

Children's homes - interim inspection

Inspection date	15/03/2016
Unique reference number	SC356327
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Oracle Care Limited
Registered person address	Unit 54 Wrest Park, Silsoe, Bedford MK45 4HS

Responsible individual	Steven Bromley
Registered manager	Post vacant
Inspector	Matt Hedges

Inspection date	15/03/2016
Previous inspection judgement	Requires improvement
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
This home was judged requires improvement at the full inspection. At this interim inspection, Ofsted judge that it has improved effectiveness.	
Since the last inspection, the registered manager has left the home. A new manager started in October 2015. He is suitably qualified and experienced and is in the process of registering with Ofsted. Since his appointment, he has taken steps to improve the quality of the service provided to young people. Monitoring systems have improved and show good day to day oversight. As a result, the manager is now aware of the home's strengths. He has identified a number of weaknesses and is starting to address them. Consequently, he has met the vast majority of the requirements raised at the last inspection. Improvements include greater stability in the staff team, with a significant reduction in the use of temporary staff. This has improved relationships between staff and young people. Most young people talk positively about this and the support they receive. The manager has improved partnership working with families, placing authorities and other professionals, including the police. A parent confirms this highlighting, 'the home is really good...since the new manager came things have improved.' However, the manager fails to reflect this in his formal 'quality of care reviews'. These do not record or adequately consider the views of young people, their parents, placing authorities or staff. This detracts from the quality of the reports and risks the loss of valuable insight and opinion. No young people have moved into or out of the home since the last inspection. Some young people are preparing to leave later this year; plans for these moves are in their infancy. Young people's progress is mixed. Some have made significant advances in key areas of their life. They make progress in their education, engage in positive activities and undertake charity work in their spare time. This improves their educational attainment, prepares them for approaching examinations and develops their confidence. In contrast, despite some efforts, staff fail to engage other young people as effectively. This results in a significant amount of unstructured time and low attendance at college. On two occasions, staff have forgotten to wake one young person in time for them to attend. As a result, they have failed to help him achieve his education and training targets, affecting the	

progress he can make.

All young people spend more time at the home. Incidents have reduced, and occasions when young people are reported missing have significantly diminished. They are safer because of this. Staff are aware of the risks young people face when they are away from the home and generally act appropriately. However, written guidance for staff is not robust. Different documents conflict with each other and lack detail. This includes the time young people are supposed to come home. This has the potential to prevent staff from taking effective action should young people not return.

Complaints and allegations are generally well managed and investigated appropriately. On one occasion, records of an investigation were poor. Specifically they did not show that the investigating manager had spoken to the victim in an alleged incident. This prevented the young person formally sharing their views or requesting additional support had they wished to.

Information about this children's home

The home provides care and accommodation for up to three young people with emotional and/or behavioural difficulties. The home is owned and operated by a private provider.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/07/2015	CH - Full	Requires improvement
25/03/2015	CH - Interim	Sustained effectiveness
14/01/2015	CH - Full	Good
19/03/2014	CH - Interim	Good 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
8. The education standard In order to meet the education standard, with particular reference to supporting engagement in education, the registered person must ensure that staff:- (2)(a)(i) help each child to achieve the child's education and training targets.	15/04/2016
12. The protection of children standard In order to meet the protection of children standard, with particular reference to missing from home, the registered person must ensure that staff:- (2)(a)(vi) take effective action whenever there is a serious concern about a child's welfare.	15/04/2016
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	15/04/2016
The registered person must ensure that the 'quality of care review' provides for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (5))	15/04/2016

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*.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016