

SC042446

Registered provider: The Rose Road Association

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The service is registered for eight children aged between four and 18. The home's statement of purpose describes the home as providing care and accommodation for children who have severe learning difficulties, which may include additional physical disabilities, autism spectrum disorders and/or complex health needs. The home is owned by a charitable organisation and provides overnight short breaks on a planned or occasional basis.

The manager is also registered with the Care Quality Commission (CQC) and manages care and accommodation for adults with similar needs in a separate part of the building. Care staff work across both adult and children's services. A separate report by the CQC is available for the adult service.

The manager has been registered with Ofsted since 2016.

Inspection date: 10 February 2020

Date of last inspection: 8 August 2019

Judgement at last inspection: 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 good at the last full inspection.
At the interim inspection, Ofsted judges that it has improved effectiveness.

Staff have provided exceptional care for a child who has complex health needs and who has come to stay at the home since the last inspection. The staff show a detailed knowledge of the child's comprehensive placement plan that has been agreed with other professionals. Staff have valued the additional training and upskilling that they have been required to do. They speak highly of the unintended positive consequences as a result. For example, a member of staff has been able to access long-term ventilation training with qualified nurses.

Staff morale continues to be high. Staff say that they feel well trained and supported, speaking of their management team with the highest regard. Staff continue to see children's ability and not disability, ensuring that the children enjoy their short breaks. Staff are diligent in planning trips out for children who have complex needs so that children can enjoy the activity of their choice. Examples are going out to the theatre and for walks in the forest.

Staff seek children's views, wishes and feelings and act on them. An example is a child struggling with staff completing body maps. Staff explained the reasons for doing this and now the child completes the charts herself with support from the staff. This has reduced the anxiety and stress for this child.

Senior managers have introduced a tracking system to ensure that all incidents are followed up and that any learning becomes embedded in practice. They have appointed a member of staff specifically to keep an oversight of actions taken, identify themes and hold individuals to account for their responsibilities. This means that the chance of recurrence of a similar incident is small.

Senior leaders have reviewed the recruitment procedure to ensure that any discrepancies post interview, for example dates in references, are followed up and explained.

The registered manager has the welfare of the child at the centre of practice. She does not hesitate in challenging other professionals when she feels that this standard is falling short of anything but excellent. She has advocated for a child to ensure the best possible outcomes to keep the child as safe as possible. This is an exemplar of outstanding practice. A social worker said, 'Her oversight has kept this child safe. The registered manager stepped in when others should have been responsible.'

The registered manager has reviewed the personal emergency evacuation plan as recommended at the last inspection. Such plans guide staff on what to do in every conceivable scenario, such as when a disabled child is in the bath when an immediate evacuation is required.

There is a holistic staff team that has a high value base, putting the needs of each individual child above all else. For example, the registered manager has kept a bedroom personalised for a young person who cannot currently access the service so that it is ready for his immediate return. Staff do the child's washing, even though he is not currently accessing the service, to relieve the strain on the family. A parent said, 'The managers and staff have done an amazing job in supporting my child and deliver high-quality care.' A placing social worker said, 'The staff are really fantastic and supporting the vision for the child.'

The independent visitors continue to provide high-quality reports, identifying the pertinent issues and providing professional challenge. The registered manager welcomes this monitoring to drive forward continuous improvement. Equally, the registered manager completes the statutory six-monthly reports to Ofsted, ensuring that she identifies the action points for the forthcoming period. The responsible individual has arranged an additional peer review that will provide another layer of monitoring. This is a senior leadership team that welcomes constructive criticism as it seeks to build further on its strengths and addresses any weaknesses.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|---------------------------------|
| 08/08/2019 | Full | Good |
| 21/03/2019 | Interim | Improved effectiveness |
| 20/08/2018 | Full | Requires improvement to be good |
| 07/11/2016 | Interim | Sustained effectiveness |

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: SC042446

Provision sub-type: Children's home

Registered provider: The Rose Road Association

Registered provider address: 300 Aldermoor Road, Southampton, Hampshire
SO16 5NA

Responsible individual: Juno Hollyhock

Registered manager: Tina Fullbrook

Inspector

Keith Riley, social care inspector

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