

# 1185768

**South West Mental Health Ltd**

Monitoring visit

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 date:** 11 November 2019

## **This monitoring visit**

The children's home was judged as inadequate at the full inspection on 1 October 2019. At that inspection, serious concerns were apparent in how well the young people were helped and protected. Leaders and managers had failed to provide the young people with the therapeutic environment and support that they reported to offer in their statement of purpose. There had been an increase in admissions to hospital following incidents when the young people had harmed themselves, and the young people's education had been significantly interrupted.

This monitoring visit was undertaken to review the actions that leaders and managers have taken to address the weaknesses.

Since the previous inspection, one of the young people has moved out leaving one young person living in the home. Staff have provided this young person with a period of calm and stability. While there have been a few changes in the staff team, there remains overall a stable staff team that knows the young person well. An improved quality of records evidences the small steps in progress that the young person is making.

Leaders, managers and newly appointed therapists took immediate steps to introduce a collaborative approach to supporting this young person's mental health needs. As a direct result of this consistency, there have been no further admissions into hospital for this young person, attendance at college is 100% and there have been no notifiable incidents.

Staff safely support the young person to attend all necessary health appointments and visit her family for overnight stays during the weekends. This is a significant

improvement since the previous inspection.

Leaders and managers are working closely with the young person's placing authority in preparing the young person for her pending move. Consequently, the young person is being helped to better understand and manage her feelings about the changes that are due to take place before her 18th birthday in January 2020.

Leaders and managers have taken swift action to address the shortfalls identified at the previous inspection. An action plan outlining the most immediate actions has ensured that staff and young people are safe. Medium and long-term actions are in progress and require further time to embed. As a result, the requirements raised at the previous inspection will remain in place and be reviewed further at the next full inspection.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/10/2019	Full	Inadequate
02/07/2019	Full	Inadequate
11/02/2019	Interim	Sustained effectiveness
31/07/2018	Full	Requires improvement to be 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 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; (Regulation 10(i)(a)(b)(c)(2)(a)(i)(iv))</p>	08/11/2019
<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> <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</p>	08/11/2019

<p>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. (Regulation 11 (1)(a)(b)(2)(a)(i)(ii)(iii)(iv)(v)(ix)(x)(xi))</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>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>	08/11/2019
<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</p>	08/11/2019

<p>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>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>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 (Regulation 36 (1)(b)(c))</p>	08/11/2019
<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>(8(1)(2)(b))</p>	08/11/2019
<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>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))

## 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:** 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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