant plans, taking account of the child's background. (Regulation 6(1)(a)(b)(2)(b)(i)(ii)(iii)(iv))</li> </ul>	<p>05/06/2019</p>
<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 that staff—</p> <ul style="list-style-type: none"> <li>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;</li> <li>help each child to understand how to keep safe;</li> <li>have the skills to identify and act upon signs that a child is at risk of harm;</li> <li>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</li> <li>take effective action whenever there is a serious concern about a child's welfare; and</li> </ul>	<p>05/06/2019</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; and</p> <p>that the effectiveness of the home's child protection policies is monitored regularly.</p> <p>(Regulation 12(1)(2)(a)(i)(ii)(iii)(v)(vi)(b)(e))</p>	
<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</p> <p>promotes their welfare.</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;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</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; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>(Regulation 13(1)(a)(b)(2)(a)(c)(e)(f))</p>	05/06/2019
<p>20: Restraint and deprivation of liberty</p> <p>Restraint in relation to a child is only permitted for the purpose of preventing—</p> <p>injury to any person (including the child); or</p> <p>serious damage to the property of any person (including the child).</p> <p>Restraint in relation to a child must be necessary and proportionate. (Regulation 20(1)(a)(b)(2))</p>	05/06/2019
<p>24: Monitoring and surveillance</p> <p>The registered person may only use devices for the monitoring or surveillance of children if—</p> <p>the monitoring or surveillance is no more intrusive than necessary, having regard to the child's need for privacy.</p>	05/06/2019

(Regulation 24(1)(d))	
<p>32: Fitness of workers</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—</p> <p>the Level 3 Diploma for Residential Childcare (England) (“the Level 3 Diploma”); or</p> <p>a qualification which the registered person considers to be equivalent to the Level 3 Diploma.</p> <p>The relevant date is—</p> <p>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</p> <p>in the case of an individual who was working in a care role in a home on 1st April 2014, 1st April 2016. (Regulation 32(4)(a)(b)(5)(a)(b))</p>	05/06/2019
<p>33: Employment of staff</p> <p>The registered person must ensure that all employees—</p> <p>undertake appropriate continuing professional development;</p> <p>receive practice-related supervision by a person with appropriate experience; and</p> <p>have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33(4)(a)(b)(c))</p>	05/06/2019
<p>35: Behaviour management policies and records</p> <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> <p>The registered person must keep the behaviour management policy under review and, where appropriate, revise it.</p> <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</p>	05/06/2019

<p>measure;</p> <p>the date, time and location of 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; and</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.</p> <p>(Regulation 35(1)(a)(b)(2)(3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</p>	
<p>40: Notification of a serious event</p> <p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>there is an allegation of abuse against the home or a person working there. (Regulation 40(4)(c))</p>	05/06/2019
<p>44: Independent person: visits and reports</p> <p>The independent person must provide a copy of the independent person’s report to—</p> <p>HMCI. (Regulation 44(7)(a))</p>	05/06/2019

## 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:** SC437171

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

**Registered provider:** John-Edwards Care Homes Ltd

**Registered provider address:** 1 Suffolk Way, Sevenoaks TN13 1YL

**Responsible individual:** Sharon Chrystal

**Registered manager:** Post Vacant

## **Inspector**

Nicola Lownds, social care inspector

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