

Children's homes inspection - Full

Inspection date	22/09/2015
Unique reference number	SC375540
Type of inspection	Full
Provision subtype	Children's home
Registered person	Rotherham Metropolitan Borough Council
Registered person address	Riverside House, Main Street, ROTHERHAM, South Yorkshire, S60 1AE

Responsible individual	Jane Parfremment
Registered manager Acting manager	Karen Kennedy Tyrel Simpson
Inspector	Jamie Richardson

Inspection date	22/09/2015
Previous inspection judgement	Inadequate
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Inadequate
Children and young people are not protected or their welfare is not promoted or safeguarded. Their care and experiences are poor and they are not making progress.	
how well children and young people are helped and protected	Inadequate
the impact and effectiveness of leaders and managers	Inadequate

SC375540

Summary of findings

The children's home provision is inadequate because:

- Children and young people are not kept safe
- Risks of young people exposed to child sexual exploitation are not always recognised. They remain poorly assessed and reviewed.
- Missing procedures are ineffective. Local missing from home protocol is not followed. Assessments and young people's individual information is not up to date. Not all staff can access young people's essential information relating to missing.
- Injuries to young people are not robustly investigated. Safeguarding procedures are not consistently implemented by staff. Whistle blowing procedures are not being used.
- Some staff lack awareness of young people's risks.
- Medication recording and administration is poor.
- Young people's offending behaviour continues in this home.
- Some young people make no progress with their self-care skills or health. This leaves some health issues unassessed.
- Lack of management monitoring leaves safeguarding issues unaddressed and problems unrecognised.
- Agency staff recruitment is weak. Staff skills and experience matching young people's needs is unknown to management. Agency staff receive no oversight or supervision.
- Notification of serious incidents and safeguarding matters are not consistently reported to Ofsted.
- Four out of six requirements were not met from the last inadequate 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>12: The protection of children standard</p> <p>In order to meet the protection of children standard the registered person must–</p> <p>(2) (a) ensure that staff–</p> <p>(i) assess whether each child is at risk of harm, taking into account information in the child’s relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to child.</p> <p>Specifically ensuring that,</p> <ul style="list-style-type: none"> ▪ Young people’s information regarding them going missing from home is up to date and all staff can access this. ▪ Child Sexual exploitation risks are assessed and are subject to regular review ▪ All staff are aware of young people's risks ▪ Any injuries to young people are fully investigated and assessed following safeguarding procedures. 	<p>09/10/2015</p>
<p>12: The protection of children standard</p> <p>In order to meet the protection of children standard the registered person must–</p> <p>(2) (a) ensure that staff–</p> <p>(vi) take effective action whenever there is a serious concern about a child’s welfare; and</p> <p>(vii) are familiar with, and act in accordance with, the home’s child protection policies.</p> <p>This is in relation,</p>	<p>09/10/2015</p>

<ul style="list-style-type: none"> ▪ To staff reporting any concerns about a child and following safeguarding procedures such as whistle blowing. ▪ Any injuries to young people are fully investigated and assessed following safeguarding procedures 	
<p>13: The leadership and management standard In order to meet the leadership and management standard the registered person must–</p> <p>(2) (h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home. Specifically ensure consistency and clarity in the recording of risk assessments, significant incidents and outcomes of child protection enquires for example involving injury to young people.</p>	09/10/2015
<p>The Registered Person must recruit staff using recruitment procedures that are designed to ensure children safety.</p> <p>(2) The registered person may only –</p> <p>(a) employ an individual to work at the children’s home, if the individual satisfies the requirements in paragraph (3).</p> <p>(3) The requirements are that–</p> <p>(b) the individual has the appropriate experience, qualifications and skills for the work that the individual is to perform.</p> <p>(Regulation 32 (1) (2)(a) & (3)(b))</p> <p>Specifically in relation to agency staff</p>	09/10/2015
<p>The registered person must make arrangements for the positive handling, recording safekeeping and safe administration and disposal of medicines received into the children's home</p> <p>(Regulation 23 (1))</p>	09/10/2015
<p>The registered person must notify HMCI and each other relevant persons without delay if there is any other incident relating to a child which the registered person considers to be serious</p> <p>(Regulation 40(e))</p>	09/10/2015

Full report

Information about this children's home

The children's home is run by a local authority. It is registered to accommodate up to six young people of either gender. The home provides care and accommodation to young people with emotional or behavioural difficulties on a long-term basis.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/07/2015	Full	Inadequate
09/06/2015	Full	Inadequate
17/02/2015	Interim	Declined in effectiveness

Inspection Judgements

	Judgement grade
<p>The overall experiences and progress of children and young people living in the home are</p>	<p>Inadequate</p>
<p>Procedures for recording and administering medication are not robust. It is not evident on occasions that young people have been offered medication. When medication has been given it is not clear young people have actually taken it. Prescribed vitamins have not been administered to a young person even though they have an identified deficiency. Safety procedures of two staff administering controlled drugs are not always being followed. Large amounts of painkilling drugs have been signed into young people's care, with no risk assessment, or clear rationale. As a result young people could be at risk of overdose.</p> <p>Some young people do not enjoy good health. Staff attempts are unsuccessful in helping young people to stop smoking and using illegal substances. Some young people do not attend medical appointments. Consequently they experience ongoing health issues, which are not well controlled. Some health issues remain unassessed and diagnosed. This leaves young people at risk of ongoing infection or illness.</p> <p>Despite staff efforts to promote independence skills, some young people are making no progress with their personal hygiene. Support and monitoring of this is inconsistent. This is not promoting positive self-care now or providing young people with the skills they need for the future.</p> <p>All young people have appropriate educational placements. Some young people achieve well in their exams. For others educational attendance is poor. This leaves them without structure to their day. It does not help them prepare for employment in the future.</p> <p>Young people benefit from a range of leisure activities. They enjoy go karting, swimming, football matches and trips to the spa. This helps young people to structure their time positively and promotes their life experiences.</p>	

	Judgement grade
How well children and young people are helped and protected	Inadequate
<p>Missing from home protocol is not followed. Young people are not reported as absent. Staff do not actively look for young people when they are missing. Information is not shared effectively with the police. It leaves significant periods of time where young people's whereabouts are unknown.</p> <p>Information surrounding young people going missing from home does not reflect their current risks. Some staff cannot access information about young people because they do not have access to computer systems. As a result poor information is shared with the police. This potentially hinders the police in looking for young people. It can affect the police risk assessment, which would leave young people vulnerable. On return from missing episodes young people are welcomed back by staff, however a lack of independent return interviews, does not give young people the chance to share any worries. It does not allow triggers and risk to be effectively assessed.</p> <p>Despite staff efforts to update risk assessments, some staff are not fully aware of young people's risks. This leaves young people vulnerable as staff are not able to identify potential hazards or make sound assessments of situations. Some risk assessments give conflicting information. For example it is unclear how the risks of sexual exploitation are identified, assessed, and reviewed. This is a significant risk to young people's safety as potentially this issue remains unknown. A requirement set around risk assessments and evaluating risk has not been met.</p> <p>Young people are not protected by safeguarding procedures. Some injuries to young people are not robustly investigated. Some staff are not following whistle blowing policy and reporting concerns. This potentially leaves young people without support and vulnerable to harm. A requirement around staff taking effective action to protect young people has not been met.</p> <p>Despite staff efforts young people continue to engage in ongoing risk taking behaviour. Two out of three young people have gained criminal records whilst living in this home. Consequently offending behaviour presents ongoing risks and could affect chances of employment and opportunity in later life.</p>	

	Judgement grade
The impact and effectiveness of leaders and managers	Inadequate

The acting manager of this home is suitably qualified and experienced to undertake this role. This home is suffering significant issues in all areas of its functioning. It is now inadequate for the third time. The acting manager is aware of the weakness in this setting; however it is proving a vast role for a single person. A deputy manager has been recruited, but is not yet in post. Consequently management monitoring and oversight is insufficient. Issues which include safeguarding concerns have gone unidentified and addressed. This potentially leaves young people at risk of harm.

Notifications of significant incidents are not always reported. This does not allow the regulatory body to have oversight of staff practice and to analyse safety and risk management.

The recruitment and management of agency staff is poor. Although relevant checks for identification and criminal offences are undertaken the management have no assessment of their skills and experience to meet the young people's specific needs. Agency staff are not receiving supervision. As a result this does not allow the manager any oversight of their practice and it does not give staff support to voice any concerns.

Supervision of the permanent staff team has significantly improved. Regular quality and reflective supervision allows staff to share positive practice, concerns and ideas. As a result they report feeling well supported by the manager. It has improved some staffs confidence and lifted morale.

Regular team meetings provide a forum where information is shared effectively and care practice is reflected on. As a result staff report having more understanding of young people's needs and what is expected. Consequently some staffs relationships are now developing more positively with young people. Other areas such as activities for young people have improved.

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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