

# 2491059

**South West Mental Health Ltd**

Monitoring visit

Inspected under the social care common inspection framework

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

This children's home is currently registered to provide care and accommodation for up to three children and young people.

**Inspection date:** 7 August 2019

## **This monitoring visit**

This children's home was judged inadequate at the full inspection on 25 June 2019. As a result of this this monitoring visit, Ofsted has made a new inspection judgement in line with our inspection framework. The children's home's new judgement is: requires improvement to be good.

At the previous inspection, widespread shortfalls were identified in how well children are helped and protected, the quality of care provided to children and the administration of medication. Serious incidents were not being notified to Ofsted and the home's statement of purpose was not being kept up to date. These shortfalls stemmed from poor leadership and a lack of management oversight.

The registered manager resigned following the last inspection. An experienced manager was promptly appointed to manage the home. The responsible individual is providing regular management oversight, along with the deputy manager, until the new manager begins work at the home.

Leaders and managers are effectively addressing the shortfalls identified at the previous inspection through an effective and comprehensive action plan. Seven requirements are met. Effective action to meet the remaining two requirements is under way but is not yet fully embedded.

Leaders and managers recognise that on some occasions, the staff are inconsistent when they are implementing behaviour management strategies, such as the removal of the young people's mobile phones at night-time. This inconsistency in staff practice is being addressed through individual supervision and staff training.

The staff are knowledgeable about the contents of each young person's care plan. However, they do not always sign the plans to confirm that they understand the contents. The plans give the staff clear direction in how to best support the young people and contain the young people's views, wishes and opinions.

Management oversight is improved. A deputy director has been appointed to provide an extensive and rigorous quality assurance role for the home. The home's statement of purpose now accurately documents the services that the home provides and how the healthcare needs of young people living in the home will be met.

The staff are now benefiting from regular supervision from managers. This helps to ensure that they have the skills and training necessary to meet the identified care needs of the young people.

Safeguarding incidents are now safely managed and are promptly reported to the relevant safeguarding professionals. Concerning incidents involving the young people are reduced. The use of physical restraint is rare and the young people are not going missing from the home. The young people report that they feel safe living at the home and could name a member of staff they would speak to if they felt worried or unsafe. Any serious incidents are now being notified in a timely manner to Ofsted.

Leaders and managers have obtained external guidance from consultants to improve the home's risk assessment processes. Risk assessments now offer the staff clear guidance and strategies to use when managing identified risks.

All incidents are now being comprehensively evaluated by managers and therapists to identify any learning. This information is now used to inform risk assessments, care plans and behaviour support plans and give the staff strategies to use to effectively and safely support the young people.

The company therapists provide effective strategies for the staff to use when supporting the young people. The young people are now benefiting from regular therapy sessions that are comprehensively recorded and inform care plans.

Placing social workers commented positively about how their young person has made progress. The young people comment that they enjoy living at the home and like the staff. One young person said that they have learned to be more confident since coming to live at the home.

An activity plan is in place. Leaders and managers understand that the young people need structure to their day during the school holidays. This plan is fully informed by the views and wishes of the young people. Visits are taking place to activity centres and the young people are enjoying experiencing new sports such as kayaking. The young people have plans in place for the new school term that meet their educational needs. One young person has recently enjoyed taking part in work

experience and another is applying for part-time jobs.

Leaders and managers are closely monitoring the records for the administration of medication. The young people are now receiving their medication at the right time and this is accurately recorded in medication records.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/06/2019	Full	Inadequate

## What does the children's home need to do to improve?

### Statutory requirements

This section sets out the actions that the registered person 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 must comply within the given timescales.

Requirement	Due date
<p>The positive relationships standard</p> <p>The positive relationships standard is that children are helped to develop, and benefit from, relationships based on—</p> <p>mutual trust and respect;</p> <p>an understanding about acceptable behaviour.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>meet each child's behavioural and emotional needs, as set out in the child's relevant plans;</p> <p>help each child to develop and practise skills to resolve conflicts positively and without harm to anyone;</p> <p>communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding;</p> <p>are provided with consistent supervision and support to enable them to understand and manage their own feelings and responses to the behaviour and emotions of children, and to help children to do the same. (Regulation 11 (1)(a)(b)(2)(a)(i)(ii)(iii)(iv)(v)(ix)(x)(xi))</p>	<p>04/10/2019</p>
<p>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>04/10/2019</p>

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;

ensure the staff team work as a team where appropriate;

ensure that staff have the experience, qualifications and skills to meet the needs of each child;

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

use monitoring and review systems to make continuous improvements in the quality of care provided in the home.  
(Regulation 13 (1)(a)(b)(2)(a)(b)(c)(f)(g)(i)(h))

## **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:** 2491059

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

**Registered provider:** South West Mental Health Ltd

**Registered provider address:** H & H Accountants Ltd, Old Bank Buildings, East Street, Ilminster, Somerset TA19 0AJ

**Responsible individual:** Victoria Hayward

**Registered manager:** Post vacant

### **Inspector**

Tina Maddison, social care inspector



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