

1258343

# Assurance visit

## Information about this children's home

This privately operated children's home is one of a group of homes and education premises located in the south of England. It is registered for up to four children who have undergone adverse childhood experiences that have led to associated trauma and complex behaviours.

The registered manager post is vacant. A senior leader is currently managing the home while recruitment for a permanent manager takes place.

**Visit dates:** 15 to 16 September 2020

**Previous inspection date:** 2 October 2019

**Previous inspection judgement:** Requires improvement to be good

## Information about this visit

Due to COVID-19 (coronavirus), Ofsted suspended all routine inspections in March 2020. As part of a phased return to routine inspection, we are undertaking assurance visits to children's social care services that are inspected under the social care common inspection framework (SCCIF).

At these visits, inspectors evaluate the extent to which:

- children are well cared for
- children are safe
- leaders and managers are exercising strong leadership.

This visit was carried out under the Care Standards Act 2000, following the published guidance for assurance visits.

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how England's social care system has delivered child-centred practice and care within the context of the restrictions placed on society during the COVID-19 pandemic.

During this assurance visit, inspectors also monitored compliance against two compliance notices that were issued on 5 August 2020.

## **Findings from the visit**

We did not identify any serious or widespread concerns in relation to the care or protection of children at this assurance visit.

The provider has complied with the two notices issued under regulation 13 and regulation 20.

### **The care of children**

Since the monitoring visit improvements in the way staff respond to difficult behaviours have resulted in a notable reduction in the use of restraint. Children benefit from this and consequently their experiences in this home have improved.

At this visit, the children shared with the inspector that they were happy living here and did not have any worries. Because of their nurturing and warm approach, staff have helped the children to reduce their aggressive and challenging behaviour.

Staff have ensured that the children have enjoyed fishing trips, and outings to water parks, activity centres, the local common and forest areas. Staff use rewards as a way to promote positive behaviour. This has kept the children engaged and active.

The manager has reviewed the children's care and behaviour support plans, including detailed information about the children. There is clear guidance for staff about how to meet children's individual needs and manage their behaviours creatively. Further work is needed to ensure that staff maintain a consistent and nurturing approach to children.

Staff have ensured that they have meaningful and regular conversation with children about their worries and frustrations. This helps children to express themselves and to feel heard.

### **The safety of children**

The children are safe living at this home, and they shared during the inspection that they feel safe. This is because of the increased oversight and skills of the new manager.

The manager has ensured that since the last inspection no restraints where children are held on the ground have been used. Staff are now supported to understand children's behaviour and to find alternative ways of managing this, including giving children time-out, encouraging children to talk about their feelings and supporting children to remove themselves from a situation.

When restraint is used, it is clearly recorded and used as a last resort. The manager ensures that the use of physical restraint is thoroughly reviewed, and he consistently talks with children after an incident about their wishes and feelings.

Safeguarding incidents have reduced. There have been two recorded allegations since the last inspection. One involved a complaint from a child. The manager and designated safeguarding lead ensured that effective action was taken in line with procedures and that the child was spoken to. The incidents were notified to Ofsted and are well recorded.

## Leaders and managers

The current temporary manager is a responsible individual for other homes within the organisation. He has been managing the home since the end of July 2020. The manager has provided increased scrutiny and challenge to improve experiences for children. The organisation is recruiting for a new permanent manager.

The manager has provided an up-to-date statement of purpose that outlines the expectations of staff about the care provided to children. The manager has completed an evaluative and transparent review of the quality of care. This includes a clear action plan about how to improve outcomes and experiences for children.

Staff shared during this inspection that they feel more assured because of the support and oversight of the manager. A staff member told the inspector, 'It feels more supportive. There is more guidance, we are learning new ways of challenging behaviour in more confident ways.'

The manager has made sure that all staff have training in physical restraint. Staff have regular discussions as a group about their thoughts and feelings and use this as a tool to help them learn and develop as a team.

The manager is providing clear leadership and is passionate about providing good-quality care to children. A social worker shared with the inspector that communication is much improved and the manager is very responsive.

Requirements under regulations 6, 32 and 33 were made at the last inspection and were not fully reviewed. They remain in place and will be reviewed at the next inspection.

## 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
6. The quality and purpose of care standard is that children receive care from staff who—	09/09/2020

<p>(a) understand the children’s home’s overall aims and the outcomes it seeks to achieve for children;</p> <p>(b) use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.</p> <p>(2) In particular, the standard in paragraph (1) requires the registered person to—</p> <p>(a) understand and apply the home’s statement of purpose;</p> <p>(b) ensure that staff—</p> <p>(i) understand and apply the home’s statement of purpose;</p> <p>(iv) provide personalised care that meets each child’s needs, as recorded in the child’s relevant plans, taking account of the child’s background;</p> <p>(v) help each child to understand and manage the impact of any experience of abuse or neglect;</p> <p>(vi) 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; and</p> <p>(ix) make decisions about the day-to-day arrangements for each child, in accordance with the child’s relevant plans, which give the child an appropriate degree of freedom and choice.</p> <p>(Regulation 6 (1)(a)(b)(2)(a)(b)(i)(iv)(v)(vi)(ix))</p>	
<p>32 (1) The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety.</p> <p>(Regulation 32(1))</p>	30/11/2020
<p>33 (4) The registered person must ensure that all employees—</p> <p>(a) undertake appropriate continuing professional development;</p> <p>(b) receive practice-related supervision by a person with appropriate experience.</p>	30/11/2019

(Regulation 33 (4)(a)(b))	
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## Children's home details

**Unique reference number:** 1258343

**Registered provider:** New Forest Care

**Registered provider address:** New Forest Care Ltd, West Shore House, West Street, Hythe, Southampton, Hampshire SO45 6AA

**Responsible individual:** David Carter

**Registered manager:** Post vacant

## Inspector

Anna Gravelle, Social Care Inspector

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