

Children's homes – Interim inspection

Inspection date	13/03/2017
Unique reference number	SC462450
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Satash Community Care Project Limited
Registered provider address	25 Balham High Road, London SW12 9AL

Responsible individual	Thanaletchmi Loganathan
Registered manager	Vyramuthu Loganathan
Inspector	Joanna Heller

Inspection date	13/03/2017
Previous inspection judgement	Good
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	
<p>This home was judged as good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.</p> <p>At the last inspection, one requirement and three recommendations were set. The manager has ensured that some, but not all, of these shortfalls have been met. Three further requirements have been set at this inspection. However, these do not impact on the outcomes and experiences of the children, whose individual progress and experiences remain strong.</p> <p>The children enjoy an environment which is suitably adapted and equipped to meet their needs. Health and safety arrangements are suitable. However, fire prevention arrangements on occasion do not effectively promote children's safety. One fire door had a significant hole in it, and an intumescent strip was missing. This means that the intended safe area that the door was to protect was not safe. This is particularly important, as this is a designated area to which to evacuate the children in the event of a fire. The manager arranged for the hole to be repaired during the inspection. Personal emergency evacuation plans are in place for all of the children. However, these do not reflect the evacuation processes for children in the event of a fire at night. It is essential that the staff have clear guidance on how to support each child to evacuate the home effectively in the event of an emergency.</p> <p>Placements are well planned over a timeframe which is responsive to each child's particular needs. The children enjoy stable placements in which they thrive. The children are beginning to become more aware of each other and are developing friendships. For example, staff describe how one child sitting on the floor may raise their hand and another stroke it. Another child has noticed one of their peers likes teddy bears and will on occasion bring these to them.</p> <p>The staff provide care which is highly tailored to each child's needs and personality. Equality and diversity are threaded through the service, ensuring that any particular needs as a result of culture or health requirements are well met. As a result, the children make significant progress from their starting points in their behaviour, social skills, confidence and personal care. The staff and the manager work well in partnership with others, such as schools, to improve the experiences of the children, and the feedback from partner agencies is highly positive. Their</p>	

comments include:

- 'The home is meeting the child's needs very well. There's been a really big difference in their skills.'
- 'Emotionally the child appears very settled, happy, content and smiling.'
- 'They have a good understanding of my child's needs and how they communicate.'
- 'They treat the child as an individual and absolutely listen to them.'

Placing authorities and parents have absolute confidence in the staff to safeguard the children effectively. Parents say:

- 'I'm very impressed with the caring attitude. They've been really supportive.'
- 'The staff are absolutely amazing. They are the best team.'
- 'He likes the staff. He is holding hands and having cuddles. It's wonderful to see he is so happy there.'
- 'All the staff are very kind and caring. It's a fantastic home.'

The children have developed positive bonds with the staff, which indicates that they feel nurtured and secure. For example, one child was very excited upon their return from school, following favourite staff around, hugging, blowing kisses and holding their hands. They enjoy relaxing together with staff, snuggling in for cuddles while watching their favourite television shows.

Few significant incidents occur in this setting. There have been no incidents of physical restraint or children missing from home. There have been a number of concerns raised by one family regarding the care and support of one child. The home has worked closely in partnership with other professionals to ensure that this child's needs continue to be well met and this child is progressing well. An aspect of one complaint related to a member of staff's care practice. This was appropriately shared with the placing social worker, who advised the home that in their opinion it did not meet the safeguarding threshold. However, this complaint was not shared with the designated officer for safeguarding nor Ofsted. While the information indicates that the child was not subject to any harm, partner agencies cannot fulfil their duties to ensure that children are safeguarded effectively if the information is not transparently shared.

Staffing levels are high and meet the individual needs of the children. As a result, the children have been able to access a wide variety of experiences. Fun activities which would otherwise not be open to them are tailored to each child's interest. The child's wishes and any activity requests are always met when possible. For example, one child likes playing on their scooter, climbing, swimming and ice skating. Other children have enjoyed trips to the theatre, museums, the cinemas

and meals out. These experiences help the children gain greater understanding of the world and promote their learning and development.

The staff feel well supported by the management team and have access to a variety of relevant training. Since the last inspection, arrangements have been made to ensure that the manager receives suitable professional supervision to help them reflect upon and develop their practice.

The staff rotas are not always accurate and current. For example, the manager was away at the time of the inspection and other staff were covering the management role in their absence. However, the rota continued to record the manager as scheduled on duty. While this does not impact on the care of the children, it does mean that it is difficult to understand who was on site on duty at any given time.

At the last inspection, the manager was asked to ensure that the location review detailed sufficient information about and evaluation of any risks and opportunities regarding health and education that were presented by the home's location, and indicated strategies for managing these. The manager has yet to update this review. This has little impact on the current children, as they have been able to maintain and access the support services they currently need. The manager was also asked at the last inspection to ensure that staff references are consistently verified and gaps in employment explored. No new staff have been employed, and therefore this requirement has been repeated. Suitable monitoring systems are in place to review the quality of care provided, and the manager continues to prioritise the needs of the children, ensuring that the quality of care they receive remains high.

Information about this children's home

This children's home is run by a private company. The home is registered to provide a service for up to four children who have learning difficulties.

The small company offers a variety of support services to children and adults who have learning disabilities. This children's home is one of a small number of services operating as part of the Satash services. This, however, is the only children's service offered.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/11/2016	Full	Good
18/03/2016	Interim	Sustained effectiveness
30/11/2015	Full	Good
24/02/2015	Interim	Improved effectiveness

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 within the given timescales.

Requirement	Due date
The registered person must ensure that the requirements of the Fire Safety Reform (Fire safety) Order 2005 and any regulations made under it are complied with in respect of the home. (Regulation 25 (2)(b)) In particular, the registered person must ensure that personal evacuation plans detail the actions staff are to take in the event of a fire at night, that the integrity of fire doors remains intact and that intumescent strips are maintained in place effectively.	03/04/2017
The registered person must only employ an individual to work at the children's home if the individual is mentally and physically fit for the purposes of the work that the individual is to perform and full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (3)(c)(d)) In particular, the registered person must ensure that references are verified and gaps in employment explored.	24/04/2017
The registered person must keep in relation to a children's home the records specified in Schedule 4. (Regulation 37 (2)(a)) In particular, records should include a copy of the staff duty roster of persons working at the home, and a record of the actual rosters worked.	24/04/2017
The registered person must notify HMCI and each other relevant person without delay of a significant event in the home. (Regulation 40 (4))	03/04/2017

Recommendation

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

- Review the appropriateness and suitability of the location and premises of the home at least once a year. The review should include the identification of any risks and opportunities presented by the home's location and strategies for managing these. Providers should refer to the non-statutory advice about the location assessment process. (The 'Guide to the children's homes regulations including the quality standards', page 64, paragraph 15.1)

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 that 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. Whenever 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 whom 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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