

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 care for children who have suffered early life trauma. There is an acting manager in post who is not yet registered with Ofsted.

Inspection date: 22 July 2019

This monitoring visit

Following the inadequate judgement 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. The visit found that there were ongoing concerns. As a result, not all of the requirements were met, and a compliance notice was reissued. This was aimed at helping staff to drive improvement.

During this visit, further serious safeguarding concerns were identified. This shows that there are serious and continued safeguarding concerns that the new management team has failed to address.

Despite the home having been re-issued a compliance notice setting out the necessary actions required in regard to the young person's risk assessments, shortfalls remain. For example, not all risk assessments could be found during the inspection. This failure to locate essential documents means that staff do not have easy access to all the necessary information they need to enable them to protect the young person from harm.

Managers have failed to understand their role in the protection of children. For example, the young person alleged that he had been hurt by a member of staff. Despite managers being made aware of this raised concern by the young person, managers failed to implement the organisation's safeguarding procedures to ensure that the information was shared with the local designated officer. This failure to report means that there has been no external scrutiny of staff practice. This referral was only triggered once the inspector had raised this with the manager.

The manager's and staff's understanding of physical restraint practice is weak. The

inspector found that the manager was not able to identify when a member of staff's response to an incident had become a physical intervention. Another physical restraint reviewed by the inspector was discussed with the responsible individual who deemed this physical restraint to have involved unnecessary force.

Despite managers ensuring that the fire risk assessment is now up to date, not enough has been done to ensure that all staff have read this new version. This leaves some staff still unclear of the steps needed to safeguard everyone in the home from the risk of fire. This is a further missed opportunity to demonstrate the manager's capacity to carry out his role in safeguarding the young person, staff and visitors to the home.

Staff fail to ensure that they sign the young person's medication chart at the time they administer the medication. This omission means that anyone viewing the chart is unsure whether the young person has received his medication for the management of his epilepsy.

Despite previous raised concerns over the new management team requiring an induction to the home, this has still not taken place. The plan is for the manager to have an induction carried out by the responsible individual. This is despite the responsible individual also still waiting for his own induction. This demonstrates the lack of support and guidance to new managers to ensure that they receive the help that they need to perform their roles in the organisation.

Staff have now received training that is helping to improve their practice. However, overall, improvements have not been sustained and the necessary improvements remain far too slow. This has led to the ongoing failure of staff to protect the young person they have in their care.

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; have the skills to identify and act upon signs that a child is at risk of harm; understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person; take effective action whenever there is a serious concern about a child's welfare; and are familiar with, and act in accordance with, the home's child protection policies. (Regulation 12(1)(2)(a)(i)(iii)(v)(vi)(vii))</p>	16/08/2019
<p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home.</p> <p>In particular the registered person must ensure that a record is kept of the administration of medicine to each child. (Regulation 23(1)(2)(c))</p>	16/08/2019
<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>	16/08/2019
<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>	16/08/2019
The registered person must prepare and implement a policy	16/08/2019

("the behaviour management policy") which sets out how appropriate behaviour is to be promoted in the children's home; and the measures of control, discipline and restraint which may be used in relation to children in the home.

The registered person must ensure that 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 the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; 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") has spoken to the user about the measure; and has signed the record to confirm it is accurate; and 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. (Regulation 35(1)(a)(b)(3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))

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: Position vacant

Inspector

Louise Battersby, social care inspector

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