

SC040638

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care for up to six children with social, emotional and behavioural needs.

The manager has been registered with Ofsted since April 2019.

Since the last inspection, one child has remained living at the home. Another three children were admitted to the home and have moved on.

Inspection dates: 13 and 14 September 2022

Overall experiences and progress of children and young people, taking into account **inadequate**

How well children and young people are helped and protected **inadequate**

The effectiveness of leaders and managers **inadequate**

There are serious and widespread failures that mean children are not protected or their welfare is not promoted or safeguarded, and the care and experiences of children are poor.

Date of last inspection: 16 March 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/03/2022	Full	Good
11/12/2019	Interim	Improved effectiveness
21/05/2019	Full	Requires improvement to be good
02/10/2018	Interim	Declined in effectiveness

Inspection judgements

Overall experiences and progress of children and young people: inadequate

This service is judged inadequate due to the serious and widespread shortfalls in safeguarding practice and poor management oversight of the quality of care provided. These shortfalls place children at risk of harm. As a result of this inspection, the provider has been issued with six compliance notices. A restriction notice has been issued which prevents the provider from admitting any more children to the home.

Children have been admitted to the home in an emergency with insufficient risk strategies in place to keep all children safe. This has led to incidents between children, and staff being unable to keep children safe. Furthermore, there is insufficient planning when children move on from the home.

Children receive inconsistent care from staff. In one example, a child's plans clearly detail how to keep the child safe from risks of fire and from smoking in their bedroom. However, staff do not follow this plan, placing this child and adults in the home at risk. This shortfall has not been identified by the managers. This demonstrates a lack of management understanding of their roles and responsibilities with regards to keeping children safe.

There are significant shortfalls in the care planning for children. One child, who has now moved on from the home, had no care plans in place while living at the home to guide staff on how to support him. Furthermore, staff demonstrated an inconsistent understanding to another child's plans for spending time in the community.

Children known to use drugs and alcohol are not provided with effective support to explore these risks and to look at ways to reduce their use. This is a missed opportunity to educate children about the dangers of such substances and support them to maintain a healthy lifestyle.

There are gaps and omissions in one child's administration records for regular medication. Furthermore, some staff have not received appropriate training to administer medication. This means that children's health needs are not consistently met.

The child currently living at the home has not attended an educational provision for an extended period. However, following targeted work with staff, this child is now completing a phased return to education and is beginning to make progress.

How well children and young people are helped and protected: inadequate

There are serious shortfalls in the management and reporting of allegations against staff. In one case, a child informed a member of staff that he had been assaulted by an adult working in the home. This was not reported to the local authority designated officer. No action was taken by staff or managers and the safeguarding policy was not followed. This failure to act on children's concerns places children at risk of harm and demonstrates poor safeguarding practice.

The inspector identified significant shortfalls in the response and care provided to a child who sustained injuries. A child with bruising disclosed to staff that they had been injured during an assault in the community. Staff failed to ensure that this child received medical attention, or to report the assault to the police. The senior management team failed to identify these shortfalls, demonstrating further weaknesses in management oversight of safeguarding practice and a lack of appropriate care for children.

Leaders and managers have failed to taken action when serious incidents occur. In one example, a child disclosed to a member of staff that they had engaged in a sexual relationship with another resident of the home on several occasions while staff were sleeping. The managers failed to deem this a serious incident. This was not reported to the necessary professionals or to Ofsted. This demonstrates weaknesses in the safeguarding practice of management and the actions of the registered provider to keep children safe and to ensure that serious incidents are notified to the relevant professionals.

The inspector identified significant fire-safety risks. One child with known risks regarding fire-setting is known to smoke in her bedroom. Insufficient action has been taken to reduce this risk.

There are shortfalls in the recruitment of staff. For example, a member of staff who is commissioned to work in the home had not been vetted to the same standard as internal staff. The registered provider took action during the inspection to ensure this did not leave children exposed to staff who have not been suitably vetted.

The effectiveness of leaders and managers: inadequate

The responses of leaders and managers to serious incidents are ineffective. The registered manager's monitoring and oversight failed to identify and address shortfalls in safeguarding practice. As demonstrated above, there are significant concerns regarding the registered manager's safeguarding practice.

Additionally, the registered manager has not submitted notifications to the regulator in a timely manner. Ofsted was notified of another allegation made by a child; however, this was following the independent visitor instructing the provider to undertake this notification. This demonstrates a lack of understanding by the management team regarding the threshold for notification to the regulator.

There are shortfalls in practice and inconsistencies in records of physical intervention. In one record, a child was restrained without the threshold having been

met. In another instance, there is no record of a physical intervention that is referred to in another document.

Staff do not receive regular supervision. In one example, there are no records of one staff member having had any supervision for 12 months. Some staff have yet to complete all mandatory training, including safeguarding training. Consequently, there are missed opportunities in staff members' development and formal support and staff are not in receipt of the necessary training required to ensure that they have the knowledge and skills to keep children safe.

The registered manager has not updated the statement of purpose to reflect the services operating from the children's home. This means that the regulator has not had an accurate overview of the registered manager's role.

The registered manager has failed to submit reports required under regulations regarding a review of the care provided. This inhibits the regulator's oversight of the provider.

What does the children’s home need to do to improve? Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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
<p>*Compliance notice served to registered provider</p> <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that staff—</p> <p>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 the child;</p> <p>help each child to understand how to keep safe;</p> <p>manage relationships between children to prevent them from harming each other;</p> <p>understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>take effective action whenever there is a serious concern about a child’s welfare; and</p> <p>are familiar with, and act in accordance with, the home’s child protection policies. (Regulation 12 (1) (2)(a)(i)(ii)(iv)(v)(vi)(vii))</p>	<p>16 October 2022</p>
<p>*Compliance notice served to registered manager</p> <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p>	<p>16 October 2022</p>

<p>that the home's day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12 (1) (2)(b))</p>	
<p>*The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that—</p> <p>helps children aspire to fulfil their potential; and</p> <p>promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that staff work as a team where appropriate;</p> <p>understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home;</p> <p>use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(b)(f)(h))</p>	<p>16 October 2022</p>
<p>The care planning standard is that children—</p> <p>receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b) (2)(a))</p>	<p>18 December 2022</p>
<p>The registered person must compile in relation to the children's home a statement ("the statement of purpose") which covers the matters listed in Schedule 1.</p> <p>The registered person must—</p>	<p>16 October 2022</p>

<p>keep the statement of purpose under review and, where appropriate, revise it; and</p> <p>notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision.</p> <p>Subject to paragraph (6), the registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. (Regulation 16 (1) (3)(a)(b) (5))</p>	
<p>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children’s home. (Regulation 23 (1))</p>	16 October 2022
<p>After consultation with the fire and rescue authority, the registered person must—</p> <p>take adequate precautions against the risk of fire, including the provision of suitable fire equipment in the children’s home. (Regulation 25 (1)(a))</p>	16 October 2022
<p>The registered person must recruit staff using recruitment procedures that are designed to ensure children’s safety.</p> <p>The registered person may only—</p> <p>employ an individual to work at the children’s home; or</p> <p>if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home,</p> <p>if the individual satisfies the requirements in paragraph (3).</p> <p>The requirements are that—</p> <p>full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d))</p>	16 October 2022
<p>The registered person must ensure that all employees—</p> <p>receive practice-related supervision by a person with appropriate experience.</p>	18 December 2022

(Regulation 33 (4)(b)(c))	
<p>*The registered person must notify HMCI and each other relevant person without delay if—</p> <p>an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious;</p> <p>there is an allegation of abuse against the home or a person working there;</p> <p>a child protection enquiry involving a child—</p> <p>is instigated; or</p> <p>concludes (in which case, the notification must include the outcome of the child protection enquiry); or</p> <p>there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(b)(c)(d)(i)(ii)(e))</p>	16 October 2022
<p>The registered person must complete a review of the quality of care provided for children (“a quality of care review”) at least once every 6 months.</p> <p>After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review (“the quality of care review report”).</p> <p>The registered person must—</p> <p>supply to HMCI a copy of the quality of care review report within 28 days of the date on which the quality of care review is completed. (Regulation 45 (1) (3) (4)(a))</p>	16 October 2022

* These requirements are subject to a compliance notice.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC040638

Provision sub-type: Children's home

Registered provider address: Quadrant Court, 35 Guildford Road, Woking, Surrey GU22 7QQ

Responsible individual: Debbie Searle

Registered manager: Colin Christensen

Inspector

Sara Stoker, Social Care Inspector

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