

1185768

Registered provider: South West Mental Health Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

Inspection dates: 1 to 2 October 2019

Overall experiences and progress of children and young people, taking into account **inadequate**

How well children and young people are helped and protected **inadequate**

The effectiveness of leaders and managers **inadequate**

There are serious and/or widespread failures that mean children and young people are not protected or their welfare is not promoted or safeguarded and/or the care and experiences of children and young people are poor and they are not making progress.

Date of last inspection: 2 July 2019

Overall judgement at last inspection: Inadequate

Enforcement action since last inspection:

One compliance notice was issued under regulation 6: the quality and purpose of care standard.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/08/2019	Monitoring visit	
02/07/2019	Full	Inadequate
11/02/2019	Interim	Sustained effectiveness
31/07/2018	Full	Requires improvement to be good
17/01/2018	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 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 health and well-being standard</p> <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; and</p> <p>understand and develop skills to promote the child's well-being.</p> <p>(Regulation 10 (i)(a)(b)(c)(2)(a)(i)(iv))</p>	08/11/2019
<p>The positive relationships standard</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.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p>	08/11/2019

<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 socially aware behaviour;</p> <p>encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding;</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>understand how children's previous experiences and present emotions can be communicated through behaviour and have the competence and skills to interpret these and develop positive relationships with children;</p> <p>are provided with 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;</p> <p>de-escalate confrontations with or between children, or potentially violent behaviour by children.</p> <p>(Regulation 11 (1)(a)(b)(2)(a)(i)(ii)(iii)(iv)(v)(ix)(x)(xi))</p>	
<p>The protection of children standard</p> <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—</p> <p>that staff—</p> <p>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;</p> <p>help each child to understand how to keep safe;</p>	<p>08/11/2019</p>

<p>have the skills to identify and act upon signs that a child is at risk of harm;</p> <p>manage relationships between children to prevent them from harming each other;</p> <p>take effective action whenever there is a serious concern about a child's welfare;</p> <p>are familiar with, and act in accordance with, the home's child protection policies; and</p> <p>that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm.</p> <p>(Regulation 12 (1)(2)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(b))</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>helps children aspire to fulfil their potential; and</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>ensure that staff work as a team where appropriate;</p> <p>ensure that staff have the experience, qualifications and skills to meet the needs of each child;</p> <p>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;</p> <p>demonstrate that practice in the home is informed and improved by taking into account and acting on—</p>	<p>08/11/2019</p>

<p>research and developments in relation to the ways in which the needs of children are best met; and</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>(Regulation 13 (1)(a)(b)(2)(a)(b)(c)(f)(g)(i)(h))</p>	
<p>Children's case records</p> <p>The registered person must maintain records ("case records") for each child which—</p> <p>are kept up to date; and</p> <p>are signed and dated by the author of each entry.</p> <p>(Regulation 36 (1)(b)(c))</p>	08/11/2019
<p>The education standard</p> <p>The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child has access to appropriate equipment, facilities and resources to support the child's learning.</p> <p>Regulation 8 (1)(2)(b))</p>	08/11/2019
<p>The quality and purpose of care standard</p> <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>understand and apply the home's statement of purpose;</p>	08/11/2019

ensure that staff—

understand and apply the home’s statement of purpose;

protect and promote each child’s welfare;

help each child to develop resilience and skills that prepare the child to return home, to live in a new placement or to live independently as an adult.

The conditions are—

that the care is approved, and kept under review throughout its duration, by the placing authority;

that the care meets the child’s needs;

that the care is delivered by a person who—

has the experience, knowledge and skills to deliver that care.

(Regulation 6 (1)(a)(b)(2)(a)(b)(i)(ii)(vi)(3)(a)(b)(c)(i))

Inspection judgements

Overall experiences and progress of children and young people: inadequate

Leaders and managers have repeatedly failed to provide young people with a specialised, therapeutic and safe residential home, which they report to offer in their statement of purpose.

Leaders and managers have failed to meet some of the requirements made at the previous inspection in June 2019. Consequently, the two young people’s outcomes have not improved.

The inspector identified the two young people were having a detrimental effect on each other. This had resulted in an increase in admissions to hospital following incidents when the young people had harmed themselves or had attempted suicide and a young person had again, been moved into an unregulated ‘holiday’ cottage in order to move her away from the other child living at the home.

The young people’s education and learning has been interrupted because of repeated

admissions to hospital. Furthermore, delay by leaders and managers sourcing a laptop for one young person has had a negative impact on their learning opportunities.

Young people are cared for by a staff team that is keen to improve young people's outcomes. However, since the previous inspection, despite the dedication and attempts by the staff, the young people have continued to be placed at risk because their complex needs are not being met. Serious incidents take place which are often difficult to manage, and staff have been injured. As a result, the young people's mental health has deteriorated, self-injurious behaviours have continued and there have been repeated admissions to hospital. Both the young people are now facing criminal charges.

A team of therapists is available for young people. Despite recent improvements in the range, content and frequency of direct work with the young people, this is having no measurable and sustainable impact on young people making positive choices. To date, the young people's engagement with this service has been variable. One member of staff spoke of the delay in support they received following a serious incident and said that they would choose not to seek support from the therapy service.

How well children and young people are helped and protected: inadequate

Young people remain at risk of significant harm. Staff have failed to prevent the young people from overdosing on paracetamol, being in danger from allegedly ingesting a variety of risky objects, using ligatures, cutting themselves and assaulting staff and members of the public. There have been no reductions in frequency and duration since the previous inspection.

The control measures identified to mitigate the risk are inadequate and ineffective. For example, on one occasion a young person and a member of staff were placed at immediate danger of oncoming traffic. Leaders and managers have not always been able to safeguard the young people without the involvement of police and medical staff. Both young people have on more than one occasion been detained by police under section 136 (Mental Health Act 1983) and subsequently sectioned under section 2 (Mental Health Act 1983).

Leaders and managers have failed to prevent the young people's behaviours from having an impact on one another. On one occasion, the two young people were both admitted to hospital on the same day following a series of incidents.

Leaders and managers have failed to provide staff with guidance and protocol to safeguard young people against suicide, and not all staff have completed specific training on the prevention of suicide. As a result, on one occasion staff failed to share in a timely manner a suicide note written by a young person. An investigation into this incident has not yet started.

Leaders and managers failed to ensure that a young person's bedroom was recorded as safe to return to when the young person came home from hospital.

One young person has not returned to the home following an admission to hospital. Leaders and managers stated that they could not guarantee the safety of the two young people. As a result, this young person has had to move on without enough consideration to planning and the impact this will have on the young person.

The effectiveness of leaders and managers: inadequate

Leaders and managers have failed to help staff prevent and reduce the number of times when the young people have been placed at risk. Staff have had to rely on the police to protect the young people from being seriously hurt and injuring members of the public.

Leaders and managers have recruited senior members to the team, made improvements to the quality of the therapeutic service, provided supervision and training for staff and introduced a new IT system. However, this has not yet had a discernible impact on the quality of care provided.

Monitoring of the home by leaders and managers has improved since the previous inspection. However, the new electronic recording system is not yet fully supporting the staff team. Leaders and managers failed to identify several recording errors. For example, a staying safe and moving forward plan for one young person was not dated and was misleading for the staff and the young person, two physical interventions were not comprehensive and a risk assessment did not accurately reflect the risks of one young person.

Staff are supported by a manager and a senior leadership team. Time is given for staff to reflect following serious incidents. However, one member of staff spoke of the lack of support on one occasion from the on-call system.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

Children's home details

Unique reference number: 1185768

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: Simon Morton

Registered manager: Carol Holloway

Inspector

Linda Bond, social care inspector

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