

SC033362

Peterborough City Council

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

This secure children's home is operated by a local authority and is approved by the Secretary of State to restrict young people's liberty.

The children's home can accommodate up to 17 children who are aged between 10 and 17. It provides care for children accommodated under section 25 of the Children Act 1989, who are placed by local authorities.

Admission of any young person under section 25 of the Children Act 1989 who are under 13 years of age requires the approval of the Secretary of State.

The commissioning of health services at this home is the statutory responsibility of NHS England under the Health and Social Care Act 2012. Education is provided on site in dedicated facilities.

The registered manager has managed the home since May 2013.

Inspection date: 3 September 2019

This monitoring visit

Ofsted inspected this home on 16 and 17 July 2019 and judged the service to be inadequate. As a result of this inspection, Ofsted served two compliance notices on 25 July 2019.

The purpose of this monitoring inspection was to review the progress that the provider has made in meeting the steps that were set out in the two compliance notices. These compliance notices relate to the protection of children and the leadership and management of the home.

The registered persons, the management team and the staff have worked to address the serious deficits found at the last inspection. There have been some improvements and progress. However, the provider has failed to fully meet the steps set out in the

compliance notices. The remaining shortfalls have a negative impact on the welfare and safety of the children. These shortfalls highlight the continued deficits in the quality of the leadership and management of the service. Ofsted will take further enforcement action as a result of these continued shortfalls.

Not all children's written risk assessments are up to date. Therefore, not all staff are clear about the identified risks of harm for each child in their care. The staff are not all aware of the actions to take to reduce or eliminate identified risks. This could prevent the staff from taking appropriate action to keep the children safe.

There is insufficient detail in several single-separation plans and records. There is a lack of evidence to show that the rationale for the continued use of single-separation, in accordance with regulations and the home's policy and procedure, is justified. This demonstrates that managers have failed to ensure that children's rights are not contravened. This serious shortfall has not been identified through the management monitoring systems.

The monitoring of safe recruitment practice relating to agency staff remains inadequate. The absence of the required information does not ensure that all the agency staff who work with children at the home are suitable to do so. This places children at risk of harm.

The care of the children has improved in the following areas:

- The children no longer routinely gain access to restricted areas and the staff communication alarms. The staff follow clear protocols to keep the children safer in this area.
- Debriefings occur more frequently following serious incidents. There are further plans to embed this practice. Discussions with the staff and any changes to care approaches are more routinely documented in the children's records. This information is cascaded to the relevant staff.
- The staffing levels on duty on each shift are now in line with the home's statement of purpose and the assessed needs of the individual children. In most instances, each working shift has a balanced number of experienced staff working alongside those who are new in post or supporting agency staff.
- The monitoring systems now result in satisfactory reviews of serious incidents relating to restraint, searches, CCTV, security checks and security breaches.
- All serious incidents are reported to Ofsted in line with the regulations.

The requirements and recommendations made at the last full inspection are carried forward. These will be checked at the next full inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/07/2019	Full	Inadequate
30/01/2019	Interim	Improved effectiveness
22/05/2018	Full	Requires improvement to be good
16/01/2018	Interim	Sustained effectiveness

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

Statutory requirements

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

Requirement	Due date
<p>In meeting the quality standards, the registered person must, and must ensure that staff–</p> <p>seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation. (Regulation 5(d))</p> <p>In particular, ensure that the health team's resources are sufficient to meet the needs of the service.</p>	07/10/2019
<p>The quality and purpose of care standard is that children receive care from staff who–</p> <p>understand the children's home's overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children's needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to–</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to–</p> <p>meet the needs of each child; and</p> <p>enable each child to participate in the daily life of the home. (Regulation 6(1)(a)(b)(2)(c)(i)(ii))</p>	07/10/2019
<p>The children's views, wishes and feelings standard is that children receive care from staff who–</p> <p>develop positive relationships with them;</p> <p>engage with them; and</p>	07/10/2019

<p>take their views, wishes and feelings into account in relation to matters affecting the children’s care and welfare and their lives. (Regulation 7(1)(a)(b)(c))</p>	
<p>The enjoyment and achievement standard is that children take part in and benefit from a variety of activities that meet their needs and develop and reflect their creative, cultural, intellectual, physical and social interests and skills.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure–</p> <p>that staff help each child to–</p> <p>develop the child’s interests and hobbies;</p> <p>participate in activities that the child enjoys and which meet and expand the child’s interests and preferences; and</p> <p>that each child has access to a range of activities that enable the child to pursue the child’s interests and hobbies. (Regulation 9(1), (2)(a)(i)(ii)(b))</p>	07/10/2019
<p>The health and well-being standard is that–</p> <p>the health and well-being needs of children are met. (Regulation 10(1)(a))</p> <p>In particular, an infection control audit of the clinical treatment room must be completed without delay. Regular infection control checks must be undertaken regularly.</p>	07/10/2019
<p>The health and well-being standard is that–</p> <p>the health and well-being needs of children are met;</p> <p>children receive advice, services and support in relation to their health and well-being; and</p> <p>children are helped to lead healthy lifestyles.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure–</p> <p>that staff help each child to–</p> <p>achieve the health and well-being outcomes that are recorded in the child’s relevant plans. (Regulation 10(1)(a)(b)(c), (2)(a)(i))</p> <p>In particular, arrangements for managing medicines must be safe</p>	07/10/2019

<p>and effective. Managers must have better oversight of the arrangements to reduce the risk of errors in administration.</p>	
<p>The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on–</p> <p>mutual respect and trust;</p> <p>an understanding about acceptable behaviour; and</p> <p>positive responses to other children and adults.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure–</p> <p>that staff–</p> <p>encourage each child to take responsibility for the child’s behaviour, in accordance with the child’s age and understanding. (Regulation 11(1)(a)(b)(c)(2)(a)(iii))</p>	<p>07/10/2019</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>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>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13(1)(b)(2)(a)(h))*</p>	<p>27/09/2019</p>
<p>The registered person must ensure that–</p> <p>the privacy of children is appropriately protected; and any limitation placed on a child’s privacy or access to any area of the home’s premises–</p> <p>is intended to safeguard each child accommodated in the home;</p> <p>is necessary and proportionate;</p> <p>is kept under review and, if necessary, revised; and allows children as much freedom as is possible when balanced</p>	<p>07/10/2019</p>

<p>against the need to protect them and keep them safe. (Regulation 21(a)(c)(i)(ii)(iii)(iv))</p> <p>In particular, ensure that the use of single separation or managing away is in line with regulation.</p>	
<p>Subject to paragraph (5) of regulation 22, the registered person must ensure that children are provided at all reasonable times with access to the following facilities which they may use without reference to persons working in the home–</p> <p>a telephone on which to make and receive telephone calls in private. (Regulation 22(3)(a))</p> <p>In particular, ensure that the telephone system is in full working order at all times.</p>	07/10/2019
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety.</p> <p>The registered person may only–</p> <p>employ an individual to work at the children’s home; or</p> <p>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that–</p> <p>the individual is of integrity and good character;</p> <p>the individual has the appropriate experience, qualification and skills for the work that the individual is to perform;</p> <p>the individual is mentally and physically fit for the purposes of the work that the individual is to perform; and</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32(1)(2)(a)(b)(3)(a)(b)(c)(d))</p> <p>In particular, ensure that appropriate recruitment checks are carried out on all staff, including agency staff, and keep records that demonstrate compliance with the regulation.</p>	07/10/2019

<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 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. (Regulation 35(3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c))</p> <p>In particular, ensure that the records of all incidents of restraint are monitored in a timely manner, that members of staff record when they have had to restrain a child and that there are meaningful debriefings when these incidents have occurred.</p>	<p>07/10/2019</p>
---	-------------------

* These requirements are subject to a compliance notice.

Recommendations

- Ensure that the ethos of the home supports each child to learn. (‘Guide to the

children's homes regulations including the quality standards', page 29, paragraph 5.18)

In particular, in conjunction with centre managers, review the mixing policy to ensure that children benefit from whole-school activities and that higher-level learners are enabled to mix with their peers.

- Ensure that the ethos of the home supports each child to learn. ('Guide to the children's homes regulations including the quality standards', page 29, paragraph 5.18)

In particular, monitor closely the work of the new student support team so that children who are not attending school are able to receive quality education in their units.

- Ensure that the ethos of the home supports each child to learn. ('Guide to the children's homes regulations including the quality standards', page 29, paragraph 5.18)

In particular, improve movements between lessons so that children arrive punctually, ready to learn.

- The registered person is responsible for ensuring that each child's day-to-day health and well-being needs are met. ('Guide to the children's homes regulations including the quality standards', page 33, paragraph 7.3)

In particular, assess the children's speech and language needs and make appropriate referrals.

- The registered person should seek to establish a diverse staff team with a range of interests, skills and experiences. ('Guide to the children's homes regulations including the quality standards', page 52, paragraph 10.6)

In particular, ensure that staff training records are up to date, to demonstrate staff members' skills and experience.

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: SC033362

Provision sub-type: Secure unit

Registered provider: Peterborough City Council

Registered provider address: Chief Executive, Town Hall, Bridge Street,
Peterborough PE1 1PJ

Responsible individual: Wendi Ogle-Welbourn

Registered manager: Jeannette Winson

Inspectors

Debbie Foster, social care inspector

Natalie Burton, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/ofsted

© Crown copyright 2019