

1236916

Registered provider: Utopia Children's Services Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is owned by a private company. The company owns two other children's homes. The home is registered to provide care and accommodation for up to three children who have emotional and/or behavioural difficulties.

The registered manager has been in post since June 2016.

Inspection date: 14 January 2020

Date of last inspection: 24 July 2019

Judgement at last inspection: requires improvement to be good

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

Since the previous inspection, one young person has left the home. This is because the registered manager and senior managers appropriately decided that staff could no longer keep him safe. Prior to this decision, leaders and managers worked in partnership with the young person's placing authority and safeguarding agencies to agree strategies to help and protect the child. As a result of this, he received good support until he moved to his new home.

A young person has recently moved into the home. He experienced a sensitive and well-planned move and is settling in well. The registered manager completed a detailed compatibility risk assessment to ensure that the home could meet the individual and collective needs of all the young people.

Since the previous inspection, the incidence of young people missing has significantly reduced. Staff respond effectively when young people go missing. They ensure that discussions are held with the young people when they return and offer them an independent return home interview. The registered manager closely monitors and evaluates the missing from home records and discussions are held with staff to reflect on their practice.

Positive behaviour is promoted, serious incidents have reduced significantly and the use of restraint is rare. Since the previous inspection, restraint has been used once and this was a 'low-level' intervention. The registered manager thoroughly evaluates the incident and restraint records and looks for triggers and themes. Following serious incidents, children's views about the incident are discussed and recorded in detail. In addition, comprehensive discussions are held with staff to reflect on their practice. Sanctions are fair and proportionate. However, some of the records pertaining to these are not always clear and concise and use 'institutional-type' language.

Since the previous inspection, a significant positive outcome for one young person is that he has found meaningful employment. Staff said 'he is thriving' and they added that they are so proud of his achievement. The young person's social worker said, 'This is a massive move forward for him. I have no concerns and he is getting on well.'

The registered manager ensures that staff are provided with detailed plans on how to support young people's needs. However, some plans are not always clear and specific. For example, a young person's plan in relation to staff encouraging him to get up does not specify how long to continue with the process and the further action to take.

Staff provide young people with good and effective emotional support. Young people's records contain comprehensive notes of the discussions and support that

they receive when facing difficult and challenging moments in their life. It is clear that staff genuinely care about the young people.

Staff support and encourage young people to continue with, and to engage in, education. Leaders and managers challenge education providers and the local authority when there are concerns in relation to the children's education. This demonstrates the importance that staff place on children receiving an education.

The four requirements that were made at the previous inspection have been met.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/07/2019	Full	Requires improvement to be good
29/01/2019	Full	Requires improvement to be good
11/12/2018	Full	Inadequate
10/02/2017	Full	Requires improvement

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

Recommendations

- Ensure that staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 9.60)

Information about this inspection

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

Inspectors have looked closely at the experiences and progress of children and young people, 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: 1236916

Provision sub-type: Children's home

Registered provider: Utopia Children's Services Ltd

Registered provider address: Hazlewoods, Windsor House, Bayshill Road,
Cheltenham GL50 3AT

Responsible individual: Louis Stuart-Kelso

Registered manager: Leon James

Inspectors

David Kidner, social care inspector

Emmy Tomsett, social care inspector

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