

## Children's homes - interim inspection

<b>Inspection date</b>	<b>10/12/2015</b>
<b>Unique reference number</b>	<b>SC478707</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered person</b>	<b>ERA Care Limited</b>
<b>Registered person address</b>	<b>Unit G22 Allen House, The Maltings, Station Road, Sawbridgeworth, Hertfordshire, CM21 9JX</b>

<b>Responsible individual</b>	<b>Stephen Milton</b>
<b>Registered manager</b>	<b>Post vacant</b>
<b>Inspector</b>	<b>Natalie Burton</b>

<b>Inspection date</b>	<b>10/12/2015</b>
<b>Previous inspection judgement</b>	<b>Adequate</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b>	
<p>This home was judged <b>Adequate</b> at the full inspection. At this interim inspection Ofsted judge that it has <b>Declined in effectiveness</b>.</p> <p>Since the last inspection, the provider appointed a manager. However, the application to register with Ofsted did not fully progress, due to the termination of the application. In the interim, there are sufficient arrangements in place while the provider is recruiting to the position. While there is minimal impact on young people, the judgement reflects the lack of a registered manager since November 2014.</p> <p>The young people do not go missing from the home and some young people are able to have time outside of the home without staff. However, staff lack sufficient awareness of where young people are and who they are with, where there are potential concerns for the young person. While staff have taken some action to address this shortfall, through following young people, they have made little progress. Therefore, not all young people are sufficiently safeguarded when outside of the home.</p> <p>At the last inspection, one requirement and one recommendation was set. The provider has ensured the missing from home policy is compatible with the local police protocol. This provides for a prompt and co-ordinated response to ensure if a young person goes missing, they are located and returned to the home. The staff respond to recommendations from the organisation's external visitor, for example in respect of maintenance to the home. Therefore, the provider has made improvements to the quality of care provided to the young people.</p> <p>The young people have made sufficient progress while living at the home. All young people have good educational attendance and have made progress in their educational achievements. This is because staff actively encourage and support young people to attend. The staff ensure young people have access to and engage with health professionals to meet their health needs.</p> <p>Staff enable young people to access their interests and hobbies, such as cooking and playing a musical instrument. They actively seek young people's views and discuss concerns and the progress the young people make, through key work</p>	

sessions, and residents meetings. As a result, young people's emotional resilience improves.

The provider has made significant improvements to the internal monitoring within the home, which promotes reflective practice to improve the quality of care provided. For example, when young people have made complaints, internal monitoring considers action required to prevent recurrence. In addition, the service actively considers feedback from placing authorities and takes action to address areas of improvement identified, for example, in respect of more informative reports required by placing authorities. This demonstrates that the provider is committed to making further improvements to the service given to young people.

The provider has made improvements to the transitions for young people. Before young people's admissions, the provider considers matching profiles. Young people visit the home and staff before their admission. Therefore, managers only admit young people whose needs they can meet. Young people who have recently moved from the home have made planned transitions in line with their care plans.

A young person spoke positively about their care and support in the home. They reported they feel safe and are able to talk to staff if they are worried or anxious. The rapport between staff and a young person was noted during the inspection to be warm, respectful and caring. The young person had a sufficient understanding of their future plans and the staff team consulted with the young person about the care they receive.

## Information about this children's home

The children's home is owned and managed by a private organisation. It provides care and accommodation for four young people of both genders, who have emotional and behavioural difficulties.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/03/2015	Full	Adequate
12/01/2015	Full	Inadequate

## 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
The registered provider must appoint a person to manage the children's home if there is no registered manager in respect of the home. (Regulation 27 (1) (a))	29/01/2016
<p>6: The quality and purpose of care standard</p> <p>In order to meet the quality and purpose of care standard the registered person must:</p> <p>(2) (b)(ii) ensure that staff protect and promote the child's welfare. With particular reference to staff having an awareness of where young people are when out of the home.</p>	24/12/2015

## **What the inspection judgements mean**

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

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

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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