

# 1241861

## **Newrays Care Services Limited**

Monitoring visit

Inspected under the social care common inspection framework

### **Information about this children's home**

The service specialises in providing planned and managed therapeutic interventions for children who have suffered early life trauma. There is an acting manager in post who is not yet registered with Ofsted.

**Inspection date:** 17 June 2019

### **This monitoring visit**

Following the inadequate judgment in April 2019, Ofsted carried out a monitoring inspection of the home. This was to monitor the progress in meeting the two compliance notices and eight requirements.

This visit found that only four requirements and one compliance notice have been met. This has left four requirements and one compliance notice still unmet.

Although leaders and managers have made some improvements, this work has been too slow, and risks to the young person remain. Where improvements have been made, these are not yet embedded into staff practice.

Despite the home having been issued a compliance notice setting out the necessary actions required in regard to the young person's risk assessments, shortfalls remain. Risk assessments are still missing management strategies for staff to follow in the way that they safeguard the young person. This absence of detail creates the risk of inconsistent practice.

Although work has now been carried out to address actions identified in the fire risk assessment, not all members of staff have read the document.

Staff have still not received the necessary training to help them to understand the young person's needs and risks. Therefore, staff have not been able to complete the necessary work with the young person to help him to safely manage his emotions

and associated behavioural traits.

Although there is now a new management team, none of the new managers has received an induction to the home.

Staff are beginning to receive supervision that is of good quality. There is a new therapist working with the staff, who is beginning to help them to reflect on their practice. These are early days, but the staff are beginning to be helped to understand the therapeutic approaches the young person requires.

The young person is now living in a clean home after managers have re-invested in the property.

The statement of purpose has now been sent to Ofsted in line with regulation.

As a result of this visit, the home was issued with a further compliance notice. The restriction of accommodation notice remains in place. Ofsted will continue to closely monitor the service.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/04/2019	Full	Inadequate
20/08/2018	Full	Good
30/11/2017	Interim	Declined in effectiveness
23/05/2017	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
<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 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. (Regulation 12(1)(2)(a)(i))*</p>	21/07/2019
<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 helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to 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. (Regulation 13(1)(a)(b)(2)(a))</p>	21/07/2019
<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 promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to ensure that staff have the experience, qualifications and skills to meet the needs of each child and that the home has sufficient staff to provide care for each child. (Regulation 13(1)(b)(2)(c))</p>	21/07/2019
<p>If the Regulatory Reform (Fire Safety) Order 2005(a) applies to the home—</p> <p>the registered person must ensure that the requirements of that Order and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. (Regulation 25(2)(b))</p>	21/07/2019

<p>The registered person must ensure that each employee completes an appropriate induction and receives practice-related supervision by a person with appropriate experience. (Regulation 33 (1)(a)(4)(a))</p> <p>This is with specific reference to the registered manager and responsible individual receiving an induction.</p>	21/07/2019
<p>The registered person must maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36(1)(a)(b)(c))</p>	21/07/2019

\*These requirements are subject to a compliance notice.

## 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:** 1241861

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

**Registered provider:** Newrays Care Services Limited

**Registered provider address:** 10 The Drive, Ickenham, Uxbridge UB10 8AF

**Responsible individual:** Lee Houghton

**Registered manager:** Post vacant

## Inspector

Louise Battersby, social care inspector

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