

Children's homes inspection - Full

Inspection date	12/10/2015
Unique reference number	SC033587
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	Shaun Scales Glyn Brown
Lead Inspector Inspector	Jamie Richardson Rachel Holden

Inspection date	12/10/2015
Previous inspection judgement	Declined in effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Inadequate
There are serious and widespread failures that mean children and young people are not protected and 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

SC033587

Summary of findings

The children's home provision is inadequate because:

- Safeguarding practice is poor and procedures are not followed
- Analysis, evaluation and actions to address risks to young people is insufficient
- Risk assessments are not up to date. They contain conflicting information to missing from home risk assessments
- Information is lacking relating to young people missing from home. It does not adhere to local protocol
- The kitchen areas are dirty
- Young people's health is not adequately monitored.

Requirement	Due date
<p>12: The protection of children standard</p> <p>(2) In Particular, the standard in Paragraph (1) requires the registered person to ensure-</p> <p>(a) 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. All individuals' details and historical information including favoured places and addresses are included in line with local protocol. ▪ Child Sexual exploitation risks are assessed and are subject to regular review ▪ Any injuries to young people are fully investigated and assessed following safeguarding procedures. 	30/10/2015
<p>12: The protection of children standard</p> <p>(2) In Particular, the standard in Paragraph (1) requires the registered person to ensure-</p> <p>(2) (a) 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> <ul style="list-style-type: none"> ▪ To staff reporting any concerns about a child and following safeguarding procedures. ▪ Any injuries to young people are fully investigated and assessed following safeguarding procedures ▪ Any issues relating to internet safety are followed through, investigated appropriately and online safety is monitored 	30/10/2015

<p>12: The protection of children standard</p> <p>In order to meet the protection of children standard the registered person must ensure</p> <p>(d) That the premises used for the purpose of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. Specifically in relation to ensuring that kitchen and their contents are clean. To prevent any hygiene issues and risks to children's health.</p>	<p>30/10/2015</p>
<p>13: The leadership and management standard</p> <p>(2) in particular, the standard in paragraph (1) requires the registered person to-</p> <p>(2) (h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>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>	<p>30/10/2015</p>
<p>10: The health and wellbeing standard</p> <p>(1)The health and well-being standard is that-</p> <p>(a) the health and well-being needs of children are met.</p> <p>Specifically in relation to,</p> <ul style="list-style-type: none"> ▪ Staff having knowledge of indicators of risk in relation to individual's health needs. This includes potential eating disorders or nutrition deficiencies. ▪ This specifically relates to young people's emotional health needs being met and consistently supported. Their requests for support to be listened to. ▪ Staff know where to access appropriate advice and treatment for individual health needs. 	<p>30/10/2015</p>
<p>The independent person must produce a report about a visit ("the independent persons report") which sets out, in particular, the independent persons opinion as to whether</p> <p>(a) Children are effectively safeguarded</p> <p>(b) The conduct of the home promotes the children's well- being (Regulation 44 (4) (a)(b))</p>	<p>30/10/2015</p>

Recommendation

Regulation 11(2) sets out the expectations on staff in building a positive relationship with each Child and helping the child to have a positive relationship with others. (The Guide to the Quality Standards page 38, paragraph 8.6) This is specifically in relation to staff not allowing young people to overhear adult conversation.

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. The home provides long-term residential care to young people with emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/09/2014	Interim	Declined in effectiveness
04/07/2014	Full	Good
24/01/2014	Interim	Inadequate Progress

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>Some young people's health needs are not fully recognised. Indicators of problems, such as eating disorders, are not identified, explored or monitored. This leaves young people with on-going health issues. Young people's health have suffered through poor food intake and lack of nutrition.</p> <p>Young people do not benefit from consistent support with their emotional health. Some individuals who have requested care coordinators have not been supported to access this service. As a result some young people continue to suffer poor mental health and remain anxious.</p> <p>The kitchen areas of this home are dirty. In certain cupboards there are hairs and crumbs of old food. Some kitchen surfaces and floors are unclean. There are dirty ovens and unclean pans. This raises potential health and hygiene issues. It is not setting high standards for young people to aspire to now or in the future.</p> <p>On occasions young people overhear staff conversation and views. For example they overhear staff discussion about changes to the home. At other times young people have been given information about potential admissions. The information is un-confirmed and does not actually transpire, resulting in undue stress. This influences their thinking and raises anxiety for young people as they do not always have full understanding of adult issues. Despite this some young people enjoy relationships with staff. One young person commented 'I like the staff.'</p> <p>Education for young people in this home is variable. All young people attended their examinations. Despite staff commitment to supporting young people to attend education, some currently remain without placement. For others there has been a recent decline in attendance. Lack of education is likely to affect young people's employment and life chances in the future.</p>	

	Judgement grade
How well children and young people are helped and protected	Inadequate
<p>Safeguarding procedures are not being followed. As a result, injuries to young people, such as bruises and scratches have not been investigated. This does not protect young people from immediate and future harm. It also leaves injuries without medical attention.</p> <p>Assessment and analysis of risk is poor. Evidence of consultation and decision making which involves appropriate professionals is lacking. Consequently decision making in the best interests of young people is unclear. For example the decision to remove night staffing and cease room searches for some individuals was not evidenced or evaluated. This potentially leaves young people at risk of harm.</p> <p>Some individual risk assessments are not up to date. They do not contain recent risk taking behaviours. This does not provide staff with the necessary information to analyse incidents and to protect young people from future harm. The information on general risk assessments and missing from home assessments is inconsistent. For example, in relation to child sexual exploitation, information and grading of risk varies. As a result understanding of risk is not demonstrated. It does not assist staff to make informed decisions and protect the vulnerable young people in this home.</p> <p>The local missing from home protocol is not being followed. Individual information relating to young people going missing from home is insufficient. Details such as favoured places, relatives and friends are not documented. This is likely to hinder efforts to find young people who are missing, because staff and police have no information where to look. This leaves young people vulnerable to associated risks such as child sexual exploitation and abuse.</p> <p>Risks around young people's internet use are not fully known. Concerns about who young people are contacting via the internet are not robustly monitored and assessed. This leaves young people vulnerable to inappropriate adults and potential abuse.</p> <p>Staff have not been effective, in helping young people to understand others individual needs. Consequently bullying has been an issue in this home over the last six months. This remains closely monitored but has had a negative impact on some young people's behaviour.</p>	

	Judgement grade
The impact and effectiveness of leaders and managers	Inadequate
<p>The registered manager has been in post since June 2011. He is suitably qualified and experienced to undertake this role. He has been covering a vacant post as Operation's Manager since September 2014. An acting manager has been overseeing the home since this date.</p> <p>Internal monitoring systems have failed to identify issues raised at this inspection. External monitoring processes have identified some themes; however vital safeguarding issues have been overlooked. As a result significant child protection concerns remained unassessed. This leaves young people vulnerable to significant harm. External monitoring services have failed to provide opinion regarding, if young people are safeguarded and their wellbeing is promoted. This does not comply with regulation.</p> <p>The senior external management as well as internal management do not demonstrate an understanding of the strengths and weakness of this home. Despite having increased capacity in the external oversight from senior managers no shortfalls have been identified or addressed before this inspection. They have failed to recognise or demonstrate in-depth understanding of young people's health needs, safeguarding and missing from home protocol. Consequently vital procedures which help to keep young people safe are not imbedded in practice.</p> <p>The matching process for young people to enter this home, has on occasion failed to identify conflicting needs and risks of young people. Consequently some young people have been inappropriately placed. This has resulted in safeguarding issues, which have caused young people to be moved on without planning and preparation.</p> <p>Regular supervision of staff ensures they feel well supported by management. It helps staff to feel valued and confident about their role. One Member of staff commented 'We get on with managers, I have regular supervision but I can ask anything anyway'. The acting manager receives regular supervision from his line manager; this helps him feel valued and supported. However the evidence to assess supervision quality was unavailable at the time of the inspection.</p> <p>Staff benefit from regular training. One member of staff reported 'We have had more training recently. This has been good.' This increases staff knowledge in supporting young people's needs.</p>	

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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