

SC430320

The Vine Residential Services (TVRS) Ltd.

Monitoring visit

Inspected under the social care common inspection framework

Information about this children's home

A private company operates this home for up to five children. The statement of purpose states that the home provides care for children who have a diagnosed autism spectrum disorder and/or learning difficulties.

This home was registered with Ofsted in August 2011. The registered manager was registered with Ofsted in November 2016.

Inspection date: 8 January 2020

This monitoring visit

Ofsted was informed by an anonymous complainant of several concerning issues. These related to insufficient staffing, the use of agency staff, staff morale, the deputy manager arrangements, the new finance system and an incident involving a child having unsupervised contact with their family.

This visit involved the inspector examining the staffing rota, agency staff induction records, a staff disciplinary letter and the personnel documentation for the new deputy manager.

The inspector held individual discussions with six of the staff members on duty, which included two agency staff members. A group discussion was also undertaken with the senior management team, which included the responsible individual, the operations manager and the safeguarding lead. A telephone discussion was also held with the social worker of the child who had unsupervised contact with their family.

Leaders and managers admitted that staffing had been an issue. Several staff members have left. This, along with staff ill health and Christmas leave, has resulted in staff shortages.

There has been a greater reliance on agency staff and managers have assisted by covering staff shortages. Insufficient staffing has occasionally impacted children's ability to access the local community, where two-to-one staffing is needed.

The staff team is working hard to care for children who have very challenging needs. Children benefit from good continuity of care provided by consistent agency staff, who work regular shifts. There is a satisfactory induction programme for agency staff, which includes familiarisation with children's care plans, behaviour support plans and risk assessments.

Agency staff have access to the home's computerised recording system, which enables them to keep children's records up to date. Agency staff additionally benefit from ongoing training, which further develops their practice and knowledge.

During the Christmas holidays, it was particularly hard for staff as all children had been at the home. All staff interviewed admitted that the work is challenging, and some staff said that they do not feel valued. The senior management team, however, stated that it regularly praised staff. The organisation has an 'employee of the month' scheme and staff enjoyed a Christmas event and received gifts during the festive period.

A new financial management system has been implemented in response to a review of the petty cash system. Children receive their monies on a weekly basis and records and receipts ensure that all monies are clearly accounted for.

Despite the loss of two deputy managers, the current management arrangements are satisfactory. The new deputy manager is suitably experienced and qualified to work with the children living at the home.

There was one incident where a staff member allowed a child to have unsupervised contact with the child's family. This incident was managed appropriately by the senior management team and the staff member was appropriately disciplined. The child's social worker was promptly informed of this incident. The child's social worker additionally confirmed to the inspector her satisfaction with the quality of care.

The senior management team is endeavouring to improve practice in the home. Safeguarding issues have been effectively addressed and staff are appropriately disciplined for practice issues and for failing to safeguard children. There are no current safeguarding concerns.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/10/2019	Full	Requires improvement to be good
15/11/2018	Full	Good
18/01/2018	Interim	Sustained effectiveness
25/07/2017	Full	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 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>ensure that the home has sufficient staff to provide care for each child.</p> <p>(Regulation 13(1)(a)(b)(2)(d))</p>	01/03/2020

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: SC430320

Provision sub-type: Children's home

Registered provider: The Vine Residential Services (TVRS) Ltd.

Registered provider address: The Granary, Studio 4 1st Floor, 80 Abbey Road, Barking, Essex IG11 7BT

Responsible individual: Karen Malcolm

Registered manager: Audrey Joseph

Inspector

Sharon Payne, social care inspector

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