

## Children's homes - interim inspection

<b>Inspection date</b>	<b>10/02/2016</b>
<b>Unique reference number</b>	<b>SC040175</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered person</b>	<b>The Drive Care Homes Limited</b>
<b>Registered person address</b>	<b>The Drive Care Homes Ltd, 18 Hatherley Road, SIDCUP, Kent, DA14 4BG</b>

<b>Responsible individual</b>	<b>Emmanuel Akpan</b>
<b>Registered manager</b>	<b>Susan Ashburn</b>
<b>Inspector</b>	<b>Suzy Lemmy</b>

<b>Inspection date</b>	<b>10/02/2016</b>
<b>Previous inspection judgement</b>	<b>Requires improvement</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>Requires improvement</b> at the full inspection. At this interim inspection Ofsted judge that it has <b>Improved effectiveness</b>.</p> <p>The requirements and recommendations from the last inspection have been effectively met.</p> <p>Young people receive one-to-one support from staff. Staff are able to implement specific strategies to promote young people's development in line with their targets. Staff set small achievable steps to develop young people's independence and daily living skills. One young person is now able to take her washing to the laundry without prompting. Another young person is able to get dressed independently, where previously he needed support. Young people are making good progress. A parent reported 'my child has made a lot of progress; they are doing a wonderful job with her'. Another parent said 'he is a totally different person; they have done well with him'.</p> <p>The Registered Manager has successfully addressed staffing issues. Previously there was a high number of casual staff. The manager has secured staff to permanent posts and has recruited new, experienced staff. Appropriate induction programmes, relevant training and development opportunities successfully prepare staff to meet young people's complex needs. A system whereby experienced staff mentor new staff is effective. One member of staff reported 'the induction is very good here; I shadowed other staff initially and was allocated a mentor although, I can discuss any issues with other colleagues and the manager too, it was useful to work alongside an experienced member of staff'. New staff have regular supervision; however, some staff have not had supervision in line with the homes' statement of purpose.</p> <p>Young people receive the health services they require, including speech and language therapy. Therapists devise programmes, which staff use with young people to ensure consistency across settings. One young person is more confident when speaking as a result. Other young people use their communication aids in the home as well as school setting. Staff communicate and interact well with young people.</p>	

Young people's key work sessions and house meetings are effective in gaining their views. Staff use a variety of methods, including photographs and picture exchange to ensure that young people can express their thoughts and influence decision-making. Staff act upon their requests, for example, responding positively to specific requests for holiday activities. Young people feel valued as a result.

A clinical psychologist provides group consultations with staff to develop their knowledge and understanding of complex behaviours. The Registered Manager reviews young people's care plans in response to any changes in their needs; clear actions help young people achieve their outcomes. This enables staff to care for young people effectively and safely. However, the Registered Manager has not consistently recorded information regarding the incident that led to risk assessment reviews.

Staff promote a sense of community by encouraging young people to participate in a range of activities, including after school clubs, discos and karaoke parties, a seaside holiday and attending the local church. Young people were observed enjoying completing puzzles and reading with staff. They had access to a range of activities within the home, including an exercise bike and table top games.

Staff work closely with families to promote positive contact. They ensure that young people are able to see people who are important to them. One parent reported that her relationship with her daughter has improved as a result. Another parent struggled to manage her son's challenging behaviour during overnight contact. Staff now support the contact from the home instead. The young person has positive, safe contact with the knowledge that staff are available if needed.

There have not been any young people admitted since the last inspection. One young person will be starting a respite stay during the school holidays. The Registered Manager has undertaken a thorough initial assessment regarding the young person's needs. She has reviewed the assessment to include recent changes in the young person's behaviour. This ensures that he continues to meet the home's criteria and is a suitable match with the existing young people before admission.

All staff have received updated safeguarding and child sexual exploitation training. The local safeguarding children board delivered radicalisation training. A member of staff reported that 'this was very useful, thought provoking training'. Staff demonstrated a good knowledge of how to keep young people safe, including in relation to safe internet use. Staff supervise young people when using their iPads and discuss e-safety with them during key work sessions.

The Registered Manager reviews young people's care plans and shares information relating to updated policy and procedures with staff at team meetings and supervision sessions. Staff equipped for this role care for young people. The Registered Manager enables staff to develop professionally and aims for continual improvement of the service.

Since the last inspection, the home has been redecorated and refurbished. Pictures and artwork on the walls create a homely feel. Staff ensure that young people's records are stored in a securely locked room. The Registered Manager has sustained improvements in food safety and fire regulations. Food items are correctly stored and labelled and a recent fire risk assessment was positive with no concerns raised.

## Information about this children's home

This home is managed by a private organisation. It is registered for eight young people with physical and learning disabilities. The garden is designed to allow wheel chair access on the ground floor.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/08/2015	Full	Requires improvement
18/02/2015	Interim	Sustained effectiveness
25/07/2014	Full	Good
18/03/2014	Interim	Satisfactory progress

## 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>13: The leadership and management standard</p> <p>In order to meet the leadership and management standard the registered person must enable, inspire and lead a culture in relation to the children's home that -</p> <p>(2)(a) lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement, particularly in relation to frequency of staff supervision</p>	<p>31/03/2016</p>

### Recommendations

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

Ensure plans include a strategy for a particular type of care, treatment or intervention. The care staff will need to understand the purpose of any such care or review of a care plan, this is in relation to an incident being clearly recorded in a review of a risk assessment. (The Guide to the Quality Standards, page 16 paragraph 3.15)

## **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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