

## Children's homes inspection - Full

<b>Inspection date</b>	<b>01/12/2015</b>
<b>Unique reference number</b>	<b>SC462450</b>
<b>Type of inspection</b>	<b>Full</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered person</b>	<b>Satash Community Care Project Limited</b>
<b>Registered person address</b>	<b>25 Balaham High Road, London, SW12 9AL</b>

<b>Responsible individual</b>	<b>Thanaletchmi Loganathan</b>
<b>Registered manager</b>	<b>Vyramuthu Loganathan</b>
<b>Inspector</b>	<b>Joanna Heller</b>

<b>Inspection date</b>	<b>30/11/2015</b>
<b>Previous inspection judgement</b>	<b>Improved effectiveness</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<b>The overall experiences and progress of children and young people living in the home are</b>	<b>Good</b>
The children's home provides effective services that meet the requirements for good.	
<b>How well children and young people are helped and protected</b>	<b>Good</b>
<b>The impact and effectiveness of leaders and managers</b>	<b>Good</b>

## SC462450

### Summary of findings

#### **The children's home provision is Good because:**

- Strong pre-admission assessments mean that good quality care and support is provided from the moment the child arrives at the home.
- Good transition planning into adult services or when returning to the care of their family minimises the stress of change for vulnerable children.
- Children feel safe and secure within the nurturing environment.
- Children receive highly individualised child focused care which has a positive impact on their life.
- Staff place safeguarding at the forefront of their practice. Parents and professionals have absolute confidence in the ability of staff to keep the children safe.
- There are very few changes in the staff team which means that children are able to enjoy stable relationships with staff who watch them grow and develop.
- This is a well led and resourced home. High staffing levels and the strong commitment staff display mean that children's complex individual needs are well met.
- There is a strong commitment to enhancing staff knowledge and professional development.
- This inspection identifies some areas for improvement. These are in relation to ensuring that key documents, such as; the location risk assessment, admission register, statement of purpose and quality of care review, are accurate, of sufficient depth and contain all of the required information. The manager has also been asked to ensure that the use of door alarms is formally shared with parents and placing authorities, and detailed in children's care plans. These matters are not currently having an impact on the safety and well-being of young people. The manager has been asked to address one health and safety concern and arrangements to do this were in hand at the end of the inspection.

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

### Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets 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 with the given timescales.

Requirement	Due date
<p>The registered person must keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. In particular ensure the statement of purpose contains accurate information. (Regulation 16 (3)(a) &amp; (b))</p>	02/02/2015
<p>The registered person must maintain in the home the records in Schedule 4. In particular; maintain a record in the form of a register showing in respect of each child—</p> <p>the date of the child's admission to the children's home;</p> <p>the date on which the child ceased to be accommodated in the home;</p> <p>the child's address immediately before being accommodated in the home;</p> <p>the child's address on leaving the home;</p> <p>the child's placing authority;</p> <p>the statutory provision (if any) under which the child is accommodated.</p> <p>(Regulation 37 (2) (a) Schedule 4 (1))</p>	02/02/2015

### Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- Comply with relevant health and safety legislations (alarms, food hygiene etc.); however in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. In particular; ensure that all pull chords are safely secured. (The Guide to the Quality Standards, page 15)

paragraph 3.9)

- Decisions to limit a child's access to any area of the home must only be made where this is intended to safeguard the child's welfare. All decisions should be informed by a rigorous assessment of that individual child's needs, be properly recorded and be kept under regular review. (The Guide to the Quality Standards, page 15 paragraph 3.10)
- Ensure effective systems are in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. (The Guide to the Quality Standards, page 61 paragraph 13.2)
- Review the appropriateness and suitability of the location and premises of the home at least once a year. The review should include the identification of any risks and opportunities presented by the home's location and strategies for managing these. Providers should refer to the non-statutory advice about the location assessment process. (The Guide to the Quality Standards, page 64 paragraph 15.1)
- Undertake a review under regulation 45 that focuses on the quality of the care provided by the home, the experiences of children living there and the impact the care is having on outcomes and improvements for the children. The review should be underpinned by the Quality Standards as described in regulations 5 to 14. In particular; ensure the system is evaluative and ascertains and considers the opinions of children, their parents, placing authorities and staff. (The Guide to the Quality Standards, page 64 paragraph 15.2)

## Full report

### Information about this children's home

This children's home is run by a private company. The home is registered to provide a service for up to 4 children or young people, male or female with learning difficulties.

The small company offers a variety of support services to children and adults with learning disabilities. This children's home adjoins an adult residential provision.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/02/2015	Interim	Improved Effectiveness
18/09/2014	Full	Good
08/01/2014	Full	Adequate

## Inspection Judgements

	Judgement grade
<p><b>The overall experiences and progress of children and young people living in the home are</b></p>	<p><b>Good</b></p>
<p>The children flourish in the care of staff who know them well. Equality and diversity is threaded through the service. Staff ensure that the routines that are important to them are maintained. They receive individualised care which helps them feel safe and secure.</p> <p>Good-quality assessments and care planning systems provide staff with effective guidance on how to meet children’s individual complex needs. Very well planned admission and transition arrangements mean children are well prepared and supported when they move in, and move on. One placing social worker complimented the manager and staff on how well they had managed this in an emergency situation, ensuring the needs of the child remained paramount. This meant they were able to feel more secure and confident for their future. When individuals move on they continue to be invited to social events enabling them to maintain the relationships with people who are important to them.</p> <p>Children are healthy and are encouraged to live healthy lifestyles. They are supported to develop and achieve within their lives and staff gently challenge them to develop better personal care skills. For example, some children who came to the home unable to eat solid food, now consume a normal healthy diet. Others have made great progress in their ability to use the toilet. For particular children and their families, this is great progress in order to become more independent.</p> <p>The children maintain good school attendance and staff help them gain a greater understanding of the world around them. One head teacher praised the commitment and persistence of staff in being fundamental in encouraging children develop their skills. They gave a particular example, where for many years the school had unsuccessfully tried to work with a child to teach them how to feed them self. Within a year of living at the home they went from totally spoon-fed, to independently feeding them self with spoon. The head teacher referred this to as ‘the most remarkable thing for this child’.</p> <p>Staff help children make significant personal growth in their social skills learning appropriate social behaviours and interactions. This enabled one child to be successfully reunified with their family, retaining short breaks and on-going support from staff. This provides them and their family with the security of continuity of care.</p>	

The children are supported to communicate using recognised methods to supplement their own personalised communication. Staff are committed to helping them make decisions and choices around their lives at levels which are appropriate to them. There have not been any complaints, however, families have confidence that any concerns that they or their child raise, will be immediately resolved.

Staff develop strong partnership working relationships with parents and professionals. Ensuring that children receive appropriate and highly individualised care and that these key relationships remain fundamental to children. Parents have absolute confidence in the service, their comments include: 'They're so thoughtful, they made him a toy room just for him so he could go in and play or be quiet according to what he wished..' Another commented: 'They are so focused on the child they are the number one priority and are treated like kings and queens. My child was worshipped and staff cried when they left.'

The children enjoy an environment which is well maintained and homely whilst suitably adapted and equipped to meet their needs. Door alarms are situated on the bedroom doors to alert staff during the night should the child leave their room. However, an assessment of the need for this is not detailed in the child's care plan and there is no evidence that such measures have been agreed with parents and placing authorities. The manager has undertaken a review as to the appropriateness and suitability of the location and premises of the home which identifies low risks in relation to criminal activity within the community. However, there is insufficient information and evaluation of any risks and opportunities regarding health and education presented by the home's location, and strategies for managing these.

All professionals commented on the high level of care and commitment shown to the children. One parent summed up the home as: 'Brilliant in everything'.

	Judgement grade
<b>How well children and young people are helped and protected</b>	<b>Good</b>
<p>The building is well maintained and health and safety arrangements are generally robust. Regular checks are undertaken to ensure the safety of the premises and equipment supplied. However, the pull cords to blinds in some bedrooms and communal areas have not been appropriately secured. This presents a potential risk to the vulnerable children who do not understand that getting caught up in these could harm them. Once this issue was highlighted the manager took</p>	

immediate action to review how these can be made safer.

Suitably detailed risk assessments ensure that risks are identified and understood. These are regularly updated and effectively shared amongst the team enabling staff to be successful in effectively managing risk.

The children are helped to feel safe and secure by consistent support and routines which reflect their individual needs. As a result most reduce their challenging behaviours significantly. This in turn has a positive impact on their relationships with their family, on one occasion enabling reunification become a reality.

Physical restraint is very rarely used and staff are vigilant in their supervision, ensuring that each child is safeguarded from any aggressive behaviour exhibited by others.

Social workers and schools comment how effectively ensuring the child's safety and well-being in partnership with other agencies is central to staff practice. Parents highlight how they have developed absolute confidence in the staff to keep their child safe. One parent commented 'I was always really scared before he went but the proof of the pudding is in the eating, and I'm really pleased he went there'. Another said 'I never worry when he's there as they are so caring and professional'.

Appropriate security and supervision arrangements mean there have been no incidents of children going missing nor have there been any safeguarding concerns. The manager has very close links with the local Safeguarding Children's Board and ensures all staff receive good quality training and guidance relevant to the needs of children with disabilities. As a result, they are clear as to the actions they should take if they have any concerns around the child's safety or well-being.

Staff recruitment practices are robust ensuring that only suitably vetted staff are recruited.

	Judgement grade
<b>The impact and effectiveness of leaders and managers</b>	<b>Good</b>
<p>The home is well led by the suitably professionally qualified and experienced registered manager. Having managed the home since registration he has provided consistency of good quality leadership. Staff feel they are well supported by a committed manager who has high expectations of staff. The manager whilst keeping them self-up-to-date does not receive professional supervision to help</p>	

them reflect and develop their practice.

The home is well resourced to meet the services outlined in the homes statement of purpose. However, the statement of purpose is inaccurate and does not clearly detail the type of service on offer. For example; it refers as being able to provide care and accommodation for age 5-18, and in other places 14-18. It also details out of date information in respect of the previous children's rights director post. Whilst this has no direct impact on young people, placing authorities and parents are not provided with accurate information.

Each child receives support from an allocated member of staff ensuring their individually assessed needs are well met. The vast majority of staff have worked at the home for a number of years promoting consistency of care.

Staff are well supported through regular team meetings and effective supervision arrangements. Staff say that they work well together as a team and are clear as to their roles and responsibilities. The organisation demonstrates a strong commitment to enhancing staff professional development through a high quality training program. The majority of training is updated yearly, ensuring staff remain motivated and their practice remains current. The manager provides apprenticeships and student placements ensuring continual professional challenge and stimulation within the service and demonstrating commitment to the development of the next generation of professionals.

The manager and staff build very strong partnership working with parents and professionals which ensures the best possible all-round support is provided to young people. Parents refer to staff who are: 'Really are amazing, fantastic people who have good knowledge and understanding' of their child needs. Professionals rate the service as good to excellent and say: 'The manager is proactive and responsive in ensuring the needs of the child are met'.

The homes central register of young people admitted into the home does not contain all of the required information, such as, details of the children who receive short breaks and when they have stayed. Whilst this has no impact on children it is a regulatory breach and means that identifying who was resident in the home at any given time would be very difficult.

Adequate monitoring systems are in place to review the quality of care provided. These need further development to provide for feedback from children, and their families or placing authorities to gain a full view of the quality of care. However, there is no impact on children in practice as they and their families are very positive about the home.

The manager has successfully addressed the one recommendation from the last inspection. Whilst some requirements and recommendations have been made at this inspection these do not significantly impact on the positive experiences of

children living at the home. The manager retains good oversight of the service and is committed to driving improvement. Parents have absolute confidence in the quality of care one commented: 'He is so well cared for, I can't give it enough praise, it's one in the million.'

## What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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*.

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