

# SC001452

## **Five Rivers Child Care Limited**

Monitoring visit

Inspected under the social care common inspection framework

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

The home is owned by a private company. The home is registered to provide care and accommodation for up to five children or young people whose plan is to live in a medium-term residential setting. The manager has been registered since November 2017.

**Inspection date:** 3 July 2019

### **This monitoring visit**

The purpose of this visit was to monitor the provider's compliance with regulation after concerns were raised in relation to staff practice, the culture in the home and behaviour management.

The staff and children interacted positively with warmth and affection. The children reported that they are happy at the home and enjoy spending time with the staff and taking part in a range of activities. One child commented, 'It's amazing.'

The children's anxieties reduce as a result of consistent daily routines. The children enjoy a balanced and nutritious diet and have access to treats as a part of their routine. The staff educate the children about healthy eating and ensure that children's diets meet their specific health needs.

The children have detailed behaviour and risk management plans. Positive behaviour is encouraged through a structured reward system and therapeutic models of practice. However, the behaviour management policy for the organisation is not suitably tailored to this individual setting. Consequently, this has led to the staff not being clear about expectations of behaviour management. On one occasion, there was an inappropriate use of a sanction involving food.

On at least one occasion, a sanction was given to a child following an incident of

challenging behaviour. This was not recorded and evaluated as required in regulation.

Physical interventions are proportionate and only used as a last resort after every attempt has been made to de-escalate challenging behaviour. The methods of physical intervention used are bespoke to the children's individual needs. Physical interventions are recorded thoroughly, and debriefs are undertaken with children and staff. The leaders undertake oversight appropriately to evaluate behaviour management practice.

The staff spoke highly of the support that they receive from the leadership team. The staff are supported to deliver bespoke care to the children. The staff team receives regular and reflective supervision, enabling team members to assess the quality of the care they deliver.

The staff access a variety of training to support them to meet the complex needs of the children in their care. The staff receive training tailored to the individual needs of the children and appropriate input from the in-house clinical therapist.

Placing authorities and partners spoken to provided highly positive feedback about the progress and experiences of the children cared for by this service.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/11/2018	Full	Outstanding
24/01/2018	Full	Outstanding
22/02/2017	Interim	Sustained effectiveness
29/11/2016	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
<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. (Regulation 35 (1)(a)(b)(2))</p> <p>This is in relation to the behaviour management policy being specific to this home and any sanctions being recorded and evaluated by management.</p>	11/08/2019

### Information about this inspection

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

## **Children's home details**

**Unique reference number:** SC001452

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

**Registered provider:** Five Rivers Child Care Limited

**Registered provider address:** Five Rivers Child Care, 47 Bedwin Street, Salisbury  
SP1 3UT

**Responsible individual:** Carol Perkins

**Registered manager:** Chelsea Bryan

## **Inspectors**

Jamie Richardson, social care inspector  
Mrs Thomas, social care inspector

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